



EDVENTURES | POLICY SUITE

Incident and Accident Reporting Procedure

Document reference	EDV-POL-013
Legal entity	EJFVENTURES LTD (company number 16938508), trading as Edventures
Version	1.0 — harmonised edition
Policy owner	Edward Fairnington, Owner and Responsible Manager
Approved by	Edward Fairnington
Approval date	16 October 2026
Effective date	16 October 2026
Next scheduled review	16 October 2027
Review frequency	Annually, or earlier following significant change or incident
Approval signature	_____

1. Purpose

Edventures is committed to maintaining a safe environment for everyone participating in or delivering its activities.

This procedure establishes a consistent approach to responding to, recording, reporting, investigating and learning from accidents, incidents and near misses.

Its objectives are to:

- Ensure appropriate immediate action is taken to protect participants, staff and others.
- Provide timely first aid and emergency assistance.
- Maintain accurate and confidential incident records.
- Meet applicable legal, regulatory and contractual reporting requirements.
- Identify contributing factors and implement measures to reduce the likelihood of recurrence.
- Promote continuous improvement in safety management.

2. Scope

This procedure applies to all activities organised or delivered by Edventures, including:

- Indoor climbing clubs and instructed climbing sessions.
- Adult wellbeing experiences and guided walks.

- Outdoor learning, adventurous activities and expeditions.
- Activities delivered in hired school facilities, climbing centres and other venues.
- Activities delivered by employees, freelance instructors, contractors or volunteers on behalf of Edventures.

Edventures is responsible for recording and managing incidents arising from its activities.

Where an incident affects a hired venue, its premises, equipment, staff or other users, Edventures will inform the venue's designated representative in accordance with the hire agreement and relevant legal obligations.

The venue's own reporting procedures may also apply. These do not replace Edventures' responsibilities.

3. Definitions

Accident: An unplanned event resulting in injury, illness or harm to a person.

Incident: An event that causes or has the potential to cause harm, damage, disruption or a safety concern.

Near miss: An unplanned event that did not result in injury or damage but had the potential to do so.

Dangerous occurrence: A specified serious event that may require reporting under RIDDOR, even where no injury occurs.

Safeguarding incident: An event or concern involving the actual or potential abuse, neglect, exploitation or harm of a child or adult at risk.

Significant incident: An event involving serious injury, emergency service attendance, significant risk, substantial damage, safeguarding concerns or potential regulatory notification.

4. Immediate Response

When an accident or incident occurs, the session leader or appropriately qualified person must:

1. Stop the affected activity and assess immediate hazards.
2. Make the area safe where reasonably practicable without exposing others to further danger.
3. Provide appropriate first aid within their competence.
4. Contact emergency services by calling 999 or 112 where necessary.
5. Arrange for the continued supervision and safety of other participants.
6. Notify the venue's emergency contact where appropriate.
7. Contact the participant's parent, carer or emergency contact according to the circumstances and urgency.
8. Notify the Edventures Manager as soon as reasonably practicable.

Where a participant requires emergency medical treatment, the session leader must provide relevant information to emergency responders and follow the applicable First Aid and Emergency Procedures.

Where an incident involves a safeguarding concern, staff must also follow the Edventures Safeguarding Policy without delay.

The immediate safety and wellbeing of those involved must always take priority over administrative reporting.

5. Recording Accidents and Incidents

All accidents involving injury, significant incidents and near misses with meaningful safety implications must be recorded using the Edventures Incident and Accident Report Form.

The session leader is responsible for completing the initial report as soon as reasonably practicable, preferably on the same day and within 24 hours wherever possible.

The report must include:

- Date, time and location of the incident.
- Activity being undertaken.
- Names and roles of those involved.
- Factual description of what happened.
- Nature and location of injuries, where applicable.
- Relevant environmental, equipment or activity conditions.
- First aid or emergency treatment provided.
- Names and contact details of witnesses, where appropriate.
- Immediate actions taken to prevent further harm.
- Details of notifications made to parents, carers, management, the venue or emergency services.
- Name and signature or authenticated confirmation of the person completing the report.

Records must be factual, objective and completed without speculation or assumptions about blame.

Witness statements should be recorded separately where appropriate.

Personal information must only be collected where necessary and handled in accordance with the Edventures Privacy Policy.

6. Internal Reporting and Escalation

The session leader must notify the Edventures Manager promptly following an accident or significant incident.

Immediate notification is required where an incident involves:

- Serious injury or suspected serious illness.
- Emergency service attendance.
- A missing participant.
- A significant safeguarding concern.
- Dangerous equipment or structural failure.
- An event potentially reportable under RIDDOR.
- Any situation presenting an ongoing serious risk.

Minor incidents should be reported as soon as practicable, with the completed report submitted within 24 hours wherever possible.

The Edventures Manager is responsible for reviewing incident reports, determining further action and ensuring relevant notifications are completed.

Where the Manager is unavailable and urgent action is necessary, the session leader must contact the appropriate emergency service, safeguarding authority or regulator directly rather than delay.

7. Communication with Parents, Carers and Participants

Where an incident involves a child or young person, their parent or carer must be informed promptly, taking account of the nature and seriousness of the incident and any safeguarding restrictions.

For serious injuries or emergency medical treatment, notification should occur as soon as reasonably practicable.

For minor injuries, parents or carers should ordinarily be informed at collection or earlier where appropriate.

Adult participants should be informed directly, where they have capacity to receive the information. Their emergency contacts should be contacted where necessary for their safety, subject to applicable confidentiality and safeguarding considerations.

Information shared must be accurate, proportionate and respectful of personal privacy.

8. Venue Notification and Responsibilities

Where Edventures operates from hired premises, the session leader or Manager must notify the designated venue representative where:

- The incident involves venue premises, fixtures or equipment.
- A structural, environmental or site-related hazard is identified.
- Venue staff or other site users are affected.
- Emergency services attend the premises.
- The hire agreement requires notification.

Edventures and the venue must cooperate in identifying hazards and implementing necessary controls.

Where reporting responsibilities overlap, the parties must establish who is responsible for any statutory notification.

Each organisation remains responsible for fulfilling its own legal duties.

Sensitive participant records must not automatically be shared with the venue. Only necessary information should be disclosed securely and on an appropriate lawful basis.

9. RIDDOR and Statutory Reporting

The Edventures Manager is responsible for assessing whether an incident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

Potentially reportable events may include:

- Deaths arising from work-related accidents.
- Specified injuries to workers.
- Work-related injuries resulting in a worker being incapacitated for more than seven consecutive days, excluding the day of the accident.
- Injuries to non-workers arising from a work-related accident where the person is taken directly from the accident scene to hospital for treatment.
- Specified dangerous occurrences.
- Certain diagnosed occupational diseases.

Not every injury, hospital visit or emergency service attendance is reportable under RIDDOR.

The Manager must assess the circumstances against current Health and Safety Executive guidance, including whether the incident arose from a work-related activity and which organisation is the responsible person.

Reporting timescales:

- Reportable deaths, specified injuries and dangerous occurrences must be notified without delay, with the formal report submitted within 10 days.
- Reportable over-seven-day worker incapacitation must be reported within 15 days of the accident.
- Other reportable categories must be notified within their applicable statutory deadlines.

Where required, reports must be submitted through the official Health and Safety Executive reporting arrangements.

The Manager must record the assessment, reporting decision, date of submission, responsible person and reference number.

Where an incident is assessed as not reportable, the reasons must also be documented.

10. Safeguarding and Other Notifications

Where an incident raises a safeguarding concern, the Edventures Safeguarding Policy and relevant reporting procedures must be followed.

The Designated Safeguarding Lead must be informed without delay, unless the concern involves that person or another circumstance requires direct external reporting.

Where appropriate, referrals must be made to children's social care, adult safeguarding services, the Local Authority Designated Officer, police or other relevant authorities.

The Manager must also consider whether notification is required to:

- Edventures' insurers.
- The relevant venue operator.
- A relevant national governing body or awarding organisation.
- The Information Commissioner's Office where a personal data breach meets the reporting threshold.
- Other regulators or authorities where applicable.

Safeguarding information must be recorded and stored separately from general incident records where necessary to maintain confidentiality and restricted access.

11. Investigation and Corrective Action

Following a significant incident or near miss, the Edventures Manager must determine whether a formal investigation is required.

The investigation should consider:

- The sequence of events.
- Relevant activity risk assessments.
- Environmental and equipment conditions.
- Supervision and staffing arrangements.
- Instructor qualifications and competence.
- Communication and emergency response.
- Existing control measures and whether they were followed.
- Immediate and underlying contributing factors.

Investigations must focus on establishing facts, identifying lessons and improving safety rather than automatically attributing blame.

Corrective actions must be recorded with:

- A description of the required action.
- The person responsible.
- A target completion date.

- Evidence of completion.
- Confirmation that revised controls have been communicated and implemented.

Where a serious ongoing hazard is identified, the affected activity or equipment must not be used until appropriate controls are established.

12. Equipment and Evidence Preservation

Where equipment, premises or environmental conditions may have contributed to an incident, relevant evidence must be preserved where reasonably practicable.

Equipment suspected of being unsafe must be removed from use, clearly identified and secured against accidental reuse.

Photographs, witness accounts and relevant documents may be retained where necessary for investigation, legal obligations or insurance purposes.

Evidence preservation must never delay emergency care or place anyone at further risk.

13. Learning and Continuous Improvement

Significant incidents and relevant near misses must be reviewed promptly by the Edventures Manager.

Findings must be used to review and, where necessary, update:

- Activity risk assessments.
- Emergency procedures.
- Equipment inspection and maintenance arrangements.
- Venue-specific operating procedures.
- Participant information and supervision arrangements.
- Staff and instructor safety briefings.

Relevant findings and revised controls must be communicated to those affected before they next undertake the relevant activity, where necessary for safety.

Edventures uses appropriately qualified instructors for activities requiring national governing body qualifications.

Operational safety briefings and incident reviews do not replace formal qualifications, professional development requirements or external training.

14. Confidentiality, Storage and Data Retention

Incident and accident reports contain personal information and must be managed in accordance with the Edventures Privacy Policy and Data Retention Schedule.

Storage arrangements:

- Records must be held in an access-controlled Edventures digital storage system.
- Access must be limited to authorised individuals with a legitimate operational, safeguarding, insurance or legal requirement.
- Medical information must receive additional protection appropriate to its sensitivity.
- Records must not be stored on personal devices or shared through unsecured messaging systems.
- Paper records must be transferred securely to the approved system and securely disposed of when no longer required, unless the original must be retained.

Retention arrangements:

- General adult accident and incident records will ordinarily be retained for three years from the incident, subject to the documented retention assessment.
- Records involving children will ordinarily be retained until the individual's 21st birthday, subject to the documented retention assessment.
- Records required under RIDDOR must be retained for at least three years.
- Records relating to serious injury, safeguarding, litigation, insurance claims or other legal obligations may require longer retention.

The Data Retention Schedule must specify the applicable retention periods, exceptions, review responsibilities and secure disposal arrangements.

Where multiple retention requirements apply, Edventures must apply the appropriate lawful retention period and document the justification.

15. Responsibilities

Edventures Manager — Edward Fairnington

Responsible for:

- Overseeing the implementation of this procedure.
- Reviewing incident reports.
- Determining statutory and contractual reporting requirements.
- Liaising with insurers, regulators and venue operators.
- Investigating significant incidents.
- Monitoring corrective actions.
- Reviewing trends and updating relevant procedures.

Session Leaders and Instructors

Responsible for:

- Responding appropriately to incidents and emergencies.
- Maintaining participant safety and supervision.

- Providing first aid within their competence.
- Reporting incidents promptly.
- Completing accurate incident records.
- Preserving relevant evidence where safe.
- Following revised safety controls.

All Workers and Volunteers

Responsible for:

- Reporting accidents, hazards and significant near misses.
- Cooperating with incident investigations.
- Following safety procedures and reasonable instructions.
- Maintaining confidentiality.

16. Monitoring and Review

This procedure will be reviewed annually and following:

- A serious accident or significant near miss.
- A change in relevant legislation or official guidance.
- A material change to Edventures' activities.
- A significant change in venue arrangements.
- Findings from an investigation, audit or external review.

The Edventures Manager is responsible for approving amendments and communicating relevant changes.

17. Related Documents

This procedure should be read alongside:

- Edventures Health and Safety Policy.
- Edventures First Aid and Emergency Procedures.
- Edventures Safeguarding Policy.
- Edventures Risk Assessment Procedures.
- Edventures Privacy Policy.
- Edventures Data Retention Schedule.
- Edventures School and Venue Hire Provider Arrangements.
- Edventures Incident and Accident Report Form.
- Relevant activity and venue risk assessments.

18. Approval and Document Control

Approved by: Edward Fairnington

Role: Edventures Manager

Approval date: _____

Signature: _____

Next review date: October 2027

Document version: 1.0

This procedure is maintained as part of the Edventures Policy Suite and is available to relevant staff, instructors and venue partners where appropriate.