

Safeguarding and Welfare Requirement: Health

Recording and reporting of accidents and incidents

Policy statement

We are committed to providing a safe, well-supervised environment and take all reasonable steps to prevent accidents and incidents. When accidents or incidents occur, we follow statutory requirements for recording, responding, and reporting in line with:

This policy has been reviewed against the current EYFS framework, Ofsted serious childcare incident reporting guidance, RIDDOR guidance, Working Together to Safeguard Children 2026 and current Bromley safeguarding arrangements. Accident recording, safeguarding recording and statutory external reporting are separate duties and must be considered independently.

- RIDDOR 2013
- Health and Safety at Work Act 1974
- EYFS statutory framework for group and school-based providers, effective 1 September 2026
- Ofsted reporting requirements
- Bromley Safeguarding Children Partnership (BSCP), current London Child Safeguarding Procedures and Working Together to Safeguard Children 2026

Child protection concerns, allegations against staff, or behaviour-related concerns are not recorded as accidents or incidents and are instead managed under our Safeguarding and Behaviour policies.

Recording Accidents and Incidents

All accidents and incidents are recorded on our secure online system Baby's Days.

Baby's Days system features

- Secure password-protected staff logins
- GDPR-compliant storage
- Immediate notification to parents
- Body-maps and accident forms
- Management access for auditing

Staff requirements

- All staff are trained to complete digital records promptly and accurately.
- All accidents/incidents must be logged on the same day, ideally immediately.
- For every accident or injury and any first aid treatment, the record must be sufficiently clear to show what happened, the injury, treatment/first aid given, who dealt with it and any follow-up. Parents/carers are informed of accidents or injuries sustained by their child on the same day, or as soon as reasonably practicable, in line with the EYFS.
- Management reviews all entries to ensure accuracy, follow-up and safeguarding oversight.

Monitoring patterns and risks

- The manager reviews all Baby's Days accident and incident data half-termly to identify repeated patterns, hotspots, environmental risks, or supervision concerns.

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- Any identified risks are added to the risk assessment review log and acted upon.
- Repeated injuries, injuries in babies or non-mobile children, unusual injury patterns, inconsistent explanations or concerns about supervision are considered through the safeguarding lens as well as health and safety. The DSL follows the current BSCP procedures, including the Bromley Bruising and Injuries in Babies and Non-Mobile Children Protocol 2026 where applicable.

Reporting Requirements

A. Reporting to Ofsted

Ofsted must be notified of reportable serious childcare incidents as soon as possible, and always within 14 days, in accordance with the current Ofsted serious childcare incident service. This includes:

- A child's serious accident, injury or illness while being looked after. Seriousness is judged by the circumstances and impact; minor injuries, general hospital appointments and routine medical treatment are not routinely reportable.
- The death of a child while in our care.
- Serious illness of a child while in our care.
- Food poisoning affecting at least two children being cared for.

Notifications are made through the Ofsted online portal.

Ofsted notification does not replace any duty to contact emergency services, the Children and Families Hub, LADO, UKHSA, HSE/RIDDOR or another regulator where the circumstances require it.

B. Local Authority / Safeguarding Reporting

- Where an accident, injury or death also raises a safeguarding concern, the DSL follows current Bromley safeguarding procedures immediately. Serious incidents are reported to relevant agencies according to the circumstances and statutory duties.
- If an injury may be non-accidental, unexplained, inconsistent with the history, or otherwise raises concern, staff do not investigate. They record factually, inform the DSL immediately and follow the Child Protection Policy. Bromley MASH has been replaced by the Children and Families Hub: 020 8461 7373 / 7379, CandFhub@bromley.gov.uk; out of hours 0300 303 8671. Call 999 where a child is in immediate danger.

C. RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013)

We meet statutory requirements to report certain events to the Health and Safety Executive (HSE) via RIDDOR.

Most reportable RIDDOR incidents must be notified without delay and the report received within 10 days; over-seven-day worker incapacitation must be reported within 15 days. The manager checks current HSE guidance before submitting a report.

We report to RIDDOR if:

For children or members of the public:

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- For a child or other non-worker, RIDDOR applies where a work-related accident causes injury and the person is taken directly from the scene to hospital for treatment of that injury. A precautionary hospital visit with no injury/treatment is not reportable under this rule.

For employees:

- A specified injury, such as:
 - Fractures (except fingers/toes)
 - Loss of consciousness
 - Amputation
 - Serious burns
 - Specified injuries are determined by the current RIDDOR list; staff must not rely on this policy as an exhaustive list.
- An injury leading to over 7 days' incapacity for work.
- An incident causing over 3 days' incapacity is recorded in our accident book (but not reportable unless it exceeds 7 days).
- A staff member develops a reportable occupational disease listed by the HSE.

Dangerous Occurrences:

Only dangerous occurrences specifically listed in RIDDOR are reportable to HSE. Other serious near misses are still recorded internally, investigated and risk assessed even where they do not meet a RIDDOR category.

- Examples must be checked against the current HSE list of specified dangerous occurrences before a RIDDOR report is made.

All dangerous occurrences are also recorded internally.

Incident Records

We keep a separate Incident Record on Baby's Days for recording major or non-accident events such as:

- Break-ins, burglary, or theft
- Intruders gaining unauthorised access
- Fire, flood, gas leak, power failure
- Racist incidents or discriminatory behaviour
- Violence or assault (child or adult)
- Threat or actual terrorist incident
- Major environmental hazards
- Public disorder in the vicinity
- Significant infectious-disease events or food poisoning, recorded and reported under the setting's illness/infection procedures and current UKHSA/Ofsted requirements

Each incident record includes:

- Date and time
- Description of what happened

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- Staff and children involved or affected
- Actions taken
- Any emergency services involved and reference numbers
- Follow-up actions and risk assessment updates
- Any insurance claims made

Witness statements are taken where appropriate.

Records are factual, dated and attributable, retained securely and shared only on a lawful need-to-know basis. Digital records must preserve confidentiality and an appropriate audit trail; safeguarding records are kept separately in accordance with the Child Protection Policy.

Emergency Response to Incidents

- Emergency services are contacted immediately if needed.
- If an incident occurs before opening, the manager conducts a dynamic risk assessment to decide whether the premises can operate safely.
- If an incident occurs during opening hours, evacuation procedures follow the Fire Safety & Emergency Evacuation Policy, including staff accountability for key children.
- Families are informed promptly if children are affected or if the setting must close.

Child Death (Extremely Rare)

In the tragic event of a child dying on the premises:

- Emergency services are called immediately.
- Staff follow police/medical advice without exception.
- Ofsted is notified as soon as possible and always within 14 days. The setting also follows police, coroner, local authority, safeguarding and child-death-review requirements as directed by the relevant agencies.
- Records are completed factually and sensitively.
- Staff are supported following trauma and safeguarding procedures.

What We Do Not Record in the Incident Category

The Baby's Days "incident" section must not be used for:

- Safeguarding concerns
- Allegations against staff
- Behaviour concerns
- SEND-related behavioural episodes

These are recorded in the child's confidential safeguarding/behaviour file under correct procedures.

Inspection Requirements

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Under the renewed Ofsted early years inspection arrangements in use from 1 September 2026, and the EYFS safeguarding and welfare requirements:

We retain records required by the EYFS and other applicable law, and maintain other operational records proportionately to evidence safe practice, identify patterns and support inspection. These include:

- All accidents
- All incidents
- Exclusions (if any)
- Children taken off roll
- Behaviour incidents and discriminatory incidents
- Complaints and outcomes

These are available for Ofsted on request.

Policy Review

This policy is reviewed:

- Annually
- After any significant accident or incident
- After new guidance or legislation
- Following Ofsted feedback or Local Authority advice

Legal and Statutory References

- RIDDOR 2013 (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)
- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- EYFS statutory framework for group and school-based providers, effective 1 September 2026
- Ofsted early years inspection toolkit and operating guide in use from 1 September 2026
- HSE Guidance (www.hse.gov.uk/riddor)
- Bromley Safeguarding Children Partnership procedures; London Child Safeguarding Procedures; Working Together to Safeguard Children 2026
- HSE: current RIDDOR guidance, including reportable incidents, specified injuries and reporting timescales
- Ofsted: Report a serious childcare incident (guidance updated 1 September 2026)