Accident and Incident Policy

Pippa Pop-ins Nursery Schools

Pippa Pop-ins 165 New King's Road (Ofsted ID: EY449873)

Pippa Pop-ins 233 New King's Road (Ofsted ID: EY449869)

Pippa Pop-ins 430 Fulham Road (Ofsted ID: EY449872)

Pippa Pop-ins 5 Kensington Place (Ofsted ID: EY489562)

Pippa Pop-ins 91-93 Princedale Road (Ofsted ID: 2857426)

Primary person responsible for the implementation and monitoring of this policy:	Ben Murray, Nazish Usman, Joanne Allen
Adopted:	June 2026
Last review:	April 2026
Next review due:	April 2027

Pippa Pop-ins®
Nursery Schools

Contents

1. .....Scope and Application 3

2. .....Policy Aims 3

3. .....Procedure for Incidents (including "Reportable Accidents") 3

4. .....Procedure when further medical support is required 5

5. .....Near Misses 5

6. .....Unexplained Injuries / Incidents at home 5

Annexure 1 Reportable Accidents 7

1. Scope and Application

1.1 This policy applies to:
Pippa Pop-ins 165 New King's Road (Ofsted ID: EY449873) ("**Pippa Pop-ins**")
Pippa Pop-ins 233 New King's Road (Ofsted ID: EY449869) ("**Pippa Pop-ins**")
Pippa Pop-ins 430 Fulham Road (Ofsted ID: EY449872) ("**Pippa Pop-ins**")
Pippa Pop-ins 5 Kensington Place (Ofsted ID: EY489562) ("**Pippa Pop-ins**")
Pippa Pop-ins 91-93 Princedale Road (Ofsted ID: 2857426) ("**Pippa Pop-ins**")

1.2 Under this policy all employees, including directors, apprentices, casual workers, whether on permanent or temporary contracts are collectively referred to as '**staff**'.

1.3 This policy does not form part of any contract and Pippa Pop-ins may amend it at any time.

2. Policy Aims

2.1 This policy aims to ensure that all staff know how to deal with an accident/incident appropriately and swiftly, can record and report an incident to the relevant authority (where applicable) and can review an accident or incident to ensure that the risk of future accidents or incidents is reduced.

2.2 Pippa Pop-ins is committed to protecting all children in its care, as well as its staff and any visitors, and understands that accidents and incidents do sometimes occur. In the event of an accident or incident, this policy should be followed so that everyone involved is supported and cared for.

2.3 For the purposes of this policy, the procedure to follow for both accidents and incidents will be the same, so they will be collectively referred to for the remainder of the policy as "incidents".

2.4 Please note, that in an urgent situation staff are empowered to refer directly to external agencies (e.g. Ofsted, LADO, Child Services).

3. Procedure for Incidents (including "Reportable Accidents")

3.1 In the event of an incident taking place, the following process should be followed as quickly as possible:

3.1.1 Staff to assess the extent of the injury and, if necessary, call for medical support. In all cases requiring urgent medical attention, dial 999 and follow the advice of the emergency services while you wait for an ambulance to arrive (see paragraph 4 below).

3.1.2 A first aid box with appropriate items for use on children will always be accessible in each nursery, with which a trained paediatric first aider will administer first aid as appropriate. Details of a nursery's first aiders can be found listed on the BOB.

3.1.3 The Head/Deputy of Nursery must inform the child's parents and/or carers over the phone (or by leaving a voicemail) of any significant incident or injury including head bumps sustained by a child on the same day as, or as soon as reasonably practicable after, and of any first aid treatment given. The parent/carer will be asked to collect the child if needed.

3.1.4 The member of staff who witnessed the incident (or was the first person to find the child) must complete an *Incident/Accidents Report Form* on the Famly App the same day, or as soon as reasonably practicable after the incident. Reports must be approved by a senior member of staff, or by the Head of Nursery. Parents and/or carers will be asked via the Famly App to acknowledge the report the same day. The *Incident Report Form* must include:

- Date and time of incident;
- Name and acknowledgement of person who witnessed (where applicable) and dealt with the incident;
- Description of incident, beginning with a clear single word description such as bump, scratch, unexplained injury or bite;
- Description of first aid treatment given;
- Name of the person who administered the first aid (this must be a Paediatric First Aid qualified staff member);
- Description of injury (if applicable);
- Position of injury illustrated (using the body map on Famly);
- Name(s) of other staff present; and
- Details of whether any other children were involved, but their names must remain confidential.

3.1.5 Where appropriate, additional accident forms (e.g., Head Injury/Bump Form, physical restraint form, unexplained injuries, near miss etc) will also be completed on the Famly App.

3.1.6 The Head of Nursery must notify Ofsted using this form, of any serious accident, illness, or injury to, or death of, any child, and of the action taken (a "**Reportable Accident**", see Appendix 1). This must be done as soon as is reasonably practicable, but in any event, within 14 days of the incident occurring.

3.1.7 The Head of Nursery will also notify the LADO of any Reportable Accident as soon as is reasonably practicable but within 24 hours, and must act on any advice from the LADO.

3.1.8 RIDDOR should be informed if appropriate, as well as the insurance company and the borough Health and Safety Chief Executive Officer. The Head of Nursery or should be contacted for additional advice or support. This should immediately be reported to Head of Safeguarding and Compliance, Head of Health and Safety and HR where appropriate.

3.2 Accident Files are kept for at least 21 years and 3 months.

4. Procedure when further medical support is required

4.1 If professional medical attention is required, a senior staff member must first call 999 for an ambulance immediately. Under no circumstances should staff attempt to transport a child to hospital themselves, whether that by public transport, taxi or in their own car. Staff should follow the advice of the emergency services while waiting for an ambulance to arrive

4.2 Having spoken with the emergency services, a senior staff member should notify a child's parent/carer as soon as possible. Where possible, this should be done straight after speaking with the emergency services. Staff should provide the parent/carer details of the incident, explain that an ambulance is on the way (giving the estimated wait time) and relay the advice from the emergency services.

4.3 Having relayed the estimated wait time for the ambulance to a parent/carer, they should, where possible, meet the staff member at the hospital or take them to hospital themselves. A senior staff member will accompany the child in the presence of the paramedics to hospital, should the parent/carer have not yet arrived. Parents/carers should be updated if an ambulance arrives at the nursery before they do, and arrange to meet them at the hospital. This arrangement should already be discussed with the parents and have the permissions set on Famly App.

4.4 The senior staff member who accompanies the child to hospital must take any relevant information with them, including registration forms, relevant medication sheets, medication (details of which are on the Famly App) and the child's personal items.

4.5 The nursery will then redeploy staff members, if necessary, to ensure there are enough staff members to care for the remaining children. This may mean temporarily grouping the children together to remain in ratios.

4.6 Following this, the reporting procedures at paragraphs 3.1.4 to 3.1.8 above must be followed.

5. Near Misses

5.1 A near miss is a situation when a serious accident or a disaster very nearly happens. For example, if a child is nearly tripping over a piece of furniture or toys on floor which is part of daily risk assessment.

5.2 Near misses should still be documented on Famly App to allow for a review to take place and, where possible, for adjustments to be made to stop the near miss from repeating. *Select Notes>Sensitive>Not visible to parents* and record it. The first line of the note should be "Near Miss" followed by a single space line then with the details of the incident.

5.3 Near misses should be recorded on the same day that they are witnessed, or as soon as reasonably practicable.

6. Unexplained Injuries / Incidents at home

6.1 If a child arrives at nursery with a pre-existing injury, nursery staff who spot this will speak to the parent/carer to see if they can explain or are aware of the injury.

6.2 Staff will then ask the parent/carer to complete a *Pre-Existing Injury Form/Home Option* on Famly. A copy of this form will be kept with the child's safeguarding folder on the Famly App. The

Head of Nursery will monitor these pre-existing injury notes on a monthly basis to track the repeated number of incidents and how the injury was dealt with by the person caring for the child at the time. Staff will follow up with the parent/carer via telephone/at pick up or drop off if the form has not been completed within 24 hours.

6.3 In such cases where the injury is noticed after parents have left the nursery, staff must seek immediate guidance and report all unexplained injuries to their DSL. Staff must then log the injury on the Famly App. This is done by the person who noticed the injury, even if they didn't see how the injury was made.

6.4 If the child can articulate what has happened and explains something that is not a concern, the DSL/DDSL will call the parent/carer to verify the cause of injury. If the explanations align there will usually be no further requirement to contact the children's services team. If, however, staff suspect that the child has been harmed or is at risk of harm, then the usual safeguarding procedures will be followed.

6.5 If the child cannot explain what happened, or there is a discrepancy in the explanations given, then consideration will be given to the context (e.g., location of the injury, age, developmental stage and changes, family history). The DSL will speak to MASH for advice and the usual safeguarding procedures will be followed.

6.6 If a child receives a small mark/injury or scratch when playing outdoors or indoors, the child is not distress and there can be a possible potential explanation, then that should be classified as an "unwitnessed injury", and the child should also be monitored for trends and patterns. This should then be followed by nursery staff filling in an *Incident Report Form* on the Famly App (see 3.1.4) and recording this as a safeguarding disclosure, not visible to parents on Famly App.

Annexure 1
Reportable Accidents

You do not need to report a minor injury, accident or illness suffered by a child

A. Serious injuries, accidents and illnesses

You must tell Ofsted about any of the following (see 3.1.6):

- anything that requires resuscitation;
- admittance to hospital for more than 24 hours;
- a broken bone or fracture;
- dislocation of any major joint, such as the shoulder, knee, hip or elbow;
- any loss of consciousness;
- severe breathing difficulties, including asphyxia; or
- anything leading to hypothermia or heat-induced illness.

B. Eyes

You must report to Ofsted if a child suffers any loss of sight, whether it is temporary or permanent, or about any:

- penetrating injury to the child's eye; or
- chemical or hot metal burn to the child's eye.

C. Substances and electricity

If a child suffers any injury from, or requires medical treatment for, any of the following situations you must tell Ofsted:

- from absorption of any substance:
    - by inhalation
    - by ingestion
    - through the skin
- from an electric shock or electrical burn; or
- where there is reason to believe it resulted from exposure to:

- a harmful substance
- a biological agent
- a toxin
- an infected material

D. Minor injuries, accidents and illnesses

You do not need to tell Ofsted about minor injuries. These include:

- animal and insect bites, such as a bee sting that doesn't cause an allergic reaction;
- sprains, strains and bruising, for example if a child sprains their wrist tripping over their shoelaces;
- cuts and grazes;
- minor burns and scalds;
- dislocation of minor joints, such as a finger or toe; or
- wound infections.

However, you must tell Ofsted if the minor injury needs to be treated at a hospital for more than 24 hours.

.