Accident and Incident Reporting Policy

Policy Created: March 2023

Last Reviewed: March 2026

Next Review: March 2027 (or sooner if significant changes in legislation, guidance, or organisational activities occur)

Reviewed by: Laurence Clark

Responsible Officer: CEO

Approved by: CEO

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1. Introduction and Commitment

Pathways Associates CIC is a disabled-led Community Interest Company dedicated to enabling people with learning disabilities, autistic people, and their families to live the lives they choose as equals in their local communities. The organisation is committed to a safe, inclusive environment where accidents, incidents, and near-misses are reported, investigated, and learned from to prevent harm and improve practice. This includes physical injuries, mental health incidents, near-misses, and work-related diseases. Reporting enables us to identify risks, support those affected, and foster a no-blame learning culture.

As of March 2026, this policy aligns with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 (no major updates since 2013, but HSE guidance emphasises online reporting and inclusion of mental health in risk assessments). It incorporates best practice from HSE on incident investigation (HSG245), ACAS on supportive responses, and CQC expectations for learning from incidents in health/social care contexts. The policy promotes reporting of near-misses and mental health impacts to build resilience. This policy supports our Health and Safety Policy (risk management), Patient Safety Incident Response Policy and Plan (systemic learning), Duty of Candour Policy (transparency), Infection Control Policy (disease reporting), Safeguarding Adults and Children Policy (harm incidents), and Staff Training Policy (awareness).

It reflects our values of being led by lived experience (Experts by Experience co-producing incident reviews), partnership (multi-agency reporting), inclusion and respect (accessible, non-stigmatising processes), innovation (digital reporting tools), and integrity (transparent investigations). We commit to prompt reporting, compassionate support, and continuous improvement to ensure safety for all.

2. Scope

This policy applies to all accidents, incidents, near-misses, and work-related ill health occurring during Pathways Associates CIC activities, including remote work, events, training, CTRs, and co-production. It covers physical injuries (e.g., slips), mental health impacts (e.g., stress), dangerous occurrences (e.g., equipment failure), diseases (e.g.,

work-related infections), and near-misses (events that could have caused harm). The policy applies to colleagues, associates, volunteers, Experts by Experience, participants, families, and visitors. It includes RIDDOR-reportable incidents and internal logging for learning.

3. Key Objectives

The organisation aims to encourage prompt, confidential reporting without fear of blame. It seeks to investigate incidents fairly and proportionately to identify causes and prevent recurrence. Support is provided to those affected with compassion. Compliance with RIDDOR and HSE guidance is ensured, including timely external reports. A learning culture is fostered through systemic reviews and shared lessons. Wellbeing is promoted by addressing mental health and stress in reporting.

4. Core Principles

Reporting is everyone's responsibility, with a focus on learning not blame. Incidents include physical, mental, and near-misses for comprehensive risk management. Transparency ensures records are accurate and shared appropriately. Accessibility provides easy-read forms and support for reporting. Proportionality tailors responses to severity (e.g., full investigation for RIDDOR). Inclusivity considers diverse needs (e.g., communication support). Confidentiality protects reporters per Data Protection Policy.

5. Roles and Responsibilities

The Board oversees policy and reviews quarterly incident reports. The CEO holds accountability for compliance and resources. The Health & Safety Lead (integrated with DSL) receives reports, investigates, and coordinates RIDDOR submissions. Line managers support reporters, implement actions, and monitor follow-up. All colleagues, associates, volunteers, and Experts by Experience report incidents promptly and cooperate with investigations. External notifications go to HSE for RIDDOR, CQC for regulated activities.

6. Procedures

We follow a "Report – Respond – Record – Review – Improve" process.

- **Report:** Notify manager/Lead immediately (within 24 hours max). Use form for details; anonymous if preferred (though limits investigation).
- **Respond:** Ensure safety; provide first aid/support (links to First Aid Policy). For serious incidents, call 999.
- **Record:** Complete incident form (Appendix 1); log in secure register. Retain for 3 years (or longer if child-related).
- **Review/Investigate:** Assess severity; investigate root causes (proportionate, e.g., full for RIDDOR). Involve affected parties.
- **RIDDOR Reporting:** For deaths, specified injuries (e.g., fractures), over-7-day absences, diseases (e.g., COVID if work-related), dangerous occurrences: Report online to HSE within 10 days (15 for over-7-day); immediately for fatalities.
- **Near-Misses and Mental Health:** Log and review to prevent escalation; address stress via wellbeing checks.
- **Improve:** Develop action plans; share anonymised learning.

Flowchart in Appendix 2 outlines referral to local authority social care if child harm suspected (links to Safeguarding).

7. Training, Awareness, and Support

Annual incident reporting training covers recognition, RIDDOR, near-misses, and mental health (accessible). Induction briefs new joiners. Awareness via posters and resources. Support includes debriefs, EAP, and advocacy.

8. Monitoring, Review, and Continuous Improvement

Policy reviewed annually or post-incident. Monitoring via logs, audits, feedback. Learning co-produced with Experts by Experience. Feedback welcomed; annual summaries in CIC report.

9. Conclusion

Pathways Associates CIC is dedicated to incident reporting that protects and empowers. By reporting promptly, investigating fairly, and learning together, we uphold our disabled-led values and ensure safer environments for all.

Appendix 1: Incident Report Form

Date/time

Location

Persons involved (names, contacts)

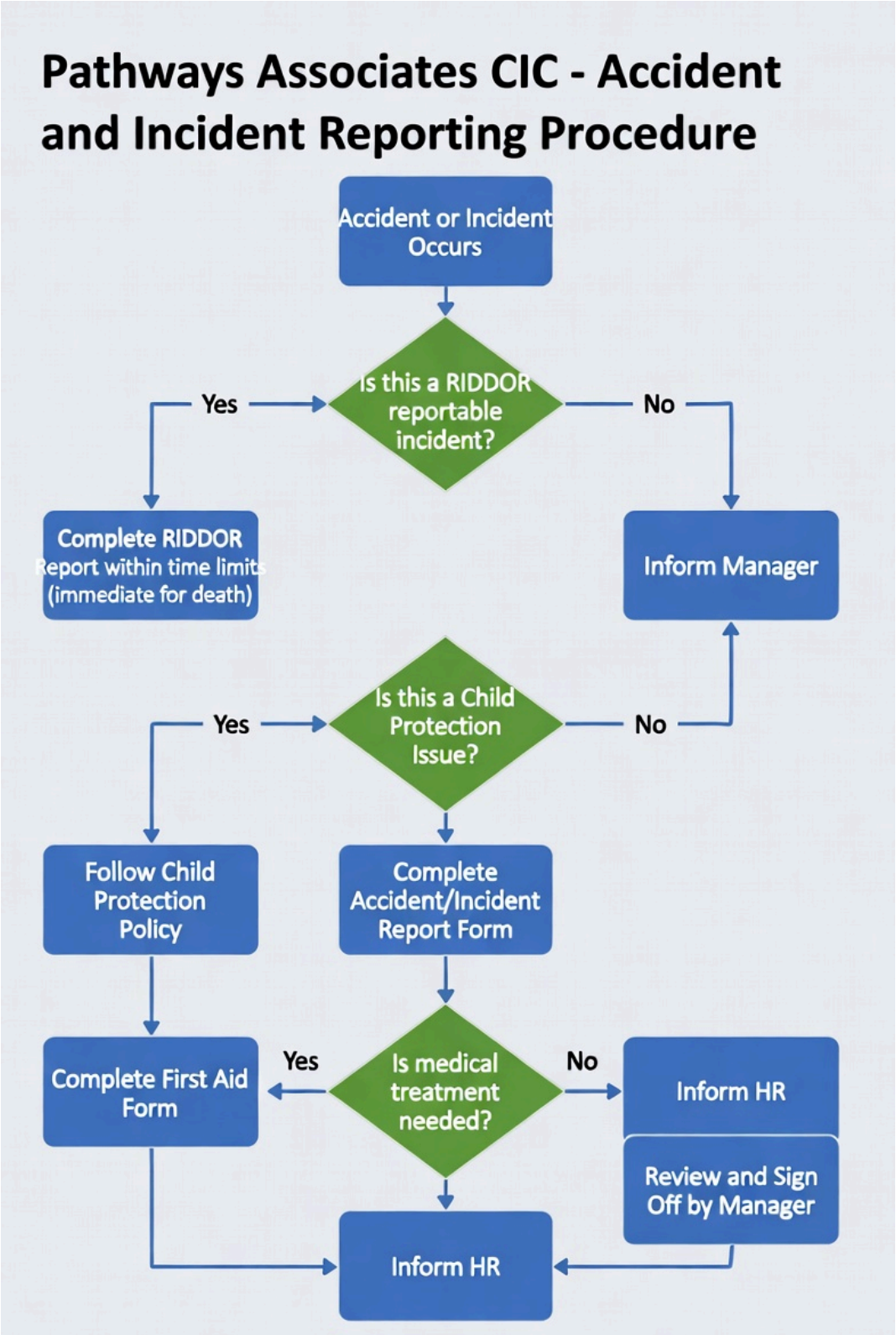
Witnesses

Description

Actions

Follow-up

Reporter details

Signature.

Appendix 2: Flowchart - Action for Child Referral to Local Authority Social Care