



Incident Policy

Policy statement

At Little Elms we recognise our duty to ensure that where an incident occurs, we review the information of incidents with a view to reducing the risk or eliminating potential for reoccurrence.

We do this by making accurate and timely records of incidents that occur, as well as putting into place any intervention necessary to reduce the risk of these in the future. We also ensure that all incidents are handled without delay and any actions/outcomes following an incident are shared with relevant parties as required.

We ensure we are compliant in our duties by reporting notifiable incidents to appropriate professional bodies.

What is an Incident?

An incident in nursery can range from some very minor incidents where minimal intervention is required, to significant incidents which may require more thorough investigation, review and intervention (this may or may not include involvement from professional bodies including Ofsted, RIDDOR or informing the company insurers).

Please note: This policy does not apply to any incident involving a potential allegation against an adult, and you need to refer to the 'Managing Allegations Against an Adult' policy.

What is a *Minor* Incident?

A minor incident can be defined as an incident whereby the result of the incident has not, and would not have caused serious impact for the persons involved.

Example of some minor incidents includes:

- Minor isolated injury caused from one child to another
- Low level dietary fail (for example, a child who has an intolerance to dairy has a small taste of cow's milk resulting in the child having a loose nappy).
- A child left out of sight or sound.
- Child is not given medicine as requested by the parent as it had been forgotten.

What is a *Significant* Incident?

A significant incident is defined as an incident which results, or may have resulted in serious impact for the persons involved.

Example of some Significant incidents includes:

- A person gaining unauthorised access to the nursery premises.
- A significant dietary fail (for example, a child who has an epi pen for allergy to dairy is given cow's milk to drink).
- A child left out of sight and sound.
- A child is given a higher dose of medication by nursery staff than is detailed on the prescription label.

Incident Procedures

Procedures will vary depending on the incident itself and nursery staff must use their own judgement based on the specific incident. All staff must ensure that immediately following any incident, they take the necessary steps to safeguard the person(s) involved in the incident.

All incidents (minor and significant) should be reported to the Nursery Manager immediately so that the Management Team can determine the best course of action in response.

Reporting Procedures for Minor Incidents

- Incident Form must be completed by the member of staff who identified the incident.
- This must be shared with the Nursery Manager and a signature obtained.
- Where appropriate (for example, a child causes injury to another child), the parent must sign the incident form upon collection.

Reporting Procedures for a Significant Incident

- Incident Form must be completed by the member of staff who identified the incident.
- This must be shared with the Nursery Manager and a signature obtained.
- The Nursery Manager must report any Significant Incidents to the Head of Operations.
- Where appropriate (for example, a child causes significant harm to another child), the parent must sign the incident form upon collection.

It may be necessary to report the incident to the LADO BEFORE undertaking any kind of investigation. This will be agreed between the Nursery Manager and the Head of Operations who will consider if the incident indicates that a staff member has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against children, or related to a child
- behaved towards a child or children in a way that indicated they may pose a risk of harm to children.

We will then follow LADO advice and instruction.

If they determine that it does not require a LADO process and does not meet their threshold, the following next steps will be carried out:

- The Nursery Manager must ensure the incident is thoroughly investigated, and any findings to be detailed on an Incident Follow Up Form.
- Any actions from the Incident Follow Up Form must be shared with the Head of Operations, as well and findings/actions from the investigation shared with parents (if applicable).
- The Nursery Manager alongside Senior Management will determine whether the incident is reportable to Ofsted, RIDDOR, Local Authority, Company Insurers and/or Local Children's Safeguarding Services.
- Any notifications required will be placed by the appropriate Little Elms colleague within the specified timeframes detailed within Statutory Legislation.

Review of Incident Forms

In some circumstances it is essential that the Nursery Management Team carry out regular reviews of Incident Forms to identify patterns, trends and/or possible intervention which may be required on a company level.

Some examples of this include:

- A child who has multiple Incident Forms during a period of time causing injury from one person to another.
- A series of incidents which may mean a change in policy and procedure is required to be considered.

With this in mind, all Incident Forms must be reviewed by the Nursery Manager on a monthly basis and any information from these reviews shared with the appropriate Senior Manager within Little Elms.

Associated Documents:



- *Incident Form*
- *Incident Follow Up Form*