

JUNIOR ADVENTURES GROUP UK

ACCIDENT'S & INCIDENT'S Policy Document September 2026



S.A.F.E is the JAG UK safeguarding mascot he promotes JAG as clubs which provide.
Safe And Fun Experiences - Look out for S.A.F.E in our clubs.



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Policy author:	Mekila Kelly – Head of Safeguarding & Welfare
JAG H & S Advisor	Craig Jones (CCEO)
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JAG Lead DSL Team - Key Contacts

	Name	Contact information
Lead Designated Safeguarding Lead (DSL)	Mekila Kelly	Safeguarding@junioradventuresgroup.co.uk
Deputy Designated Safeguarding Lead	Vicky Sales	SENDSCO@junioradventuresgroup.co.uk
Deputy Designated Safeguarding Lead	Emma Harrison	SENDSCO@junioradventuresgroup.co.uk
Safeguarding Governor/Director	Craig Jones	Craig.jones@junioradventuresgroup.co.uk



Policy Statement

JAG recognises its duty of care and is committed to safeguarding from harm and promoting the wellbeing of all children attending our clubs. All JAG policies and ways of working are in place to keep our clubs, the children, our colleagues and partners safe always.

All JAG colleagues are required to adhere to all obligations and requirements as set out in, but not limited to Early Years Statutory Framework 2026, Keeping Children Safe in Education 2026, Children's Wellbeing and Schools Act 2026, Crime and Policing Act 2026, Working together to Safeguard Children 2026, Holiday activities and food programme 2025 guidance, SEND Code of Conduct 2014, Health & Safety at Work Act 1974, Children's Act 1989, What to do if you are Worried a child is being Abused 2015 and Online Safety Act 2023. All JAG UK policies are underpinned by all current legislation and guidance.

The health, safety and well-being of all children, leaders, parents and visitors is of paramount importance to us. JAG recognises its responsibility to ensure health and safety for children, leaders, parents and visitors through identifying and discussing health and well-being topics in an open and positive way allow us to maintain high standards of health and safety.



Accidents & Incidents

The purpose of this policy is to ensure that when an accident or incident occurs at JAG appropriate action is taken, accurate information is recorded, communicated and escalated appropriately where necessary.

JAG defines an accident as an unfortunate event or occurrence that happens unexpectedly and unintentionally, typically resulting in any injury and an incident as an event or occurrence that is related to another person or child, typically resulting in injury.

It is the responsibility of every JAG leader to ensure that accidents and incidents are dealt with appropriately and swiftly. The club's most senior leader must be informed of all accidents and incidents at the time of the event, so they can escalate appropriately in accordance with JAG's Safeguarding Procedures.




Junior Adventures Group

What is the difference between an Accident and an incident?

ACCIDENT

Definition: An accident is an unplanned, unintended event that causes harm or injury to a person, usually requiring first aid or medical attention.

Examples:

- A child trips over a toy and cuts their knee.
- A child falls off a climbing frame and breaks an arm.
- A staff member is bitten hard enough by a child to require medical attention.

INCIDENT

Definition: An incident is a broader term that covers any event that is unusual or concerning. This includes behavioral issues, near misses, or breaches of policy or safety.

Examples:

- A child runs toward the gate and attempts to leave the premises (a near miss).
- A child is found with another child's medication (a safety breach).
- A serious disagreement between two children that escalates to pushing (but no injuries).
- A parent arrives under the influence of alcohol to collect their child.

All serious accidents and incidents should be reported to our safeguarding team (This includes accidents that are minor but you advise the parents to get checked out at hospital)



Accidents

The safety of the children attending JAG is paramount, every measure will be taken to protect the children from hurting themselves. However, we understand sometimes accidents do unavoidably happen, in which case the following procedure will be carried out in dealing with the event.

- The child will be comforted and reassured
- The extent of any injuries will be assessed by a qualified paediatric first aider and if necessary, call for emergency medical support (ambulance)
- First aid will be carried out as necessary by a leader who holds a full and in date Pediatric First Aid qualification
- Once the child has been attended to the parent/guardians will be contacted and informed of the accident and if necessary, will be asked to collect the child immediately
- A phone call to the parents/guardians will always be made following a head injury irrelevant of level of severity

Following every accident irrelevant of level of severity.

- An accident report will be fully completed on the applicable system, which will be detailed and factual – completed by the witness and/or leader who administered first aid
- A copy of the accident report will be shared with the parent/guardian via email
- The parent/guardian will be asked to sign the Accident Communication log on the day of the event when collecting the child from JAG

When there has been a major accident resulting in significant injury or medical treatment the JAG Safeguarding team will as required:

- Inform Ofsted (within 7 days of the day of the event – or at least within 14 days)
- Inform the insurers providing all documentation as listed
 - Copy of the accident record
 - Copy of the signed Accident Communication log
 - Copy of all PFA certificates of leaders in club and name of PFA who administered first aid
 - Photos of location/equipment where accident occurred
 - Witness statements
 - Specific risk assessments
 - Childrens register
 - JAG Leaders Rota
 - Copy of Ofsted notification of serious incident
 - Training records of leaders
 - Copy of current insurance certificate

Head injuries

In the case of all head injuries;

- Ensure the parent has been phoned and informed
- Make all leaders aware of the child's head injury
- Monitor the child until they are collected noting and informing parents/guardians of any changes to the child's health
- Provide parents/guardians with advice for monitoring and actions to take following a head injury

JAG considers all head and face injuries, any injury above the shoulders, to be serious and must be recorded, reported and dealt with accordingly.

JAG follows the guidelines of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), The Health & safety Exec (HSE) and the Statutory Framework for the Early Years Foundation Stage (EYFS) for the reporting of accidents and incidents.

Accidents & Injuries at Rise then Shine

In addition to all other procedures as outlined in this policy, where an event occurs during a Rise then Shine session the details of the accident or incident and any injuries must be communicated to the teacher on hand over.

JAG leaders must phone the parents/guardians at the end of the Rise then Shine session and inform them noting the conversation on the accident report made on the applicable system.

First Aid

JAG requires every club to have a minimum of at least one leader who is PFA always qualified in club. Leaders receive PFA training through an Ofsted recognised training provider. Training is renewed every three years. It is the responsibility of the club General Manager to ensure all clubs have the relevant qualified PFA scheduled and always present.

JAG holds all PFA certificates on Bamboo HR – without a current, relevant, in date certificate being available a leader must not be named as the pediatric first aider.

The names of the leaders in the club at any given time will be displayed on the information board in the club welcome area using the staff information poster.

JAG requires clubs to hold at least two fully stocked first aid kits, one inside and one outside. First aid box sample contents (recommended BS8599) HSE medium & large dressings, triangular bandages, safety pins, eye pads, wash proof plasters, cleaning wipes, tape, disposable gloves, finger dressings, face shield, burns shield, (note contents vary per supplier).

When an accident occurs it is the responsibility of the leader who is PFA trained to determine whether the injury can be dealt with in the club or if medical assistance is required.

Leaders without PFA training are not permitted to administer first aid.

Medical assistance

Where the first aider feels urgent medical support is required, they must request a colleague to call 999 for an ambulance. Calls must be made from the vicinity of the injured child so the first aider, who must remain with the child, can answer questions and provide updates.

Parents/guardians must be informed immediately that an ambulance has been called. Where possible the JAG PFA or most senior leader in the club at the time should accompany the child in the ambulance to the hospital until the parent/guardian arrives.

All events of this nature must be reported to the JAG lead DSLs on the day of the event.



MEDICAL EMERGENCY

WHAT TO DO FIRST

If urgent medical support is needed, the first aider must request a colleague to call 999 for an ambulance.

LOCATION OF THE PHONE CALL

The call should be made near the injured child so the first aider can provide updates.

IMMEDIATE PARENTAL NOTIFICATION

Parents/guardians must be informed right away that an ambulance has been called

ACCOMPANYING THE CHILD

The JAG PFA or the most senior leader should accompany the child to the hospital until the parent/guardian arrives.

REPORTING THE INCIDENT

Such incidents must be reported to the JAG lead DSLs on the day they occur

FIRST AIDERS RESPONSIBILITY

The first aider must remain with the child at all times during the incident.



Accident & Incident reporting

All accidents and incidents regardless of level of severity must be recorded on a report through the applicable system.

The report must include.

- Whether it is an accident or an incident being recorded
- Date of the event
- Time of the event
- Name of leader who witnessed
- Full and detailed description
- Details of care given and any first aid administered
- Name of leader who administered first aid
- Detailed description of any injuries
- Position of injury
- Details of any follow-up or medical support

Where more than one child is involved, separate reports must be completed for each child individually. The names of children must remain confidential and not be shared on each other's reports.

When reporting accidents and incidents the JAG first aider is to determine the level of severity using the guidance chart below

Minor/Moderate	Serious/Severe	Critical/Maximum
Bruising	Sprains & strains	Impalement/amputation
Cuts & grazes	Wound infections	Major burns
Insect bites	Minor burns & scalds	Loss of consciousness
Scratches	Animal bites	Acute confused state
	Back, shoulder, chest injuries	Dislocations
	Head & face injuries	Resulting in hospitalisation
	Broken & fractured bones	Death of a child

If a JAG leader has an accident in club a colleague accident form must be completed and shared with people@junioradventuresgroup.co.uk and safeguarding@junioradventuresgroup.co.uk

ACCIDENTS

Refer to **ACCIDENTS & INCIDENTS POLICY**

DO I REPORT?

YES

WHO IS RESPONSIBLE?

All JAG Leaders are responsible for addressing accidents promptly. The most senior leader must be informed of these events immediately.

WHO SHOULD REPORT?

The JAG Leader who witnessed the accident and provided First Aid and support.

WHEN DO I REPORT?

IMMEDIATELY

HOW DO I REPORT?

REPORTING AN ACCIDENT

1. Complete **Accident Report** on MagicBooking after accident has been dealt with (after child has been comforted, and first aid has been provided)



2. Share the report with parent/ guardian (save and email parent)

Save and email parent Save Cancel

3. Record on **Accident Communication Log**

4. Parent/ Guardian to sign Accident Communication Log upon collection of child on the day the accident occurred

5. Accident Communication Log should be **uploaded to SharePoint**

INCIDENTS

Refer to **SAFEGUARDING POLICY**

DO I REPORT?

YES

WHO IS RESPONSIBLE?

All JAG Leaders are responsible for addressing incidents promptly. The most senior leader must be informed of these events immediately.

WHO SHOULD REPORT?

The JAG Leader who witnessed the incident

WHEN DO I REPORT?

IMMEDIATELY

HOW DO I REPORT?

REPORTING AN INCIDENT

1. Complete **Incident Report** on MagicBooking after the incident has been dealt with



2. Share the report with the parent/ guardian (save and email parent)

Save and email parent Save Cancel

3. If necessary fill out a **Chronology of events** - this can be found in **Blank Documents** in **JAG UK Club Essentials** on **SharePoint**. This would be completed to provide a timeline of the events that occurred including dates and times of the events that took place as part of the incident.

4. Inform **The Safeguarding Team** by the end of the day that the incident occurred - you can do this by calling one of the members of our Safeguarding Team, or by emailing safeguarding@junioradventuresgroup.co.uk



Please DO NOT submit any SAFEGUARDING incident reports into MagicBooking until you have spoken to a member of the Designated Safeguarding Team FIRST! For any Safeguarding incidents or concerns please always contact the Safeguarding Team immediately.

Illness & infections

For JAG to maintain a clean and healthy environment we request parents/guardians to keep their child away from club if they are sick or displaying signs of illness. This helps to ensure children are cared for appropriately at home and helps to protect other parties from infection.

If JAG leaders have reason to believe a child is unwell the child's condition will be assessed through observation in a non-intrusive way.

Any child displaying signs or symptoms of illness or infection and those with confirmed medical diagnosis will need to be kept away from JAG clubs for exclusion periods as advised by Public Health Agency guidelines, see 'Guidance on infection control in school's poster' displayed on the information board in the club welcome area.

If a child becomes ill during a JAG session parents/guardians will be contacted and asked to collect the child within a maximum time frame of one hour. Where JAG is unable to contact the parent/guardian then attempts will be made to contact the emergency contact as detailed on the account.

JAG recognises the demands on working parents and will not exclude a child from club due to illness unnecessarily. It is at the discretion of the JAG most senior leader in the club at the time to determine if it is suitable for the child to attend. This decision will consider the needs of the child and others in the club.

Where any party is diagnosed as suffering from a notifiable disease in accordance with Public Health Regulations 1988 the GP will report this to the Health Protection Agency. JAG has a responsibility to inform Ofsted of cases of notifiable diseases. The Safeguarding team will action this notification.

Administration of medication

A child may require medication for either short term periods of illness or to treat long term medical conditions and at times may need their medication to be administered during their time at JAG. In this case parents/guardians must inform the club leaders and complete a Permission to administer medication form in advance.

JAG will not administer any medications without the Permission to administer medication form being fully completed, signed and dated by the parent/guardian in advance. Once medications have been administered this will be recorded on a medication administered form and parents informed at time of collection on the day.

If a child has a long-term medical condition parents/guardians will be asked to provide full details on a Health Care Plan.

Prescription medications will only be administered to the child (person) who this is prescribed to, the name must be clearly visible on the pharmacy dispensing label of the medication. Medications containing aspirin should only be administered if prescribed by a medical professional.

If a child requires non-prescribed medication JAG will consider this on a case-by-case basis after careful discussion with the parent/guardian. JAG reserves the right to refuse to administer any non-prescribed medications.

To ensure the medication is administered correctly we request that all medications are provided in the original packaging with pharmacy dispensing label clearly visible of all details.

All medications held by JAG for children must be in date, no medications will be administered which have passed their expiry dates, without exception. It is the responsibility of the parents/guardians and JAG most senior leader in the club to jointly monitor medication expiry dates and for medications to be replaced as and when required.

Medications will be administered by a JAG leader who holds a full and relevant PFA qualification and witnessed by a second leader.

If a child refuses to take their medication, JAG leaders will not force them to do so. The parents/guardians will be informed immediately.

Certain medications require specialist training before leaders can administer, for example epilepsy emergency medication. If a child requires specialised medication the General Manager will arrange for the appropriate training to be given as soon as possible in consultation with the parents/guardians and medical professionals.

Storage of medications

JAG clubs store medications safely whilst easily accessible in designated medications boxes. An exception to this is medication that specifies it must be kept in the fridge, in which case medications will be stored in the fridge in a clearly labelled box.

If a child carries their own medication i.e. in their school bag JAG leaders will be aware of this, the directive from parents/guardians must be noted on the Permission to administer medication form.



0333 577 1533



5a Millars Brook Business Park, Molly Millars Ln, Wokingham RG41 2AD



junioradventuresgroup.co.uk

Building *brighter futures* together



How should we be storing Medication?



You can find our Medication box guidance on
SharePoint!

