



Incident and Accident Reporting

Last Updated: April 2026

Incident and Accident Reporting

Purpose of this policy

This policy outlines how staff and mentors must respond to and report incidents, accidents and near misses. It is designed to ensure that situations are handled safely, recorded accurately and reviewed appropriately. Reporting incidents helps MENT4 protect young people and staff, improve safety and meet safeguarding and legal responsibilities.

What should be reported

All incidents, accidents and near misses must be reported.

This includes:

- injuries to young people, staff or others
- safeguarding concerns or disclosures
- behavioural incidents, including aggression or conflict
- medical incidents or emergencies
- accidents during sessions, travel or activities
- damage to property or equipment
- situations where someone was at risk, even if no harm occurred
- any situation that felt unsafe or unusual

If in doubt, it should be reported.

Immediate response

When an incident occurs, staff must:

- prioritise safety
- provide first aid or support where appropriate
- remove people from danger if possible
- seek additional help if needed
- contact emergency services if required
- remain calm and act within their role

The immediate safety of those involved must come first.

Reporting process

After the immediate situation has been managed, staff must:

- inform their line manager or relevant lead as soon as possible
- report safeguarding concerns to the Designated Safeguarding Lead immediately
- complete an incident or accident report in line with MENT4 procedures
- include accurate and factual information

Reports should be completed as soon as possible after the incident.

What to include in a report

Reports should include:

- date and time of the incident
- location
- who was involved
- what happened
- actions taken
- any injuries or outcomes
- whether external services were involved
- any follow up required

Reports must be clear, factual and professional.

Recording standards

Staff must:

- record facts, not opinions
- avoid assumptions or speculation
- use clear and neutral language
- include the young person's words where relevant
- complete reports promptly

Accurate records are essential for safeguarding and accountability.

Safeguarding incidents

If an incident involves safeguarding, staff must:

- report immediately to the Designated Safeguarding Lead
- follow safeguarding procedures
- avoid attempting to investigate
- record the information clearly

Safeguarding incidents may require escalation to external agencies.

Near misses

A near miss is a situation where something could have caused harm but did not.

Near misses must still be reported, as they help MENT4:

- identify potential risks
- improve safety procedures
- prevent future incidents

Serious incidents

Some incidents may be considered serious and require additional escalation.

This may include:

- serious injury
- safeguarding concerns involving harm or risk of harm
- police involvement
- incidents involving external agencies
- situations that could impact MENT4's reputation

Serious incidents should be reported to senior leadership as soon as possible.

Communication after an incident

Staff must not share details of incidents with others unless it is appropriate and authorised.

Information should only be shared with:

- line managers
- safeguarding leads
- relevant team members
- external agencies where required

Confidentiality must be maintained at all times.

Follow up actions

After an incident, MENT4 may:

- review what happened
- update risk assessments
- provide additional support to those involved
- adjust practice or procedures
- communicate with relevant partners
- implement learning

Staff may be involved in follow up discussions or actions.

Support for staff

Incidents can be difficult to manage. Staff should access support where needed.

This may include:

- speaking to a line manager
- supervision or debrief
- wellbeing support
- guidance on next steps

Staff should not feel they need to deal with incidents alone.

Failure to report

Failure to report an incident may:

- place people at risk
- affect safeguarding processes
- lead to inaccurate records
- result in disciplinary action

All incidents must be reported appropriately.

Final note

Reporting incidents is an essential part of safe and professional practice.

By reporting clearly and promptly, staff help MENT4 protect young people, support the team and improve the way we work.

This document has been approved by:

Luke Peters
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A handwritten signature in grey ink, appearing to be "L. Peters".

Helping young people discover what they are MENT4

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