

## **Guildford Health Walks Incidents & Near Misses Guidance**

### **Definition of an accident:**

An accident is a type of incident. An accident typically implies a much more serious outcome. It's unintended, unexpected, or unplanned, unforeseeable or unpreventable.

All accidents are reported as incidents.

### **Incidents and Near Misses:**

It may be difficult to discern between 'Incident' and 'Near Miss'. We thought it might be helpful to recap:

An 'Incident' is defined as:

- An event that has led to injury (e.g., sprained ankle or broken leg).
- A 'Near Miss' is where no one is injured and/or nothing is damaged, but if it were to happen again, there may be more severe consequences resulting in actual injury and/or damage. It's important to report Near Misses as this enables Guildford Health Walks to put in place appropriate control measures to prevent, or minimise, a recurrence and the severity of the outcome.

All Incidents and Near Misses must be reported for the following reasons:

- It's a legal requirement.
- To investigate why the incident occurred and to put in place appropriate measures to prevent or minimise a recurrence.
- To enable Guildford Health Walks to notify their insurers so that they can manage any potential compensation claims.
- To notify Accidents & Incidents of any incidents that fall under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.
- To identify trends and assess the effectiveness of Guildford Health Walks' safety.
- To, where appropriate, follow up on the recovery of the affected person(s) and, in the case of a volunteer, assess their fitness for returning to volunteering.

Notifications:

- All Incidents must be reported at the earliest opportunity and within 24 hours of the event taking place.
- If the incident is of a serious nature, please email [incidents@guildfordhealthwalks.org.uk](mailto:incidents@guildfordhealthwalks.org.uk) as soon as possible to forewarn before submitting the Incident Report Form.

## How to complete the form:

- The Incident Report Form 4.5b should be completed by the walk leader or walk group coordinator, whoever is most appropriate.
- Complete the Incident Report Form for all incidents, whether deemed minor, serious, a near miss, no matter what the envisaged severity is, or if emergency services were or were not required. (Complete form 4.5a for Near Misses). An incident may not necessarily involve personal harm or injury. Examples of incidents include a walk where someone has been injured tripping on a pavement or damage to property following a gate being left open. You should also report any referrals or other incidents in connection with our guidelines on Safeguarding children or vulnerable adults.
- This form will enable Guildford Health Walks to gain a better understanding of incidents, monitor trends, and provide appropriate guidance and training.
- It is essential that all incidents are accurately recorded, and we foster an open culture of reporting, learning, and continuous improvement.
- Please complete the Incident Report Form as soon as possible after the incident and return it within 10 days at the latest.
- Please provide as much information as possible and use the continuation sheet if necessary. If you needed to contact any external agency other than the emergency services (for example, the local authority child and family services) please give details under 'What happened'?
- We request that the contact details of at least one key witness be provided in case further investigation should be required. You may decide that, due to the nature of the incident, it is best to provide the details of a number of witnesses.
- Serious incidents: If the incident is of a serious nature, please email [incidents@guildfordhealthwalks.org.uk](mailto:incidents@guildfordhealthwalks.org.uk) as soon as possible.
- An incident of serious nature is defined as posing an immediate danger to life where outside help is required, this includes:
  - • incidents where 999 has been called to deal with urgent medical help i.e., a heart attack, stroke, or severe physical injury, where the walker is unconscious
  - • evacuation of the party/member by emergency services and urgent medical help is needed
  - • death of a participant.

Submit any of the above incidents to: [incidents@guildfordhealthwalks.org.uk](mailto:incidents@guildfordhealthwalks.org.uk)

- For any potential breach of the Safeguarding Children and Vulnerable Adults policy – see [Safeguarding policy](#).
- If you are using the form to report a referral under the Safeguarding guidelines for children or vulnerable adults, please do not record personal details of third parties on the form. If it's a safeguarding incident, send the form to [safeguarding@guildfordhealthwalks.org.uk](mailto:safeguarding@guildfordhealthwalks.org.uk).

### **What happens next?**

Once your form is received, it will be reviewed and processed. An acknowledgement will be sent, and appropriate support will be made available.

Copies of the Incident Report Form will be sent to our insurance brokers, Access Insurance/Ansvar, and occasionally, further investigation may follow, in which case we will be in touch.

*The information supplied here is confidential and will assist Guildford Health Walks to develop an overview of incidents and help us provide relevant guidance and training*