

Incident Reporting Policy

Purpose

Aflah Nursery is committed to providing a safe, secure and nurturing environment for all children, staff and visitors. Whilst every effort is made to minimise risks, incidents may occasionally occur during the normal operation of the nursery.

This policy outlines how incidents are managed, recorded, reported, and reviewed to ensure children's safety and well-being, promote transparency with families, and support continuous improvement within the nursery.

What is an Incident?

An incident is an event that affects the safety, welfare, or security of a child, member of staff, visitor, or the nursery, but does not necessarily result in an injury requiring first aid. Incidents may include behavioural concerns, disagreements between children, damage to nursery property, safeguarding concerns, security breaches, a child briefly becoming separated within the setting before being immediately located, significant events affecting the operation of the nursery, or any other event that requires recording or communication with parents. Where an incident results in an injury requiring first aid, it will also be recorded in accordance with the Accident and First Aid Policy.

Responding to an Incident

Staff will respond to all incidents calmly, professionally and in a manner that prioritises the safety and wellbeing of everyone involved.

Where an incident occurs, staff will ensure that children are safe, provide reassurance and appropriate support, and take any immediate action necessary to prevent further risk.

The response will always be proportionate to the nature of the incident and will take into account the child's age, developmental stage, and individual needs.

Parents or carers will be informed of any significant incident involving their child as soon as reasonably practicable.

Recording Incidents

All significant incidents will be recorded as soon as reasonably practicable. Records should provide a clear, factual and accurate account of what occurred, including the date and time, individuals involved, relevant circumstances, action taken by staff and any subsequent action or follow-up required.

Records must distinguish between fact, observation and, where relevant, information reported by another person. Staff should not include unnecessary opinion or speculation.

Parents and carers will normally be informed of incidents involving their child on the same day, or as soon as reasonably practicable. Where information cannot be shared because doing so may compromise a safeguarding investigation or place a child or another person at risk, the nursery will follow advice from the relevant safeguarding agency.

Incident records will be stored securely and confidentially in accordance with the nursery's Data Protection and Record Keeping procedures.

Partnership with Parents

Aflah Nursery values open, honest and respectful communication with parents and carers. Where an incident involves their child, parents will be informed promptly and kept updated where appropriate.

The nursery will work collaboratively with families to promote consistent approaches that support children's wellbeing, learning and behaviour.

Safeguarding

Where an incident raises concerns about a child's safety or welfare, staff will follow the Safeguarding and Child Protection Policy without delay. The Designated Safeguarding Lead (DSL) will determine whether further action, advice or referral to external agencies is required. The welfare of the child will always remain the nursery's paramount consideration.

Learning from Incidents

Following any significant incident, the Nursery Manager will review the circumstances to identify whether improvements can be made to reduce the likelihood of a similar event occurring in the future.

This may include reviewing risk assessments, supervision arrangements, nursery routines, staff training or operational procedures. Where appropriate, lessons learned will be shared with staff to support continuous improvement.

Serious or Safeguarding Incidents

Where an incident raises a safeguarding or child protection concern, staff must report the matter immediately to the Designated Safeguarding Lead (DSL). The nursery's Safeguarding and Child Protection procedures will be followed without delay. Where an incident involves an allegation or concern about the conduct or suitability of a member of staff, volunteer, student or other adult working with children, the matter will be managed in accordance with the nursery's safeguarding and allegations procedures and referred to the appropriate external agencies where required. Where an incident involves a serious accident, injury, illness or other event that requires statutory notification, the Nursery Manager or Director will ensure that the appropriate authorities are notified within the required timescales. This may include Ofsted, the Local Authority, Children's Social Care, the Local Authority Designated Officer (LADO), the Health and Safety Executive or other relevant agencies, depending on the circumstances. Recording an incident in the nursery's Incident Record does not replace the requirement to make any necessary safeguarding or statutory notification.

Monitoring and Review

The Nursery Manager is responsible for ensuring this policy is implemented consistently and reviewed regularly in line with current legislation, statutory guidance and best practice.

This policy should be read alongside the Health and Safety Policy, Accident and First Aid Policy, Safeguarding and Child Protection Policy, Behaviour Support Policy, Risk Assessment Policy, Visitors Policy and Confidentiality Policy.

Date Approved: August 2026

Review Date: August 2027

Aflah Nursery