

Play Sports Juniors Netball Academy

Accident, Incident & Near-Miss Reporting Procedure

Policy Owner: Play Sports Leagues Ltd / Play Sports Juniors

Applies To: All Academy coaches, Lead Coaches, volunteers, staff and parents/carers

Effective From: 1st September 2026

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Version: 1.0

1. Purpose

The purpose of this procedure is to ensure that accidents, incidents and near misses occurring during Play Sports Juniors Netball Academy activities are responded to appropriately, recorded accurately and reviewed where necessary.

Recording incidents allows Play Sports Juniors to:

- Protect participants and coaches.
 - Identify recurring risks.
 - Take action to prevent similar incidents.
 - Meet safeguarding and health and safety responsibilities.
 - Maintain an accurate record of significant events.
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2. Scope

This procedure applies to accidents, incidents and near misses involving:

- Academy participants.
- Coaches and Lead Coaches.
- Volunteers.
- Parents/carers.
- Visitors.
- Other individuals attending an Academy session.

It applies to incidents occurring:

- During Academy sessions.
 - During arrival or collection.
 - Within Academy-controlled areas of a venue.
 - During Academy activities or events.
 - In circumstances directly connected with Academy participation.
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3. Definitions

Accident

An unexpected event resulting in injury, illness or harm.

Examples include:

- A participant falling and sustaining an injury.
- A collision between participants.
- An injury caused by equipment.

Incident

An event that requires recording or follow-up but may not result in physical injury.

Examples include:

- A serious behavioural incident.
- A safeguarding concern.
- A child leaving a supervised area.
- A significant dispute or confrontation.
- A serious venue safety issue.

Near Miss

An event that could have resulted in injury, harm or significant disruption but did not.

Examples include:

- An unstable piece of equipment being identified before someone is injured.
- A participant nearly slipping on a wet surface.
- A loose item creating a trip hazard that is identified and removed.

Near misses should be taken seriously as they can identify risks before someone is harmed.

4. Immediate Response

The first priority following an accident or incident is the immediate safety and welfare of everyone involved.

Coaches should:

1. Stop the activity if necessary.
2. Ensure the area is safe.
3. Provide first aid within their training and competence.
4. Seek emergency medical assistance where required.
5. Maintain supervision of the other participants.
6. Inform the Lead Coach.
7. Contact parents/carers where appropriate.

8. Contact Play Sports Juniors Head Office where required.
9. Record the event.

Emergency services should be contacted immediately where there is a serious or life-threatening situation.

5. Lead Coach Responsibilities

The Lead Coach is responsible for coordinating the immediate response to an incident where practical.

They should:

- Ensure appropriate first aid is provided.
- Ensure the remaining participants are supervised.
- Decide whether the activity should stop or be modified.
- Contact the venue where appropriate.
- Contact Play Sports Juniors Head Office where required.
- Ensure parents/carers are informed where appropriate.
- Ensure the incident is recorded.
- Escalate any safeguarding concerns.

Where the Lead Coach is directly involved in the incident or is the subject of a concern, another coach should take responsibility where possible and the matter should be escalated to Play Sports Juniors Head Office.

6. When an Incident Must Be Reported

Coaches should report and record any incident that is significant, unusual or requires follow-up.

This includes:

- Injuries requiring first aid.
- Serious or potentially serious injuries.
- Head injuries.
- Emergency medical treatment.
- Attendance by emergency services.
- Safeguarding concerns.
- Missing or unaccounted-for children.
- Serious behavioural incidents.
- Bullying or discriminatory incidents.
- Physical altercations.
- Dangerous equipment or facilities.
- Significant slips, trips or falls.
- Near misses with potential for serious harm.
- Damage to facilities or equipment.
- Incidents involving parents/carers or members of the public.
- Any incident that may result in a complaint, claim or further investigation.

Where a coach is unsure whether something should be recorded, they should record it or seek advice from Play Sports Juniors Head Office.

7. Minor Injuries

Minor injuries may include:

- Small knocks.
- Minor grazes.
- Minor sprains.
- Minor bumps.

The coach should provide appropriate first aid and monitor the participant.

The parent/carer should be informed where appropriate, particularly where:

- First aid has been provided.
- The child continues to experience pain.
- The injury may affect participation.
- The coach considers that further monitoring is appropriate.

The injury should be recorded in accordance with Academy procedures.

8. Serious Injuries and Emergencies

Where an injury is serious or potentially life-threatening, coaches must prioritise emergency medical assistance.

This may include:

- Calling 999.
- Providing first aid.
- Using an AED where appropriate.
- Following emergency services instructions.
- Contacting the parent/carer.
- Maintaining supervision of other participants.

Coaches must not delay emergency assistance while completing paperwork or attempting to contact Play Sports Juniors Head Office.

Recording and Head Office notification should take place as soon as reasonably practicable after the immediate emergency has been dealt with.

9. Head Injuries

Head injuries must be taken seriously.

Where a participant sustains a significant blow to the head, coaches should follow the First Aid & Medical Policy.

Emergency medical assistance should be sought where there are signs of serious injury or other concerning symptoms.

Parents/carers should be informed where appropriate.

The incident should be recorded even where the participant appears to recover quickly.

10. Safeguarding Incidents

Any incident that raises a safeguarding concern must be dealt with in accordance with the **Safeguarding & Child Protection Policy**.

Examples may include:

- A disclosure from a child.
- An allegation against a coach or other adult.
- Suspected abuse or neglect.
- A child going missing.
- Serious bullying.
- Sexualised behaviour or concerns.
- Serious inappropriate adult behaviour.
- A concern regarding a child's welfare.

Safeguarding reporting must not be delayed because an accident or incident form has not yet been completed.

Where the concern relates to the Lead Coach, the concern must be reported directly to Luke Impett.

Where the concern relates to Luke Impett, it must be escalated to Rob Fulker.

11. Near-Miss Reporting

Near misses should be reported even where no injury occurred.

The purpose is to identify hazards and prevent future accidents.

Coaches should consider:

- What happened?
- What could have happened?
- What hazard caused or contributed to the event?
- What immediate action was taken?
- Does the risk remain?
- Is a change to the risk assessment required?

Examples may include an unstable netball post being identified before use or a participant narrowly avoiding a collision with an unsafe object.

12. Equipment or Venue-Related Incidents

Where an incident is caused by or involves venue facilities or equipment:

- Stop using the affected equipment or area where necessary.
- Inform the venue.
- Prevent participants from accessing the hazard.
- Inform Play Sports Juniors Head Office where appropriate.
- Record the incident.
- Do not attempt repairs unless authorised and appropriately qualified.

Play Sports Juniors should follow any instructions or restrictions issued by the venue regarding the continued use of its facilities.

13. Parent/Carer Notification

Parents/carers should be informed following an incident where appropriate.

This may include:

- An injury requiring first aid.
- A serious behavioural incident.
- A safeguarding concern where parent notification is appropriate.
- An early end to participation.
- An emergency requiring medical attention.

Where a safeguarding concern involves a parent/carers, coaches must follow the Safeguarding & Child Protection Policy rather than automatically informing the parent/carers.

14. Information to Be Recorded

An incident record should contain factual information wherever possible, including:

- Date and time.
- Venue.
- Participant's name.
- Name of coach completing the report.
- Names of other relevant people involved.
- What happened.
- Where the incident occurred.
- What activity was taking place.
- Any injury or harm reported.
- First aid provided.
- Whether emergency services were contacted.
- Whether parents/carers were contacted.

- Any witnesses.
- Immediate action taken.
- Any equipment or venue factors involved.
- Any further action required.

Records should distinguish between factual observations and information reported by another person.

Coaches should avoid speculation, assumptions or personal opinions.

15. Reporting to Play Sports Juniors Head Office

Significant incidents must be reported to Play Sports Juniors Head Office as soon as reasonably practicable.

Immediate notification should normally be provided for:

- Serious injuries.
- Emergency service attendance.
- Safeguarding concerns.
- Missing children.
- Serious behavioural incidents.
- Serious allegations against coaches.
- Significant venue or equipment failures.
- Incidents likely to result in a complaint or claim.
- Any incident that may attract significant external attention.

The Lead Coach should not wait until the next scheduled Academy session to report a significant incident.

16. Head Office Follow-Up

Play Sports Juniors Head Office may review an incident to determine whether:

- Further information is required.
- Parents/carers need additional communication.
- The venue needs to be contacted.
- A risk assessment should be updated.
- Equipment or activities need to be changed.
- Additional coach guidance or training is required.
- Safeguarding procedures need to be followed.
- An insurance or legal matter needs to be referred appropriately.
- The session or programme should be temporarily modified.

Head Office may also identify wider lessons that can be applied across the Academy.

17. Accident and Incident Records

Records must be stored securely and only accessed by individuals who have a legitimate reason to do so.

Information must be handled in accordance with the **Data Protection & Privacy Policy**.

Incident records should not be stored on personal devices, personal cloud storage or personal messaging accounts.

18. Confidentiality

Information relating to accidents, incidents and safeguarding concerns should be treated confidentially.

Coaches must not:

- Discuss incidents unnecessarily with other parents.
- Share participant information on personal social media.
- Send incident details through unauthorised messaging platforms.
- Take photographs of injuries or incidents on personal devices.
- Discuss confidential information outside those who need to know.

Information may be shared where necessary to protect a child, respond to an emergency or meet legal or safeguarding responsibilities.

19. Witnesses

Where appropriate, coaches should identify witnesses to an incident.

Witness information should be recorded factually.

Children should not be repeatedly questioned about an incident, particularly where it may involve a safeguarding concern.

Where a safeguarding concern exists, coaches should follow the Safeguarding & Child Protection Policy rather than conducting their own investigation.

20. Review of Risk Assessments

Where an accident, incident or near miss identifies a previously unrecognised or inadequately controlled risk, Play Sports Juniors should consider whether the relevant risk assessment needs to be reviewed.

This may result in:

- Additional control measures.
- Changes to equipment.

- Changes to activities.
 - Additional coach guidance.
 - Changes to venue arrangements.
 - Temporary suspension of an activity.
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21. Coach Responsibilities

All Academy coaches are responsible for:

- Acting promptly when an accident or incident occurs.
 - Prioritising participant safety.
 - Providing first aid within their competence.
 - Calling emergency services when required.
 - Informing the Lead Coach.
 - Reporting significant incidents to Head Office.
 - Completing accurate incident records.
 - Reporting near misses.
 - Escalating safeguarding concerns.
 - Maintaining confidentiality.
 - Following all relevant Academy policies.
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22. Parent/Carer Responsibilities

Parents/carers should:

- Provide accurate emergency and medical information.
 - Inform Play Sports Juniors of relevant changes.
 - Follow instructions provided following an incident.
 - Collect their child promptly where requested.
 - Raise concerns through the Complaints Policy where appropriate.
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23. Relationship With Other Policies

This procedure should be read alongside:

- Safeguarding & Child Protection Policy.
 - Health & Safety Policy.
 - First Aid & Medical Policy.
 - Risk Assessment Policy.
 - Emergency & Evacuation Procedures.
 - Severe Weather / Session Cancellation Policy.
 - Behaviour & Anti-Bullying Policy.
 - Coach Code of Conduct / Professional Boundaries Policy.
 - Data Protection & Privacy Policy.
 - Complaints Policy & Procedure.
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24. Review

This procedure will be reviewed at least annually or sooner where:

- A serious incident occurs.
 - An incident identifies a weakness in existing procedures.
 - Academy operations change.
 - Relevant legislation or guidance changes.
 - Lessons from incidents indicate that amendments are required.
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25. Key Contacts

Play Sports Juniors Academy Safeguarding Contact / Head Office

Luke Impett

Schools & Community Sport Lead

01256 644049

luke.impett@playsportsleagues.co.uk

Company Designated Safeguarding Lead (DSL)

Rob Fulker

01256 644049

rob.fulker@playsportsleagues.co.uk

Emergency Services

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Policy Approval

Approved by: Luke Impett

Position: Schools & Community Sport Lead

Date: 28th August 2026

Signature: 

Next Review Date: 1st August 2027