

Club Travel
ACCIDENT & INCIDENT POLICY 2025



1. Purpose

The purpose of this policy is to establish clear procedures for managing and responding to accidents and incidents involving Club Travel LTD vehicles, staff, passengers, and the general public. It aims to ensure the health, safety, and welfare of all individuals, especially children and vulnerable passengers, during unforeseen events.

2. Scope

This policy applies to:

- All **drivers**
 - All **passenger assistants**
 - Any staff member involved in the transport of passengers
 - All service users including children, young people, and vulnerable adults
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3. Policy Statement

Club Travel LTD is committed to ensuring the safety of all passengers and staff. All staff members have a **duty of care** to act promptly, safely, and in accordance with this policy in the event of an accident or medical emergency.

4. General Procedures in the Event of an Accident or Incident

1. **Ensure immediate safety:**
 - Stop the vehicle safely.
 - Turn on hazard lights.
 - Assess the situation for further risks (e.g., oncoming traffic, fire risk).
2. **Check for injuries:**
 - Conduct a rapid assessment of all passengers and staff.
 - Prioritise **first aid** and **comfort** for any injured person.
3. **Contact appropriate emergency services if needed:**
 - Apply the **10-Mile Emergency Protocol** (see Section 5).
4. **Notify the Club Travel LTD Office** as soon as it is safe to do so:
 - Provide the exact location, nature of the accident, passengers involved, and any injuries.

- If appropriate, the passenger assistant may contact the office while the driver manages the scene.
5. **Complete an Accident/Incident Report Form** within 24 hours of the event.
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5. 999 Protocol & 10-Mile Emergency Rule

Duty of Care – Emergency Action Plan

- All drivers and passenger assistants must **assess proximity to the nearest Accident & Emergency (A&E) hospital** as soon as a medical emergency is identified.

If the nearest A&E is within 10 miles:

- **The driver must transport the named child (or injured passenger) directly to the hospital immediately.**
- The passenger assistant must:
 - Inform the office of the hospital destination.
 - Record key times (time of incident, departure to hospital, and arrival).
 - Remain with or reassure the child during the journey.

If the nearest A&E is over 10 miles:

- Either the **driver** or **passenger assistant** must immediately **dial 999** and request urgent medical assistance.
- Provide:
 - Exact location (with postcode if available)
 - Nature of the emergency
 - Passenger's condition
 - Vehicle registration and company name
- Remain on the line and follow the emergency operator's instructions.

In All Cases:

- The **passenger assistant** must stay with the child/young person until their care is handed over to a responsible adult or emergency services.
- Office must be kept updated throughout.
- Parents/guardians and local authorities will be notified by the Club Travel office as soon as possible.

6. Post-Incident Requirements

- The driver and passenger assistant must both complete an **Incident Report** form.
 - If necessary, staff must be made available for debriefing or further investigation.
 - A review will be conducted by Club Travel LTD to assess if any further training or policy updates are required.
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7. Training & Awareness

- All drivers and passenger assistants will receive training in:
 - First aid
 - Emergency response procedures
 - Communication protocols
 - This Accident & Incident Policy, including the 10-mile rule
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8. Monitoring & Review

This policy will be reviewed **annually** or after any major incident.
Any revisions will be communicated to all staff and incorporated into future training.

Next review due: April 2026

9. Contact Information

Club Travel Ltd

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Club Travel Ltd is committed to maintaining a healthy and safe environment for all employees and service users.