

# Accidents - A Guide To Reporting For Leaders And Commissioners



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**0845 300 1818**

It is unfortunately true that at some time in the life of many Leaders or Commissioners within The Scout Association they will be involved with an accident to a Member of The Movement. Often the adults involved are unaware of the steps which should be taken after first aid, rescue or other emergency treatment.

## General Advice

It is not possible to give an absolute ruling on what should be reported to Scout Insurance Services and what need not be. If in doubt, telephone The Scout Information Centre in the first instance on 0845 300 1818 and seek advice. However, as a general guide:

Minor injuries (cuts, grazes) which are dealt with by first aid and which require no further medical intervention do not need to be reported. However, if a minor injury deteriorates and it is discovered that Parents have taken the young person for further treatment the incident reporting procedure should be followed.

Any injury or illness which requires medical intervention by a Doctor, Dentist or at a hospital should be notified to Scout Insurance Services irrespective of any subsequent diagnosis. i.e., if a young person is taken to hospital with a suspected broken arm but it turns out to be only badly bruised, the incident should still be reported.

Incidents should also be reported where emergency services (Police, Fire Brigade, Mountain Rescue, Coastguard etc) have been summoned, irrespective of whether anyone was injured.

In the first instance any incident that requires reporting should be reported to The Scout

Information Centre at Gilwell Park on 0845 300 1818. The telephone lines are open Monday to Friday 0800-1900 and on Saturdays between the hours of 0900-1200. Please have to hand basic information such as the name of the injured party, their membership classification, the name of their Group, District and County and brief details of the injury incurred.

If the incident involves the loss of life, the prospect of loss of life (for example a party missing on a mountain, in a cave area or at sea) or serious injury (paralysis and so on) the Public Relations Officer at Headquarters must be contacted as quickly as possible. The relevant telephone numbers, which are contained in Policy, Organisation and Rules, are:

### Duty Press Officer at Headquarters:

- 020 8433 7100

*Outside office hours a recorded message detailing the contact telephone number of the Duty Press Officer is available.*

### In Scotland the Scottish Headquarters should be informed:

- Office hours - 01383 419073
- Outside office hours – 020 8433 7100

### In Northern Ireland the Northern Ireland Headquarters should be informed:

- Office hours - 02890 492829
- Outside office hours – 07973 301195

Help and assistance in dealing with any media attention and instructions relating to necessary reports will be offered.

## The Scout Information Centre

Gilwell Park Chingford London E4 7QW Tel + 44 (0)20 8433 7100 Fax + 44 (0)20 8433 7103 email [info.centre@scouts.org.uk](mailto:info.centre@scouts.org.uk) [www.scoutbase.org.uk](http://www.scoutbase.org.uk)

Subject to the general advice given above, the following procedures should be adopted:

### **Incident In Group Headquarters**

- Render emergency aid
- Call ambulance or take to a hospital accident and emergency department for treatment as appropriate
- Inform parent(s) or guardian(s)
- Inform District and County/Area
- Inform Scout Insurance Services via The Scout Information Centre

### **Incident During Outing, Camp Or Expedition**

- Render emergency aid
- Call ambulance, rescue services, or take to a hospital accident and emergency department as appropriate
- Inform Home Scout Authority
- Inform parent(s) or guardian(s)
- Inform Scout Insurance Services via The Scout Information Centre

### **After The Event: Commissioner's Notes**

In the case of a Commissioner (District or County/Area) being advised of a serious incident as the Home Scout Authority, it is essential that clear communication links are maintained between, a responsible person in the area of the incident, the next of kin and Headquarters. Arrangements will need to be made for the return of the party and, possibly, for the next of kin to visit the casualty or casualties. If any help is required, please remember that it is freely available from Scout Insurance Services and The Field Development Service.

In the case of overseas incidents, it is imperative that the travel insurer's emergency and repatriation service is informed at an early stage.

The home Scout Authority should check that Scout Insurance Services has been kept informed and that the relevant Incident Report Form is

completed and returned as soon as possible. At this stage, no attempt should be made to produce any report other than completion of the Incident Report Form.

If the incident is such that Headquarters feel that a formal inquiry is required, the Home Scout Authority will be informed of the need and offered assistance in carrying this out.

In dealing with parents/guardians, you need to be aware that they may react in a number of ways to news of their child's accident. In some cases they may be quite hostile and aggressive but it is vitally important that someone maintains contact with them and takes an interest in the young persons recovery. So, if the young person's Leader receives a hostile reception on first contact regarding the incident, it may be better for the District Commissioner to make contact thereafter. Most parents calm down after the initial shock. It is perfectly acceptable to make expressions of regret that the young person was injured and saying "we are very sorry that your child was hurt during a Scouting activity" does not constitute any kind of admission of responsibility for the accident.

### **Help!**

Any incident (especially those involving, serious injury to, or the death of, a member) can be quite devastating to those involved. In such circumstances following "procedures" may be the last thought on peoples minds. If, at any stage, some guidance or practical help is required, contact Scout Insurance Services.

### **Contacts**

#### **The Scout Information Centre**

Gilwell Park  
Chingford  
London  
E4 7QW

Tel: 0845 300 1818

Fax: 020 8498 5407

E-Mail: [info.centre@scouts.org.uk](mailto:info.centre@scouts.org.uk)

#### **Unity Insurance Services**

Lancing Business Park  
Lancing

West Sussex  
BN15 8UG  
Tel: 01903 768524  
Fax: 01903 751044  
E-Mail: [scouts@unityins.co.uk](mailto:scouts@unityins.co.uk)