

Serious Incident Protocol

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Reviewed: September 2026

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Writer/reviewer of this policy: Dan Chapman, Managing Director

1. Purpose

This protocol ensures that all CoachUnlimited staff and volunteers know how to respond quickly, safely, and effectively to serious incidents during club activities. It prioritises the safety and wellbeing of children, staff, and visitors.

2. Definition of a Serious Incident

A serious incident includes (but is not limited to):

- Serious injury or medical emergency
- Safeguarding concern or disclosure
- Serious accident during activities
- Any event requiring emergency services

3. Immediate Response

Ensure Safety

1. Stop the activity immediately
2. Assess danger and prioritise actions
3. Move children to a safe area, if appropriate
4. Assign a staff member to supervise the group
5. Seek help if necessary

Provide First Aid

- A qualified first aider should respond immediately
- Use the club first aid kit
- Do not move injured persons unless necessary for safety



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Contact Emergency Services

Call **999** if required.

Be prepared to provide:

- Location of the club (Address, What 3 Words)
- Nature of the emergency
- Condition of the injured person
- Any hazards present
- Be prepared to share name and DOB of injured person

6. Notify CoachUnlimited Leadership

Inform immediately:

- Clubs Lead, or
- Director

7. Supervision of Children

While the incident is managed:

- Keep the rest of the group calm
- Move them away from the incident area
- Maintain headcount
- Continue supervision until children are safely dismissed

8. Inform Parents/Guardian

Parents must be informed as soon as appropriate. Information should include:

- Nature of the incident
- Current condition of the child
- Actions taken
- Where the child has been taken



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It is possible that attending staff are not in a position to contact parents. The decision to contact parents (and who is to do it) should be taken in consultation with Clubs Lead and/or a Director.

9. Incident Recording

Complete an Incident Report Form as soon as, and with as much detail, as possible.

10. Safeguarding Incidents

If the incident involves a disclosure, follow the Safeguarding Policy and report immediately to the DSL.

11. Post-Incident Actions

CoachUnlimited leadership may:

- Conduct an investigation
- Report to local authority if required
- Review risk assessments
- Provide support for students/staff
- Update safety procedures

12. Staff Responsibilities

Club staff must:

- Know the location of first aid kits and emergency exits
- Have access to child emergency contact details
- Maintain an accurate register
- Ensure appropriate supervision ratios
- Follow this protocol during incidents

During every club session staff should have:

- An updated register
- Emergency contact numbers
- First aid kit





- Access to a phone with key contacts



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