

# Incident Reporting Procedure

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|----------------|-----------------------------|
| Company        | URBAN TRANSIT SOLUTIONS LTD |
| Policy owner   | Operations Manager          |
| Version        | 1.0                         |
| Effective date | 06.06.2026                  |
| Review date    | 06.06.2027                  |
| Approved by    | Director                    |

## Purpose

This procedure ensures incidents are reported, recorded, reviewed and used to improve passenger safety and contract compliance.

## Scope

Applies to staff, drivers, escorts and contractors on all company work.

Where a council, school, NHS body or account client has stricter contract requirements, those requirements will be followed in addition to this policy.

The company provides transport operation, dispatch and safe transport support only. It does not provide personal care, clinical care or routine medication administration unless a specific duty is contractually agreed, risk assessed, authorised and trained.

## Named safeguarding and operational responsibility

Designated Safeguarding Lead: Mohamoud Mohamed

Deputy Safeguarding Lead: To be appointed before contract commencement

Operations Manager: Mohamoud Mohamed, until further appointment

These responsibilities may be updated as the company grows or as a contract requires named contacts. Until further appointment, Mohamoud Mohamed is responsible for receiving safeguarding concerns, deciding escalation and keeping safeguarding records. Drivers, escorts and office staff report concerns; they do not investigate safeguarding matters.

## Emergency contacts

- The operator / out-of-hours contact.
- The Designated Safeguarding Lead.
- Any relevant council transport team or contract contact.
- School or setting contact where applicable.
- Parent, carer or authorised handover contact where applicable.
- Emergency services: 999.

Where a passenger is in immediate danger, seriously injured, missing in unsafe circumstances, or there is a threat to life or safety, emergency services must be contacted without delay.

## What counts as an incident

- Safeguarding concern or allegation.
- Behaviour incident, passenger distress, refusal to travel or absconding risk.
- Late collection, failed collection, failed handover or no-show affecting safety or contract performance.
- Complaint, dispute, aggression, assault, harassment or discriminatory behaviour.
- Driver concern, route deviation, unauthorised passenger, boundary concern or confidentiality breach.

- Data breach, lost paperwork, wrong message recipient or unauthorised sharing.
- Vehicle breakdown, near miss, road risk, accident, injury, property damage or equipment failure.

## Reporting timeline

- Immediate: danger to life, serious injury, missing child/adult at risk, suspected crime, serious safeguarding concern or vehicle emergency.
- Same journey: route deviation, passenger distress, failed handover, behaviour risk or delay requiring client contact.
- Same day: all other incidents, complaints, near misses, data concerns and conduct concerns.
- Within 24 hours: written incident form unless the Operations Manager requires sooner.

## Safeguarding incident

Safeguarding incidents are escalated to the DSL immediately and recorded separately with restricted access. Staff, drivers, escorts and contractors must report facts only and must not investigate.

## Behaviour incident

Record triggers, what happened, de-escalation attempted, whether the vehicle stopped, whether other passengers were affected, who was contacted and whether the passenger-specific risk plan requires review.

## Late collection/passenger distress/complaint/driver concern/data breach/breakdown/near miss

Each event must be recorded with enough detail to support contract notification, insurance, safeguarding decisions, corrective action and future route planning. Data breaches must be escalated to the Data Protection Lead immediately.

## Incident form template

The Incident Report Form in the forms folder must be used. A manager may add supporting records such as photos, call logs, emails, driver statement, escort statement, dispatch record or client correspondence.

## Review and corrective action

The Operations Manager reviews incidents for immediate action, root cause and recurrence risk. Actions may include route risk review, extra training, client notification, safeguarding referral, driver/escort removal, vehicle check, apology, invoice adjustment, disciplinary action or contract variation request.

## Responsibilities

All workers report incidents. Operators log and escalate. The DSL handles safeguarding aspects. The Data Protection Lead handles data breaches. The Director reviews serious incidents.

## Procedure

1. Make the situation safe.
2. Contact emergency services if required.
3. Notify the operator.
4. Operator escalates to the relevant manager/DSL/client.
5. Complete the incident form.
6. Manager reviews, records actions and closes the incident when appropriate.

## Records kept

Incident forms, witness statements, photos, dispatch records, call logs, emails, corrective action log and review notes.

Review

Reviewed annually and after serious incidents or contract audit feedback.

Approval

|           |                  |
|-----------|------------------|
| Signature |                  |
| Name      | MOHAMOUD MOHAMED |
| Position  | DIRECTOR         |
| Date      | 06.06.2026       |