

Accident Reporting Procedure

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 sets out what staff, drivers, escorts and contractors must do after a road traffic accident, passenger injury, worker injury, near miss or vehicle-related accident during company work.

Scope

Applies to all company bookings and work activities, including driving, boarding, alighting, handover, office work and vehicle-related tasks.

Where a council, school, NHS body or account client has stricter accident reporting or notification requirements, those requirements will be followed in addition to this procedure.

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

Named responsibility

Designated Safeguarding Lead: Mohamoud Mohamed

Operations Manager: Mohamoud Mohamed, until further appointment

The Operations Manager coordinates accident records and notifications. The Designated Safeguarding Lead reviews any safeguarding concern arising from an accident or failed safe handover.

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.

Emergency response

1. Stop safely and switch on hazard lights where appropriate.
2. Check for injury to passengers, driver, escort, other road users and third parties.
3. Call 999 for injury, danger, blocked road, suspected crime, aggressive parties or where police/ambulance/fire are needed.
4. Do not move injured people unless they are in immediate danger.
5. Keep children and adults at risk supervised and away from traffic as far as safely possible.

6. Contact the operator as soon as safe.

Road traffic accidents

Drivers must comply with road traffic legal duties, exchange details where required, cooperate with police and avoid admitting liability at the scene. The operator coordinates passenger welfare, onward transport, client notifications and insurance reporting.

Passenger injury

Any passenger injury, however minor, must be reported to the operator and recorded. Parents/carers, school, council, NHS body or account client must be notified according to the contract and seriousness. Medical attention should be obtained where needed.

Staff/driver injury

Worker injuries must be recorded and reviewed. The company will consider whether the incident is reportable under RIDDOR, including specified injuries, over-seven-day work-related incapacity or dangerous occurrences where relevant.

Insurance reporting

The driver and company must report accidents to the relevant insurer as required by policy conditions. Photos, witness details, police reference, vehicle details and journey records should be preserved.

Evidence/photos/witnesses

- Take photos only if safe and appropriate. Do not photograph injured passengers unless necessary for safeguarding/insurance evidence and authorised by the operator where practicable.
- Record vehicle registration numbers, names, contact details, insurance details, location, weather, road conditions and witness details.
- Preserve dashcam footage, dispatch logs and messages.

Notifying operator/client/parent/carer

The operator must be notified immediately. The operator then notifies council/client/school/NHS contact/parent/carer according to contract, safeguarding and data protection requirements. Serious incidents are escalated to the Director.

Accident form template

Use the Accident Report Form in the forms folder. The form must be completed as soon as reasonably practicable, usually the same day.

Post-accident review

The Operations Manager reviews cause, vehicle suitability, driver fitness, route hazards, passenger impact, insurance action, contract notification, RIDDOR consideration and corrective actions before closing the file.

Responsibilities

Drivers/escorts make the scene safe and report. Operators coordinate. The Operations Manager reviews. The Director handles serious incidents and insurer/client escalation.

Procedure

Follow emergency response, report, record, notify, preserve evidence and review. Do not continue the journey unless the vehicle and driver are safe and the operator approves.

Records kept

Accident forms, photos, witness details, insurance reports, police references, client notifications, medical/welfare notes and review actions.

Review

Reviewed annually and after any serious accident, repeated near miss or insurer/client feedback.

Approval

Signature	
Name	MOHAMOUD MOHAMED
Position	DIRECTOR
Date	06.06.2026