Model Emergency Procedures by the Bikeability Trust. Version 3, March 2023.

All **red type** should be replaced by the relevant information specific to your organisation. Yellow highlights indicate where the model Emergency Procedures fulfils the Bikeability Trust’s requirements as set out in the ‘The Bikeability training provider application guide’ of November 2022.

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This template can be used as the basis for Emergency Procedures. It needs to be adapted, based on individual requirements and information added, before it will be fit for purpose. The Training provider should ensure that it covers all environments where Bikeability training is delivered including, but not restricted to, after school clubs, holiday schemes and Bikeability Plus Family and Adult training.

These procedures must be available to and be followed by all instructors.

**INSTRUCTORS MUST TAKE A COPY OF THESE PROCEDURES TO ALL TRAINING DELIVERIES**

These procedures comply with the requirements on Bikeability Training providers as set out by the Bikeability Trust in the ‘Bikeability Trust training provider application guide V02’ of November 2022.

**Designated Health and Safety Lead**: Insert Name

**Contact Details** : Insert email and emergency phone number

**Dealing with serious incidents and accidents**

This is where a rider, instructor or member of the public loses consciousness (even momentarily), breaks a limb or suffers a severe cut, bruising or other injury.

You must:

* Give clear and firm direction to other riders to ensure they move to and remain in a safe place as soon as possible. If other adults are present in the group, ask them to help by giving them specific tasks e.g. supervising children to ensure they keep safe; directing traffic where appropriate; alerting emergency services.
* Make the injured person safe. When out cycling this may involve stopping traffic and diverting it around the casualty.
* Call **999** and ask for an ambulance or paramedic. If another vehicle is involved ask for the police to attend too.
* Administer First Aid if appropriate. If in doubt await professional help/follow instructions given by emergency services over the phone.
* Talk reassuringly to the person until help arrives.

**Do not** attempt to move the injured person unless they are in imminent danger.

**Do not** allow the other riders to crowd the injured person.

**Do not** allow the injured person to move around more than necessary.

You must:

* Contact the school or parents or guardians as soon as possible to inform them of the incident
* Collect all relevant information on vehicle drivers, vehicles, insurance details and witnesses as required on Incident Report Form.
* Discuss the incident with the group and reassure the group

Following the incident

* Ensure safe return of the other riders to school or base, walking back if they are too upset to ride. If the site is some distance from school try to phone a contact at the school to advise of a delay in returning.
* On return to the school inform the contact of the injured person if you have not already done so. The school will notify a parent or guardian as necessary. If holiday/after school course, the instructor must contact the parent or guardian directly as necessary.
* Complete an Incident Report Form as soon as possible following the incident and pass it on to the Health and Safety Lead within 24hrs.
* Report all incidents involving motor vehicles to the police within 24 hours of the incident within 24hrs. This can be done by either the instructor of the Health and Safety Lead.
* Health and Safety Lead must investigate/assess details of the serious incident, follow due process, and take appropriate actions and changes to policies where necessary and implement appropriate debrief/training to instructors.
* The Health and Safety Lead must review and file all relevant documentation as these may be requested if an external investigation is held following a serious incident.

**Dealing with minor incidents and accidents and near misses**

Minor accidents are where a rider, instructor or member of the public has a slight incident that does not result in injury or results in slight injury (a knock, very small cut, a graze, bruising, etc.).

Near misses are incidents which did not result in injury, damage or loss, but could have done in different circumstances.

You must:

* Give clear and firm direction to other riders to ensure they move to and remain in a safe place as soon as possible. If other adults are present in the group, ask them to help by giving them specific tasks e.g. supervising children to ensure they keep safe; directing traffic where appropriate; alerting emergency services.
* Inspect the injury, apply First Aid if necessary and reassure the person
* If a vehicle is involved: Collect all relevant information on vehicle drivers, vehicles, insurance details and witnesses as required on Incident Report Form.

Decide in discussion with the rider and other staff present if the rider is able to

continue with the activity or not. Agree whether:

* the rider should re-join the session
* the rider should sit out for a short while until ready to re-join the session
* the rider should return to base (where working off site)

Following the incident

On return to the school inform the school and parents or guardians as necessary. If holiday/after school course, the instructor must contact the parent or guardian directly as necessary.

Complete an Incident Report Form as soon as possible following the incident and pass it on to the Health and Safety Lead within 24hrs.

Report all incidents involving motor vehicles to the police within 24 hours of the incident within 24hrs. This can be done either by the instructor of the Health and Safety Lead.

**Dealing with incidents where no injury occurs**

These include

* Damage and loss of property or equipment
* Altercations with a member of public
* Aggressive or threatening behaviour of a rider
* Where an instructor doesn’t feel in control of the situation.

Damage and loss of property or equipment

If some damage has occurred to property or equipment or it is lost or stolen you should:

* Talk with the riders and reassure that you will investigate the matter
* Report the incident to the school/parent or guardian
* An incident report form should be completed and passed on to the Designated Health and Safety Lead within 24hrs.

Altercations, Aggressive or threatening behaviour, Loss of control

In these situations, consider the following actions:

* Stop all activity
* If away from base, you might want to move the group to a quiet place
* Keep calm to ensure the situation doesn’t escalate
* Discuss the incident with the group and reassure the group
* Consider returning / ending the activity

If a vehicle was involved

Collect all relevant information on vehicle drivers, vehicles, insurance details and witnesses as required on Incident Report Form.

Following the incident

On return to the school inform the school and parents or guardians as necessary. If holiday/after school course, the instructor must contact the parent or guardian directly as necessary.

Complete an Incident Report Form as soon as possible following the incident and pass it on to the Health and Safety Lead within 24hrs.

Report all incidents involving motor vehicles to the police within 24 hours of the incident within 24hrs. This can be done either by the instructor of the Health and Safety Lead.