Glens Befriending Soirbheas

Working with Highland Hospice

Accident & Incident Quick Guide

For Glens Befriending volunteer drivers

Safety comes first. Call 999 in an emergency. Do not wait for paperwork or a reply from Soirbheas before getting urgent help.

1. At the scene: stay safe and get help

- Stop safely, check for injuries and call 999 if emergency help is needed. Follow emergency-service instructions. Use Police Scotland 101 for appropriate non-emergency assistance.
- Reassure your passenger and help only where safe and within your ability. Never put yourself at risk.
- Gather details only if safe: names/contact details, vehicle registrations, insurance details and witnesses. Take photographs if safe; note time, location and conditions.
- Do not admit fault or liability at the scene. You are not expected to collect information if injured, distressed or unable to do so safely.

2. Tell us as soon as reasonably possible

Report all accidents, incidents and near-misses. Tell us what happened, when and where, any injuries or damage, and any police reference or details available. Inform your motor insurer as soon as possible; road traffic accidents fall under the volunteer's motor insurance, as confirmed by Gallagher.

Befriending Coordinator	**07748 575330 | befriender@soirbheas.org**
If unavailable: Community Grants Manager	07842 781986 | karascott@soirbheas.org

3. Complete the incident form when you can

Complete the form within 24 hours where practicable. If injury, shock or other circumstances prevent this, the Coordinator will record what is known and help complete the report later. Urgent reporting must not wait for a completed form.

Put "unknown" for missing information and add it later. Do not guess. If the volunteer cannot give an account, the Coordinator records facts from available sources, noting the source and any gaps. Submit through the agreed secure route; the Coordinator arranges follow-up and restricted storage.

If there is a safeguarding concern

Follow the Safeguarding Policy immediately. If the concern involves the Coordinator, contact the Manager; if it involves the Manager, contact the Chair at chair@soirbheas.org. If it involves the Chair, contact an uninvolved director.

If safeguarding contacts are unavailable, contact the appropriate social work, health or police service directly without delaying necessary action. For concerns about a child, use Children and Families social work or police. Call 999 for immediate danger.

Read with: Driver Policy and Guidelines, Driver Risk Assessment, Volunteer Handbook, Safeguarding Policy and incident-report forms.

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*Review sooner after relevant changes or incidents.