At least one person who has a current paediatric first aid certificate will be on site at all times when children are present.

First aid training must:
- cover the course content as for St John Ambulance or Red Cross first aid training
- be renewed every three years.

Accidents will be recorded using the Elmbridge Borough Council Accident form with is kept securely in the site box. Information required includes:
- details of the children affected, i.e. their name
- details of any existing injuries that a child arrives with, including bumps and bruises
- the name of the adult reporting the accident
- the time, date and nature of any accident, names of any adults and children involved and any witnesses
- a written description of the type and location of any injury and a body map
- the circumstances of the accident
- the action taken at the time (including first aid treatment provided), any action taken later
- the signature of the staff member who dealt with the incident, any witnesses and a countersignature by the parent when the child is collected.
- if a child receives an injury to their head an attempt is made to call the carer prior to pick up and advice sheet prepared by Surrey County Council is also given to the carer at pick up time. A sticker is placed on the child’s clothing to alert staff and parents to the injury
- Accident records are reviewed after each holiday period to identify recurring incidents, any potential or actual hazards.

In the event of death or a child is taken into hospital as a result of something that happened whilst the child was in the care of Shout! the site leader must inform the Play Development Officer immediately. The Play Development Officer will refer to the Council’s Safety Advisor, following Elmbridge Borough Council’s, Accidents at Work Policy, by informing The Health and Safety Executive (HSE) and Ofsted.