

# Incident Reporting Procedure

## Scope

This procedure describes what an “incident” and what a “serious incident” is, and what must happen when one occurs. This procedure does not apply to Safeguarding concerns. The Safeguarding Policy must be followed in these circumstances.

The “Responsible Person” for this procedure is: Simon Hoare for Restore and Dan Hargreaves for Energize.

## Definitions

An incident is an event or accident in which:

- A person suffers injury or harm,
- A person is exposed to the risk of injury or harm (this includes “near misses”),
- The event may attract public or media interest,
- The delivery of the project might be impaired.

A serious incident is an event or accident in which:

- A person suffers serious injury, permanent harm, or unexpected or avoidable death,
- A person is exposed to the risk of serious injury, permanent harm, or unexpected or avoidable death (this includes “near misses”),
- The event is likely to cause significant public or media concern,
- The delivery of the project might be significantly impaired or ended.

Examples of incidents and serious incidents are given at the end of this procedure.

Incidents may only be recognised sometime after the event. In such cases the incident must still be reported as described in this policy.

## Procedure

The person who first becomes aware of an incident must:

- Ensure that (if safe to do so) immediate actions are taken to prevent further harm,
- Report the events immediately to the Responsible Person,

## Incident Procedure

- Report the incident using the Incident Reporting Form (SAF809) (Appendix 1) as soon as possible,
- The Responsible Person must:
  - Confirm all necessary immediate actions for people's safety have been taken,
  - Confirm that the incident is not related to Child or Adult Safeguarding concerns (if it is, the Safeguarding Policy, SAF802, **must** be followed),
  - Help the person who reported the incident to complete the necessary actions,
  - Assess whether the incident is serious,
  - Inform the Acts Board of Directors and seek advice if needed,
  - Consider whether the incident is serious and, if so, report the incident as soon as is practicably possible to a funder or other interested party as required,
  - Consider the effect of the incident on people, and ensure they receive the support and information they need,
  - Ensure that information about the incident is shared only with people who need to know,
  - Put in place and action a plan to:
    - Resolve the issues arising as a result of the incident,
    - Minimise the risk of a similar incident happening in future,
    - Consider what, if any, communication is needed, including funders and the media.

### Learning

It is important to learn from incidents:

- At an appropriate future date, review records of all incidents to act on any lessons learnt (at least annually),
- The review will be undertaken by Acts Trust Directors,
- Where the person who reported the incident considers that it has not properly been addressed, this should be discussed with the Responsible Person and recorded.
- A plan to implement actions arising from lessons learnt will be overseen by Acts Trust Directors.

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## Link with Complaints

It may be appropriate to use this procedure to investigate a complaint. If the scope of the investigation into the serious incident does not include all the elements of the complaint, then the Making a Complaint Procedure (HR405) and Dealing with Complaints Procedure (HR401) must be followed.

## Training and Development

People involved with Acts Trust will be made aware of this procedure and where they can find it. They will receive training, as appropriate to their involvement, in:

- Their roles and responsibilities,
- How to use this procedure,
- Lessons learnt and actions arising.

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Date of Next Review of this Procedure: 24/3/17

Responsible Person signature: Simon Hoare

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## Examples of Incidents

Incidents are classified as events which cause lower level non-permanent harm such as:

- A cut or a graze,
- An injury which does not require attendance to an accident and emergency department,
- Some Information Governance breaches.

## Examples of Serious Incidents

In many cases it will be immediately clear that a serious incident has occurred and further investigation will be required to discover what exactly went wrong, how it went wrong and what may be done to address any weakness to prevent the incident from happening again.

Where it is not clear whether or not an incident fulfils the definition of a serious incident, Acts Trust, along with any other involved providers or funders must engage in open and honest discussions to agree the appropriate and proportionate response.

Serious Incidents may be identified through various routes including, but not limited to, the following:

- Incidents identified during the provision of help, support and activities by a provider, e.g. incidents which have a serious/distressing/catastrophic outcome for those involved,
- Allegations made against or concerns expressed about a provider by a beneficiary or third party (when the Safeguarding Procedure SAF802, **must** be followed),
- Incidents relating to safeguarding both adults and children,
- Complaints made to Acts Trust.

# Appendix 1

## INCIDENT REPORTING FORM

Use this form to record and report incidents. This will be kept in the secure **Incidents** Folder online.

### TO BE COMPLETED BY THE PERSON REPORTING THE INCIDENT

Date and time of incident:	Date this form completed:
Location of incident:	Person Reporting the incident:
<p><b>Details of the Incident:</b>                  What happened, who was involved, what harm, injury or damage was caused?</p>	

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**What immediate action was taken to manage the incident and reduce the risk of harm, injury or damage?**

**Signed:**

**TO BE COMPLETED BY THE RESPONSIBLE PERSON**

<b>Date Form Received:</b>	<b>Name of Responsible Person:</b>	
<p><b>Immediate actions taken following the incident:</b>                  Include actions taken to support people involved in the incident</p>		
<b>What Action</b>	<b>By Who</b>	<b>Time and Date</b>

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**Chair/Vice Chair comments:**

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Signed:

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**What further actions will be taken?**  
 Action Plan, to include date of Review

What Action	By Who	By When

**Do you consider the incident indicates that the current Risk Assessment, or any Policies/Procedures requires review?**  
 If yes, please make any suggestions that you think are relevant

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Signed: