



## **Incident Management and Reporting Standard Operating Procedure (SOP):**

The purpose of this protocol is to outline the systematic approach to reporting incidents involving service users, staff, and individuals engaged in activities on behalf of the company.

This protocol is applicable to all staff members following an incident or near miss, emphasizing their pivotal role in identifying, assessing, and managing risks.

Initial understanding of the incident's severity will determine the subsequent steps.

### **Incident Type, Category & Subcategory:**

**Level 1:** These incidents are commonplace occurrences that necessitate regular reporting. Staff members are required to report such incidents promptly, submitting an incident report to the Safeguarding Officer within two hours of the incident.

Examples include service users seeking bandages, reporting meal shortages, temporarily leaving the site, or children not attending school. Pending safeguarding response, review processes and regular welfare checks should be instituted. If uncertain or unwilling to await safeguarding feedback, contact the safeguarding or area manager for guidance.

**Level 2:** Incidents at this level have a significant impact, demanding diligent follow-up as part of duty of care. Initial incident reports must be submitted within one hour of the occurrence, with a subsequent report providing status updates.

Examples include children left unattended, property damage, and non-life-threatening calls to 111 without a CAD reference. Immediate reporting to on-site managers is vital. If the situation is under control, contact safeguarding or the area manager within 15 minutes.



**Level 3:** These incidents involve the engagement of two Blue light services and entail life-threatening situations requiring immediate reporting and escalation. Safeguarding Lead, Managers and Area Managers must be notified instantly, with regular welfare checks and subsequent incident reports.

Examples include 999 services called, suicide attempts, physical violence, or incidents involving multiple service users, such as fights between 5 or 6 SUs.

**Below are key guidelines to follow:**

**Objective and Factual Language:**

Use clear, objective, and factual language. Avoid speculation, assumptions, or personal opinions.

Stick to what you observed, heard, or was reported directly.

**Chronological Order:**

Present information in a chronological order to provide a clear timeline of events.

Clearly state when the incident occurred, and any subsequent actions taken.

Ensure any update on incident is added to same report and do not raise a whole new report.

**Include Relevant Details:**

Identify the individuals involved, including names, ages, and roles.

Include any relevant background information that may help in understanding the context of the incident.

**Describe the Incident:**

Provide a detailed description of the incident, including the nature of the safeguarding concern or risk.

Specify the location, date, and time of the incident.

**Capture Statements:**



Include any statements/ images made by the individuals involved, witnesses, or any other relevant parties.

Clearly differentiate between statements and your own observations.

### **Document Injuries or Physical Evidence:**

If applicable, document any injuries or physical evidence related to the incident. Use precise and descriptive language to detail the extent of injuries or damage.

### **Use Standard Terminology:**

Utilise standard safeguarding terminology and definitions to ensure consistency in reporting.

### **Analysis and Conclusion:**

Provide a concise analysis of the incident, add request for advice for any recommendations for further actions or interventions.

### **Reporting Structure:**

Follow the established reporting structure and submit the report. ensuring that the report is sent to the safeguarding lead (Daniel Whyne)

### **Review and Revision:**

Before finalising the report, review it for accuracy, completeness, and adherence to guidelines.

Revise as necessary, seeking input from relevant parties if needed.

## Example of an Incident Report:

### Incident Report

Please complete with as much detail as possible, stating only fact. Please email to [CST@Clearsprings.co.uk](mailto:CST@Clearsprings.co.uk) who will review and send to UKVI where appropriate.

<b>Property ID</b>	Your HOTEL		
<b>Person Reporting</b>	Person sending IR		
<b>Date of Incident</b>	When it happened		
<b>Name</b>	Full name of SU'S THAT ARE DIRECTLY INVOLVED		
<b>Port Reference</b>	XXXXXXXXXXXX		
<b>Telephone Number</b>	XXXXXXXXXXXX		
<b>Incident Description</b>	<p><b><u>DEMO</u></b></p> <ul style="list-style-type: none"> <li>• SU came to reception at 19:35.</li> <li>• SU informed HO that he has been self-harming in his room for the past two days and says he needs help.</li> <li>• HO saw cuts on SU's arm which were covered with a towel trying to stop bleeding.</li> <li>• HO sat SU on chair and applied pressure to injured area.</li> <li>• HO called 999 at 19:40</li> <li>• Ambulance arrives at 20:00</li> <li>• Medics assessed SU and took to hospital and left site at 20:10</li> </ul>		
<b>Action Taken</b>	<ul style="list-style-type: none"> <li>• HO applied First Aid</li> <li>• HO attempted to keep SU calm.</li> <li>• HO called 999 for an ambulance.</li> <li>• Reported incident to safeguarding.</li> </ul> <p><b>IF 999 IS CALLED ENSURE THAT CAD REF IS INCLUDED TO THE RELEVANT SERVICE REQUESTED.</b></p>		
<b>Warning Letter Issued Requested?</b>	N/A	<b>To Whom?</b>	N/A
<b>Offenders</b>			
<b>Victims</b>			
<b>Witnesses (SUs)</b>	ALL SU'S THAT WITNESSED EVENT		
<b>Witnesses (Non-SUs)</b>	ALL NON -SUS		
<b>Reported Authorities</b>			
<b>Safeguarding Informed?</b>	YES	<b>Who?</b>	
<b>Police Involved?</b>	N/A	<b>CAD Ref</b>	N/A
<b>Ambulance Involved?</b>	N/A	<b>CAD Ref</b>	N/A
<b>Fire Service Involved?</b>	N/A	<b>CAD Ref</b>	N/A

Please attach photos of any evidence where possible when submitting to CST.