

INCIDENT REPORTING POLICY

A serious incident may be accidental or non-accidental, and either has serious potential to cause harm to a person's physical, mental or emotional wellbeing. For the purpose of this guidance, HARC requires Project Leads, Shift Leads and volunteers to report **all** incidents that adversely affect the provision of our service, including, but not limited to the following list:

- Death – including suicide, murder, accident-related
- Serious injury as a result of an attack or accident on the premises (i.e. injuries requiring medical treatment (e.g. broken arms, legs, ribs)
- Serious accident and illness that requires admission to hospital
- Threats to kill or injure made by or to a service user
- Use of weapons by, or against, any service user or associated person
- Any form of sexual abuse, rape, paedophilia
- Issues to do with child protection/abuse
- Vulnerable adult abuse
- Harassment, including racial harassment
- Fire outbreak
- Any incident of arson
- Missing people
- Drug dealing on the premises
- Any other incident that gives rise to serious concerns

All minor incidents should also be reported. Please consult first with the Shift Lead and then with the Project Lead for more advice. There is an incident book available for the recording of the details of the incident and this should include the following:

- Date and time of the incident
- Description of the incident
- All parties involved including full name of service users and volunteers, and others where known.
- Date of birth of the volunteer and any service users involved.
- Details of any Local Authority, NHS Mental Health Trust or similar body contacts, if involved.
- Involvement of emergency services
- Immediate action taken
- Further action required
- Any additional details that may be helpful/important

REVIEWED JR - 16th September 2023