



The Monday Night Club Managing Incidents and Serious Incidents Policy

We are committed to providing a caring, friendly and safe environment for all of our participating members so they can enjoy our activities in a relaxed and secure atmosphere.

Purpose

This policy sets out the procedure for dealing with near misses, incidents, and serious incidents for The Monday Night Club.

The purpose of this policy is to ensure that risks associated with incidents are identified and managed in accordance with our policy and procedures.

Responding appropriately when things go wrong is vital to maintaining continual improvement for the safety of the services that we provide to our beneficiaries, staff and volunteers.

Scope

This policy outlines how we will handle near misses, incidents and serious incidents that may impact on The Monday Night Club staff, volunteers, beneficiaries, or any other individual impacted by a Monday Night Club activity.

The document explains the appropriate course of action to be taken by The Monday Night Club staff when managing, investigating and reporting incidents.

Incidents may arise at any venue where a Monday Night Club activity is taking place, or when we are operating in the community.

Any complaints raised should be managed using the Complaints Policy. If a complaint arises following an incident, the issue should be resolved by following the procedures of both policies.

If an incident is raised regarding inappropriate behaviour from a beneficiary, the Managing Challenging Behaviour Policy should also be referred to.

Principles

The Monday Night Club's incident management aims to uphold the following key principles:

Client Centred - The needs of those affected should be the primary concern when responding to and investigating incidents.

Open and Transparent – We aim for openness and honesty to be maintained. between The Monday Night Club and all staff, volunteers, beneficiaries and their carers during an investigation, subject to the usual requirements of confidentiality.

Preventative – The policy aims to take action to prevent similar incidents occurring again.

Timely and Responsive – Incidents must be reported without delay to the relevant person within The Monday Night Club in accordance with this policy. Any required investigations and actions must also be completed as a matter of urgency.

Proportionate – Investigations and actions required should be proportionate to the incident, but subject always to any regulatory or legal requirements.

Collaborative – Incidents can involve several organisations. Organisations must work in partnership to ensure incidents are managed effectively.

Definitions

Incident

An incident is any event or circumstance which could foreseeably have resulted, or did result, in unnecessary damage, loss or harm, such as physical or mental injury, to a beneficiary, volunteer, staff, visitor, member of the public, or The Monday Night Club Charity. This also includes near misses (a near miss is an event that does not cause harm, but one that has the potential to cause injury or ill health).

Serious Incident

A serious incident extends beyond a standard incident in terms of potential impact on an individual or the organisation. This is defined as:

1. An incident when a beneficiary, member of staff or volunteer, or member of the public suffers serious injury, major unexpected harm or unexpected death (or the risk of death or serious injury).
2. Any event which is likely to cause significant public concern or could seriously impact upon the delivery of services.

The circumstances below are examples of where a serious incident must be reported to the Charity Commission (this list is not exhaustive):

- Serious crime or violence to a beneficiary, staff, volunteer or member of the public
- Serious threats to beneficiary, staff, volunteer or members of the public
- Death or serious injury to beneficiary, staff, volunteers or visitors
- When a beneficiary is missing
- A major health risk occurs e.g. Covid-19, salmonella, legionella
- Media publicity that would result in serious consequences for the charity or bring the charity into disrepute
- Serious damage occurs to The Monday Night Club property e.g. fire, flood, criminal damage
- An adult protection enquiry requiring investigation into a Monday Night Club member of staff's, or volunteer's, conduct or behaviour
- Loss of data which may cause significant impact on an individual or the charity i.e. identity fraud
- Large scale theft or fraud occurs, or major litigation is expected.

Incident Management

The immediate responsibility for managing an incident falls to the most senior person in the area at the time the incident occurs, or is reported for the first time.

This individual is responsible for assessing the situation and deciding on the appropriate response. This includes making sure that those directly involved receive any immediate care required to minimise further injury.

(For information on Serious Incidents that must be reported to the Charity Commission see list in section 'Incidents with Additional Management and Reporting Actions', no.5)

Any actions taken must not compromise the safety of the member of staff or other involved individuals. Remember your safety comes first. It may be appropriate to leave to get help.

The needs of the involved individuals and any relatives/carers should be taken into consideration and communication should be maintained at all stages. This should include information on other sources of advice and support.

When a serious incident is suspected, the individual responsible (see above) should contact the Chief Executive Officer (CEO) or a Trustee as soon as possible. They will be able to advise on required actions including:

- Any additional immediate actions required
- To secure all relevant records, including potentially taking statements
- Ensure that arrangements are in place for additional support and communication for staff, volunteers and beneficiaries.

Any incidents which are likely to attract media interest or cause public concern should be reported to the CEO as soon as possible who should then ensure that it is brought to the immediate attention of the Board of Trustees.

Reporting Incidents

All incidents must be reported as soon as possible to the CEO. If the CEO is not available, then it should be reported to a Trustee.

The member of staff or volunteer reporting the incident must complete the Incident Reporting Form within a maximum of 48 hours. Support may be required to do this, and other people may need to input into the report depending on the action required. Information required to complete a report includes:

- Date and time
- Description of incident
- All parties involved
- Immediate action taken
- Involvement of any external parties i.e. emergency services, safeguarding

It is important to note that Incident Reporting Forms could be used in a court as evidence. Consequently, all information recorded must be purely factual, and not opinion.

Depending on the incident it may be appropriate to take statements from witnesses. If the witness is a beneficiary, they may refuse to write or give a statement. We must respect this wish, however assurances should be given to them around support and confidentiality. Statements should be attached to the Incident Reporting Form.

All incident reports and supporting evidence should be given to the CEO and to the Board of Trustees within five working days of the incident.

All incident reports must be signed by the CEO to establish if further action is required.

All incidents are to be reported to the Board as a standard agenda item at the next meeting.

Investigating Serious Incidents

Following a serious incident an internal review should be completed by the CEO. The purpose of the enquiry is to identify learning for the future.

Enquiries should be conducted in a way that is supportive of staff and which recognises that they may be emotionally distressed.

Outcomes of a review should identify:

- A factual chronology of the incident
- To assess whether actions taken were in line with policy and procedure

- To consider whether appropriate services were involved during and following an incident
- To recommend potential appropriate actions to prevent future risks.

Investigations should be completed within one month and reported to the Board of Trustees within five working days of completion.

Incidents with Additional Management and Reporting Actions

1. Serious Incidents

All actual or suspected serious incidents will be reported by the CEO the Board of Trustees immediately. The Board shall decide whether to recommend that the incident be reported to funders, commissioning bodies, the Charity Commission or any other bodies, calling an emergency meeting of the Board if necessary. The Full Board shall make the final decision as to whether such reporting is necessary.

2. Safeguarding

Incidents involving Child Protection Issues or Adult Safeguarding must be reported to the appropriate agencies in line with The Monday Night Club's Safeguarding Adults at Risk Policy. All suspected incidents relating to safeguarding must be handed over to the CEO, who will decide whether to report. Any member of staff or a volunteer can refer to safeguarding, however, they must be in a position to be able to follow the case through to completion.

3. Incidents of an Illegal Nature

All incidents involving theft of property, criminal damage or assault on a beneficiary, volunteer, member of the public or staff must be reported to the police.

If you witness such an incident dial 999 immediately or get a colleague to do so. Never wait until the incident is over.

If the Police are called, staff will need to ensure that the situation is explained to beneficiaries and that they are given support and reassurance.

The Police should not interview people who are vulnerable through mental distress without an 'appropriate adult' being present.

If such incidents are not reported, The Monday Night Club's public liability and property insurance could be invalidated, even if there is no intention to make a claim. Not contacting the Police could result in the rights and interests of other beneficiaries, volunteers or members of the public being infringed upon.

If a staff member feels there are exceptional circumstances which make it inadvisable to inform the police of an incident, they should discuss these with their CEO immediately.

4. RIDDOR Reporting

All deaths to workers and non-workers, with the exception of suicides, must be reported to the Health and Safety Executive (HSE) if they arise from a work-related accident, including an act of physical violence to a worker.

Information on the need to report some serious workplace incidents, occupational diseases and specified dangerous occurrences can be found at:

<http://www.hse.gov.uk/riddor/reportable-incidents.htm>

5. Reporting to the Charity Commission

The Charity Commission has its own definition of 'Serious Incident'. Information on the Charity Commission's definition of Serious Incident and how to report it can be found at:

<https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

All suspected Serious Incidents must be reported to the Board of Trustees immediately. The Board shall consider the matter and decide if they consider it to fall within the definition of Serious Incident. The Board shall have the final say on the matter.

All Serious Incidents must be reported to the Charity Commission.

If the Board is unsure whether an incident qualifies as a Serious Incident, the Charity Commission recommends that the trustees report the incident to them anyway.

If a Serious Incident is not reported, the Charity Commission may consider this to be mismanagement and take regulatory action.

The Charity Commission considers an incident a Serious Incident when it results in, or risks, significant:

- loss of The Monday Night Club's money or assets
- damage to The Monday Night Club's property
- harm to The Monday Night Club's work, beneficiaries or reputation.

Examples of Serious Incidents include:

- fraud, theft or other significant loss
- a large donation from an unknown or unverified source
- links to terrorism or to a banned organisation or terrorist or unlawful activity
- suspicions, allegations or incidents of abuse of vulnerable beneficiaries
- any actual or suspected criminal activity within or involving The Monday Night Club
- any investigation of The Monday Night Club, or individuals associated with The Monday Night Club (in connection with their role) by the Police or another regulator for any reason
- any incident that The Monday Night Club reports to the Police or other statutory agency (unless it is a technical or minor issue that poses little or no risk)
- a disqualified person acting as a trustee
- not having a policy to safeguard your charity's vulnerable beneficiaries
- not having 'vetting' procedures in place to check your prospective trustees, volunteers and staff are eligible.

Providing Support

All staff and volunteers affected by an incident will receive support and advice from the CEO or a trustee. The CEO must offer a debriefing meeting to support affected members of staff or volunteers following a serious incident.

As part of the debriefing process the CEO must ensure that all staff and volunteers are aware of how to seek additional support from external agencies.

Beneficiaries can also be affected by incidents. They should also be offered appropriate support and asked if anyone else should be informed or involved.

It should also be considered if a carer or family member should be contacted in order to provide additional support to the beneficiary, or to the carer themselves.

Equality and Diversity

This policy must be applied consistently and in line with The Monday Night Club's Equality and Diversity Policy.

Monitoring and Review

Risk management is everyone's responsibility. Consequently, identifying and reviewing risks should be discussed regularly with all members of staff and volunteers. The board of trustees is responsible for keeping and regularly reviewing the Risk Register.

Incidents should be explored, when they occur to promote a culture of learning and improvement. This is in addition to the more urgent reporting requirements set out in this policy.

The CEO must undertake a comprehensive risk assessment review of incidents or potential incidents, at least every quarter and following any serious incident or potential serious incident.

The CEO will be responsible for ensuring that Incident Reporting Forms are completed and actioned appropriately.

The CEO will be responsible for producing procedures for monitoring and review.

The Monday Night Club's Chief Executive Officer is Helen Gill.

RELEVANT POLICIES

- Accident Policy
- **Complaints Policy**
- Confidentiality Policy
- Data Protection Policy
- Equality and Diversity Policy
- Finance Procedures
- Health and Safety Policy
- **Managing Challenging Behaviour Policy**
- Safeguarding Adults at Risk Policy
- Whistleblowing Policy

Date:.....

Review Date:

Name:.....

Signed:.....

Date:.....