**Children’s Services and Business Lines Notifiable Events Map**

The purpose of this map is to identify the incidents and occurrences that must be reported outside the line management chain of service through to Director or Head of Service or Head of Operations. It includes who should be notified, the process for doing this and any other requirements.

Please note that this does not include reporting of incidents to regulatory bodies or commissioners, funders or other parties identified in contractual requirements. There is a section at the end of the map that services should complete where these requirements exist.

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| **Notifiable Event** | **Who should be informed** | **Form/s to be completed** | **Policy or Guidance** | **Additional Notes** |
| **1. Serious safeguarding incident**, see below for list of events that could constitute a serious safeguarding incident. | Safeguarding@barnardos.org.ukHead of Corporate Safeguarding Corporate Director Children’s Services (England) (Safeguarding Director)Region/Nation/Commercial Director, Head of Business (Business Lines or relevant Corporate Director)Head of Volunteering (where appropriate)cc: Chief Executive  | [Serious Safeguarding Incident Form](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=ll&objId=194952922&objAction=browse&viewType=1) | Safeguarding PolicyGuidelines for Managers issued in August 2016 ([link](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=258137212)) |  |
| **2. Safeguarding allegations against adults who work for or on behalf of Barnardo’s.** | Head of Safeguarding and/or Director of Children’s ServicesLocal Authority Child Protection Officers/LADOs | [Allegations Against Adults Reporting Form](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=ll&objId=194952922&objAction=browse&viewType=1) | Guidelines for Managers issued in August 2016 ([link](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=258137212)) | It may be appropriate to use the [b-hive - Whistleblowing policy](http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=2630) when such allegations are being made. |
| **3. Death of a child** If the death is not suspicious and not occurring whilst Barnardo’s has responsibility for the child or young person | Safeguarding@barnardos.org.ukChief ExecutiveCorporate Director Children’s Services (England) or (Celtic Nations)Region/Nation DirectorRegion/Nation Safeguarding Lead | [Death of Service User Form](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=ll&objId=204329825&objAction=viewheader) | Safeguarding PolicyGuidelines for Managers issued in August 2016 ([link](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=258137212)) |  |
| **4. Death of a child** where the death was unexpected/potentially avoidable and the child/adult was in receipt of services from Barnardo’s. | Safeguarding@barnardos.org.ukHead of Corporate Safeguarding Corporate Director Children’s Services (England) Region/Nation/Commercial Director, Head of Business (Business Lines or relevant Corporate Director)cc: Chief Executive Safeguarding@barnardos.org.ukChief ExecutiveCorporate Director Children’s Services (England) or (Celtic Nations)Region/Nation DirectorRegion/Nation Safeguarding Leadsafetyteam@barnardos.org.uk | [Serious Safeguarding Incident Form](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=ll&objId=194952922&objAction=browse&viewType=1)[Death of Service User Form](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=ll&objId=204329825&objAction=viewheader)Barnardo’s Incident reporting Form[**(BIRF)**](http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=1999) | Safeguarding PolicyGuidelines for Managers issued in August 2016 ([link](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=258137212)) |  |
| 5. **Serious Incident** Injury or accident, precautionary visit to hospital, incident involving vehicle on Barnardo’s premises, near miss of *serious accident/*Medication error or adverse drug reactionHazard with potential to harm**.** | Safety Team*who will liaise with Corporate Safeguarding Team if required*  | Barnardo’s Incident reporting Form[**(BIRF)**](http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=1999) | Health and Safety policy | Safety Team*who will liaise with Corporate Safeguarding Team if required* |
| **6.** **RIDDOR*[[1]](#footnote-1)* reportable incidents**Deaths and injuries caused by workplace*[[2]](#footnote-2)* accidents Occupational diseasesExposure to Carcinogens and biological agents Specified injuries to staff/volunteersDangerous industrial type occurrences Gas incidents  | Health and Safety Team*who will liaise with Corporate Safeguarding Team if required*Health and Safety Executive | Barnardo’s Incident reporting Form[**(BIRF)**](http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=1999) | Health and Safety policy | Refer also to national guidance as details may vary slightly |
| **7. Superficial Injury to a child under the age of 5 years.** | Health and Safety Team | [Child Superficial Injury Database](http://livelink.barnardos.org/livelink91/livelink.exe?func=ll&objId=217437371&objAction=viewheader) to be submitted quarterly. | Health and Safety Policy | Superficial injuries, such as bumps, that do not require first aid should be recorded on the Child superficial injuries form and information from these noted on the [Child Superficial Injury Database](http://livelink.barnardos.org/livelink91/livelink.exe?func=ll&objId=217437371&objAction=viewheader). |
| **8 . Fire in Barnardo’s** **Premises** | Health and Safety Team | [b-hive - Notification of a fire form (P900)](http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=2024) | Health and Safety Policy | Completed form and any supporting photographs to be forwarded within 2 days.  |
| **9. Complaint by or on behalf of a service user or carer.** | Business Support Team | [CR1](http://livelink.barnardos.org.uk/otcs/llisapi.dll?func=ll&objId=275648988&objAction=browse&viewType=1) to be completed when complaint is received.[CR2](http://livelink.barnardos.org.uk/otcs/llisapi.dll?func=ll&objId=275650386&objAction=browse&viewType=1) to be completed with outcome of investigation of complaint. | [Complaints policy](http://livelink.barnardos.org.uk/otcs/llisapi.dll/properties/240859834) | Completed CR1 and CR2 forms should be sent to R/N/BL Complaints Lead manager who will forward to Business Support Team |
| **10. Data Protection incident, including breaches and near misses.** | Head of Business SupportIS Service desk if breach involves loss or misuse of Barnardo’s IT equipment | [Data Breach Reporting Form](http://livelink.barnardos.org.uk/otcs/llisapi.dll/properties/274708481) | Corporate Data Protection Policy | Advice may be obtained from management Information Officers |
| **11. External inspection graded inadequate** | Responsible UK DirectorHead of Business Support | E mail to report incident | External Inspection Guidance |  |
| **12. Incident that could provoke adverse publicity or bring the organisation into disrepute** | Responsible UK DirectorMedia and communications Manager |  |  | Discuss with R/N/BL Director to agree actions and how this is reported. |
| **13. Claim against Barnardo’s** | Barnardo’s Insurance Team |  |  |  |

**A Serious Safeguarding Incident is defined as**

* Unexpected or avoidable death of child/adult at risk in receipt of services from Barnardo’s.
* Serious harm to child/young person/adult at risk, where a life-threatening outcome required intervention by Barnardo’s staff/volunteers to prevent further harm.
* Actions of a service–user which has caused serious harm to another child/adult.
* A ‘Near Miss’ where an unplanned event or incident did not result in serious injury, harm or illness, but had the potential to do so and only a fortunate/timely break in the chain of events prevented a serious outcome for the child/vulnerable adult.
* An incident likely to result in adverse media attention and/or potential reputational damage for Barnardo’s.
* An incident that is serious enough that it may lead to a Serious Case Review, and/or any case which indicates organized crime or large scale abuse.
* A safeguarding incident likely to raise concern about Barnardo’s policies or procedures.
* A safeguarding incident which raises concern about possible radicalisation of any member of staff / volunteer / adult / child / vulnerable adult.
* Where a registered provider (residential or early years) is required to close by an external body following safeguarding concerns.

**Service Specific Notifications**

**This section may be completed by the service to include events that they have a regulatory, statutory or contractual requirement to report.**

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| **Notifiable Event** | **Who should be informed** | **Form/s to be completed** | **Policy or Guidance** | **Additional Notes** |
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1. *RIDDOR:* *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.*  [↑](#footnote-ref-1)
2. *Workplace is deemed any place where work activities are being undertaken* [↑](#footnote-ref-2)