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| **BARNARDO’S GUIDANCE** | **Document 1** |
| **Children's Services Early Years Ofsted Registered Services**  **Reporting of an incident/accident/allegation** | **Date 15/08/2017** |
| **Annual Review Date: as required**  **Contact:** For queries/amendments please contact Michelle Dougan 07584 347282 [michelle.dougan@barnardos.org.uk](mailto:michelle.dougan@barnardos.org.uk) | |

**1 BARNARDO’S EARLY YEARS OFSTED REGISTERED SERVICES - REPORTING OF AN INCIDENT/ACCIDENT/ALLEGATION GUIDANCE AND INFORMATION**

**1. Introduction**

This guidance is written to provide Barnardo’s services with a framework to develop their own guidelines where appropriate

## 2. Context

The [Early Years Foundation Stage (EYFS) Framework (link is external)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/596629/EYFS_STATUTORY_FRAMEWORK_2017.pdf#page=28) states: the provider must take necessary steps to promote the welfare of children. Within this welfare requirement it states:

*Registered providers must notify Ofsted or the childminder agency with which they are registered of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken. Notification must be made as soon as is reasonably practicable, but in any event within* ***14*** *days of the incident occurring. A registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence.*

If you are in the position of having to inform Ofsted about a serious accident to a child whilst in your care you must contact the Barnardos Nominated Individual for Ofsted to inform them of the incident:

Michelle Dougan 07584 347282 [michelle.dougan@barnardos.org.uk](mailto:michelle.dougan@barnardos.org.uk)

1. **Guidance**

Reporting to Ofsted

You will be asked to provide Ofsted with the following information:

* Date and time of the accident
* Location and full description of the place the accident happened
* Details of child/children involved
* A full summary giving a picture leading up to the accident, what your / others actions were during the accident and what your / others actions were following the accident, details surrounding before, during and after the accident
* What / if any first aid was administered
* How long after the accident happened were parents informed?
* Did parent complete and sign the accident form?
* Was the child given any treatment in hospital or by a doctor?  
  - If so, what form did this treatment take?  
  - Has the child required any further treatment

relating to the accident?

* Have you updated your risk assessment since the accident
* Have you noted any changes you have / plan to make to prevent re-occurrence?

[Providers use an online form to notify Ofsted of any significant events or changes occurring at or affecting their provision.](https://ofstedonline.ofsted.gov.uk/ofsted/Ofsted_Early_Years_Notification.ofml)

<https://ofstedonline.ofsted.gov.uk/ofsted/Ofsted_Early_Years_Notification.ofml>

All accidents/injury/serious illness/death are dealt with by [Ofsted's Compliance, Investigation and Enforcement Team](mailto:ciemailbox@ofsted.gov.uk). [ciemailbox@ofsted.gov.uk](mailto:ciemailbox@ofsted.gov.uk)

The amount of information Ofsted require following such an accident highlights the importance for all practitioners to keep accident books, record forms, contact numbers and up-to-date and completed risk assessments.

When to report an incident :

You must notify Ofsted about:

* The death of a child whilst in your care, or later, as the result of something that happens while the child was in your care
* Death or serious accident or serious injury to any other person on your premises (childcare register only)
* Where a child in your care needs to go to an Accident and Emergency Department of a hospital (and requires hospitalisation for more than 24 hours), either directly from your provision or later, as the result of something that happened while the child was in your care
* Any incident of food poisoning affecting two or more children in the providers care
* Any significant event that is likely to affect the suitability to care for children (see the childcare register regulations 2008, regulation 6, schedule 3, paragraph 26)
* Any allegation or serious harm to, or abuse of, a child committed by any person looking after children on the premises (whether that allegation relates to harm or abuse committed on the premises or elsewhere) , or by any person where the allegation relates to harm or abuse occurring on those premises.
* A child sustaining any serious injuries

Ofsted define serious injuries as:

* Broken bones or a fracture
* Loss of consciousness
* Pain that is not relieved by simple pain killers
* Acute confused state
* Persistent, severe chest pain or breathing difficulties
* Amputation
* Dislocation of any major joint including the shoulder, hip, knee, elbow or spine
* Loss of sight (temporary or permanent)
* Chemical or hot metal burn to the eye or any penetrating injury to the eye
* Injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation; or requiring admittance to hospital for more than 24 hours
* Any other injury leading to hypothermia, heat induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours
* Unconsciousness caused by asphyxia or exposure to harmful substances or biological agent
* Medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin
* Medical treatment where there is a reason to believe that this resulted from exposure to a biological agent, or its toxins, or infected material

Following a serious accident, injury or illness:

* Ofsted will visit the setting and will expect to see specifically related information and for you to answer specific questions
* Your risk assessments showing full details of each risk assessment carried out will be scrutinised
* How often you carry out risk assessments will be questioned
* If a serious accident had taken place off-site the written permission from the child's parents for their child to be in that place off-site will need to be seen
* Do you take the relative risk assessment documentation with you every time you go off-site
* Are emergency contact details taken with you every time you leave your home environment?
* The copy of the accident report including all relevant signatures will be requested
* Signed permissions for getting / giving emergency medical treatment for each child will be requested
* Attendance registers will be scrutinised
* Constant and repetitive questions around how you keep children safe

1. **Reporting and Recording**

Barnardos reporting mechanism for serious incidents

Incidents happen every day in the workplace and in all sorts of circumstances. When an incident or accident occurs which may have serious consequences for any adult or child working with or for Barnardo’s that incident is regarded as a **serious incident** and must be reported on a [**Barnardo’s Incident Reporting Form (BIRF)**](http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=1999)

There are also incidents which occur which relate to or stem from, safeguarding issues/concerns and which require us to reappraise the actions we have taken to protect children and adults at risk from abuse or neglect, prevent impairment of their health and development, and ensure  they are safe and free from harm or exploitation. These incidents are referred to as Serious Safeguarding Incidents (SSIs) and should be reported on a [**Serious Safeguarding Incident form**](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=259393864)*.*

There is no detailed or definitive list of events/incidents that constitute a SSI but the definitions below set out the circumstances under which a Serious Safeguarding Incident should be reported.

Every incident must, of course, be considered on a case-by-case basis and inevitably, there will be borderline cases that rely on the judgement of managers to whom they are reported.

Where consideration has been given as to whether an SSI form should be completed and a decision taken that reporting is not necessary, the rationale for not submitting the form should be clearly recorded in the case file or incident file/book as appropriate to the Service or Department.

The Children’s Services and Business Lines Notifiable Events map identifies 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.

[Children's Services Notifiable Events Map](http://livelink.barnardos.org.uk/otcs/llisapi.dll/properties/259499783)

The Head of Corporate Safeguarding ([David.beard@barnardos.org,uk](mailto:David.beard@barnardos.org,uk)) or the Corporate Director (England) ([sam.monaghan@barnardos.org.uk](mailto:sam.monaghan@barnardos.org.uk)) who holds the Safeguarding Lead Director role can be contacted for advice.

1. **Criteria for reporting serious incidents**

*Guidance based on criteria from Working Together 2015.*

Serious Incidents will be reported nationally under the following circumstances –

1.     The person concerned is a current service user.

2.     There is risk of damage to Barnardo’s reputation.

3.     Abuse of a child/young person is known or suspected, and the child/young person has been admitted to hospital, sectioned, or the LA is considering a review of the matter.

4.     Cases involving CSE of missing from home, where several incidents have been reposted, the situation is escalating and could lead to significant harm.

**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/Significant Case Review/Case Management Review/Child Practice Review, and/or any case which indicates organised 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.

1. **Further guidance and templates**

1. Criteria for reporting Serious Incidents.docx

<http://livelink.barnardos.org.uk/livelink91/livelink.exe/link/244825035>

2. Forms / Templates

<http://livelink.barnardos.org.uk/livelink91/livelink.exe/link/194953638>

3. Ofsted online reporting

<https://ofstedonline.ofsted.gov.uk/ofsted/Ofsted_Early_Years_Notification.ofml>