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**Guidelines for Reporting**

**Serious Safeguarding Incidents (SSIs)**

1. Incidents happen every day in the workplace[[1]](#footnote-1) 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) **and the equivalents used in Retail and Fundraising.** Further details about what to report are to be found in Appendix 1.
2. If a service-user dies whilst in receipt of Barnardo’s services, the death must be reported on a [**Death of Service User Form**](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=204329825)(DSU). This is required regardless of whether the death is accidental, unforeseen or has occurred as a result of a life-limiting illness. The form should also be used when death has occurred as a result of suicide.
3. Where an allegation is made which suggests that an adult working for or with Barnardo’s has caused significant harm to a child or adult, committed a criminal offence against a child or adult or behaved in such a way that calls into question their suitability to work with children or vulnerable adults, an [**Allegation Against An Adult form**](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=259393861)should be completed. This includes historical information about abuse an adult may have experienced as a child whilst in receipt of services from Barnardo’s.
4. 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)*.* In some situations, the completion of both an SSI form and DSU form may be necessary.
5. 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 Head of Corporate Safeguarding or the Corporate Director (England) who holds the Safeguarding Lead Director role can be contacted for advice.
6. The reporting of ‘Near Misses’ is an important process for any learning organisation as these can precede serious and significant events, but may be overlooked as there was no perceived harm or injury. A ‘Near Miss’ is where an unplanned event or incident did not result in serious injury or harm 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/adult at risk. Recognising and reporting near miss incidents will assist us to better understand and respond to actual and potential risks and support efforts to safeguard the well-being of all service users, their families and the adults who work with them or on their behalf.
7. 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. The purpose of recording **all** serious incidents is to:

* Manage and reduce risks wherever possible.
* Alert the organisation to near misses or events which could have been more serious so that necessary changes can be introduced/explored.
* Ensure any trends or issues of concern are analysed and investigated especially those which might not be picked up through day to day recording.
* Support staff in their management of risk.
* Monitor the behaviour of children and vulnerable adults and our responses to them.
* Demonstrate and provide evidence that Barnardo’s are compliant with legal requirements.
* Ensure that any organisational risks are considered for inclusion in the appropriate risk registers.

1. An SSI may be identified as such in one service/project whilst the same incident may not be so defined in another. Where the behaviours and needs of a child/adult are the reason they have been referred to a specific service, it is expected that a behaviour and/or safety plan would be in place and therefore the reporting of each specific safeguarding incident may not be appropriate, especially if the behaviours are a daily occurrence. In these circumstances, it would be expected that any risks posed to the child or vulnerable adult would be assessed and discussed with the line manager and a decision taken and recorded as to how best those risks could be managed and when it might become necessary to escalate concerns to a SSI.
2. SSIs should be completed by a manager as soon as possible and certainly within 24 hours of the incident taking place. The forms should be forwarded to [Safeguarding@barnardos.org.uk](mailto:Safeguarding@barnardos.org.uk) and copied to other recipients stated on the form, as appropriate. If the Serious Safeguarding Incident occurs in a shop or a fundraising activity, then the SSI should be completed as soon as possible by the Manager/Team Leader and forwarded to the Area Business Manager (Retail) or Assistant Director/Deputy Director (Fundraising/Media) for signature. However, submission of the SSI form should not be delayed if senior managers are not immediately available.
3. It is the responsibility of the manager who instigated and signed the SSI to ensure progress is monitored and the form updated. **Serious Safeguarding Incidents** will be closed on the central reporting system when the Head of Corporate Safeguarding is advised that all (required) actions have been undertaken.
4. Information about SSIs is collected so that any factors that contributed towards the incidentoccurring and the fundamental issues that underpinned these can, where possible, be addressed. Serious Safeguarding Incidents can be isolated, single events or multiple linked or unlinked events signalling systemic failures within our organisation. The Head of Corporate Safeguarding will ensure liaison with other senior managers and where necessary will identify and monitor any emerging action plans. This ensures that the fundamental purpose of reporting i.e. to ensure that lessons can be learnt to prevent similar incidents recurring, is realised.
5. Appendix 1 should be used to decide upon notifiable incidents.

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**Appendix 1: Notifiable Incidents**

*This table lists events/incidents/accidents that must be reported outside the Region/Nation/Business Line. Assessing whether an incident is notifiable does not require any complex analysis, measurement or test, but a reasonable judgment is required by a Responsible Manager based on guidance notes below.*

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| --- | --- | --- |
| **Event/Incident** | **Reporting form** | **Sent to** |
| **RIDDOR[[2]](#footnote-2) reportable incidents**  *(Please refer also to national guidance as details may vary slightly)*   * Deaths and injuries caused by workplace[[3]](#footnote-3) accidents * Occupational diseases * Exposure to Carcinogens and biological agents * Specified injuries to staff/volunteers * Dangerous industrial type occurrences * Gas incidents | Barnardo’s Incident reporting Form  [(BIRF)](http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=1999) | Health and Safety Team  *who will liaise with Corporate Safeguarding Team if required* |
| **Serious Incident**   * Precautionary visit to hospital by worker * Injured person report * Incident involving vehicle on B premises * Near miss (*of serious accident/outcome)* * Medication error or adverse drug reaction * Hazard with potential to harm | Barnardo’s Incident reporting Form  [(BIRF)](http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=1999) | Health and Safety Team  *who will liaise with Corporate Safeguarding Team if required* |
| **Death of a Service-User** where the death was unexpected/potentially avoidable and the child/adult was in receipt of services from Barnardo’s | [Serious Safeguarding Incident](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=259393864)  [SSI Form](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=259393864)  ***and***  Barnardo’s Incident reporting Form  [(BIRF)](http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=1999) | Health and Safety Team  **and**  [Safeguarding@barnardos.org.uk](mailto:Safeguarding@barnardos.org.uk) |
| **Serious Safeguarding Incident**   * Unexpected or avoidable death of child/young person/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, * Actions of service-user which has caused death or serious injury harm to another child or 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 closed by an external body following safeguarding concerns | [Serious Safeguarding Incident](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=259393864)  [SSI Form](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=259393864) | [Safeguarding@barnardos.org.uk](mailto:Safeguarding@barnardos.org.uk) |
| **Allegations against adult who works for or on behalf of Barnardo’s**  A safeguarding allegation is information which comes to light which suggests that an adult has or may have:   * caused significant harm to a child or adult * committed a criminal offence against a child or adult * behaved in such a way that calls into question their suitability to work with children or vulnerable adults. | [Allegations against Adults Form](http://livelink.barnardos.org.uk/livelink91/livelink.exe?func=doc.ViewDoc&nodeid=259393861) | [Safeguarding@barnardos.org.uk](mailto:Safeguarding@barnardos.org.uk) |

1. *A workplace is any place where work activities are undertaken* [↑](#footnote-ref-1)
2. *RIDDOR:* *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.*  [↑](#footnote-ref-2)
3. *Workplace is deemed any place where work activities are being undertaken* [↑](#footnote-ref-3)