

## **City of Westminster Supporting People**

### **Serious and Untoward Incident Reporting Procedure**

#### **Introduction**

Under Supporting People Westminster has direct commissioning responsibility for over one hundred and seventy SP funded service provided by over fifty different agencies. As commissioner the City has accountability for practice within services and responsibility for quality and performance.

The purpose of this procedure is to describe the process for providers to report to Westminster any serious or untoward incident that takes place in a Supporting People funded service.

#### **Quality and Performance Monitoring**

There are established performance and quality systems (quarterly returns and meetings, service reviews and the Quality Assessment Framework) that require reporting of any serious incident. Whilst these processes allow for discussion of incidents and the impact on service delivery they do not provide a framework for immediate reporting of incidents.

#### **Reason for immediate reporting of incidents**

Immediate reporting of serious incidents enables the City of Westminster to:

- Provide support to the service provider to resolve immediate difficulties
- Alert and inform other stakeholders in the service to the incident
- Manage any publicity

#### **Definition of Serious Incident**

The definition of a serious incident is broad and is expected to be covered within the provider incident policy. It is expected that this will include and that all incidents involving the following:

- Serious crime or violence to residents, staff or members of the public
- Serious threats to residents, staff or members of the public
- Death within the service
- When a user of a service is missing
- Housing management incidents that lead to a serious disruption of a SP funded service including fire, flood, power failure, in particular those which lead to the building being unoccupied
- An adult protection inquiry involving a user of the service

#### **Incident reporting**

It is expected that all serious and untoward incidents are reported to the Supporting People Contracts Manager as soon as practical following the

event but at least within forty-eight hours. This initial report should include all details that are known including:

- Date and time
- Description of incident
- All parties involved
- Involvement of emergency services
- Immediate action taken

Whilst the initial report may be made by telephone a written report should be completed with forty-eight hours either by e-mail or fax, sent to the Supporting People Contracts Manager.

### **Provider Incident Policy**

It is expected that each provider will have an Incident Policy that details the process for describing, reporting and reviewing the outcome of any serious or untoward incident. On completion the final incident report is to be forwarded to the Supporting People team

### **Client group processes**

This process is designed to ensure that the Supporting People team are informed of any serious incident. Several services will already have procedures in place concerned with reporting of incidents to Westminster (e.g. mental health and learning disability services.) This procedure is designed to supplement these processes.

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