



CARE HOUSING ASSOCIATION INCIDENT REPORTING PROCEDURE

1. Introduction

Incident reporting plays a major role in ensuring the workplace and Care Housing Association (Care)'s properties remain happy and safe places in which to live and work. Whilst we are proactive in ensuring safety through routine health and safety and compliance checks, we also rely on incidents which could impact on safety being reported to us as soon as possible. This procedure, which should be read in conjunction with our Incident Reporting Policy, sets out the process by which incidents should be reported.

For the purposes of this procedure, an incident is defined as:

Any event which has given rise to potential or actual harm or injury, tenant dissatisfaction or damage to or loss of property.

2. What to do when an incident occurs

Some incidents will require prompt and specific action to deal with the problem. This may include the following:

- Summoning emergency service or medical care if required
- Summoning assistance from others if required
- Ensure that tenants, support staff, visitors and others are protected from the risk
- If equipment or machinery is involved, removing it from service, i.e. marking it clearly 'out of order', and arranging its repair or physical removal
- Recording correspondence and actions taken on housing management software
- Member of staff who received the initial report or witnessed the incident to make their line manager aware of it
- If necessary, request that all those who observed what happened prepare a witness statement as soon after the event as possible

All incidents should be reported directly to Care Housing Association as soon as possible

After the safety of the individual or group is secured and measures have been taken (where necessary) to secure and make safe the premises or area in which the incident occurred, the incident should be reported to Care directly. Preferably, the incident should be reported directly to any member of staff over the phone to ensure a faster speed of response. Where this is not possible, incidents can also be reported via email or in writing.

3. What should be done following the reporting of incident?

Where an incident has been reported to a member of Care staff, an Incident Reporting Form should be completed (see Appendix A).

If the incident has occurred at one of our properties, the Housing Officer responsible for that property should complete Appendix A with the tenant(s) or support staff involved as soon as possible. If the Housing Officer is not available within 48 hours, their manager or another Housing Officer should take on this task. The completed form should then be reviewed by the Operations Manager and they should complete the Manager's Incident Review Form as soon as possible (see Appendix B). Once both forms are completed and signed, they should be filed in the Public Drive.

Where an incident has occurred involving an employee of Care, the incident should be reported directly to the Chief Executive, or another manager in their absence. Appendix A should be completed by the person involved in the incident or, where that is not possible, by their manager, then the Chief Executive should complete Appendix B. Once both forms are completed and signed, they should be filed in the Public Drive.

Formal incidents are reported to Care's Board of Directors on a quarterly basis and any lessons learned will inform updates to the policy and procedure.



APPENDIX A

**Care Housing Association
INCIDENT REPORTING FORM**

This form must be completed as soon as practical after any incident, accident or near miss at any of Care's properties or places of work, ideally by an employee of Care.

If you are not a Care employee and have not done so already, please phone Care on 0345 4377367 to report the incident to any member of staff as soon as possible.

When did it happen? <i>Please record the date and time</i>	
Where did it happen? <i>Please give specific details</i>	
What happened? <i>Please describe the near miss, accident, incident, etc. including events that lead to it, and details about any equipment, substances or materials involved</i>	
Witnesses <i>Name(s) and contact details of anyone who witnessed the incident</i>	
Who was involved? <i>Name, role and contact details of all involved</i>	
What type of injury or illness has been sustained? <i>If a 'near miss' please state this</i>	
What treatment was provided? <i>Please include whether first aid and/or hospital treatment was needed</i>	
What damage has been sustained? <i>E.g. broken window, burned flooring</i>	
Did the incident involve hate language or motivation? <i>Add detail</i>	

What measures have been taken to ensure the location has been made safe/secure (where applicable)?	
Details of the person completing this form <i>Name, job title (and contact details if not a Care employee)</i>	

If completed by someone other than an employee of Care, a copy of the completed form must be sent to Care via email (enquiries@careha.org.uk) or post (Suite 29, Hardmans Business Centre, New Hall Hey Road, Rawtenstall, Rossendale, BB4 6HH).

Signed _____ Date _____



APPENDIX B

**Care Housing Association
MANAGER'S INCIDENT REVIEW FORM**

This form must be completed as soon as practical by the relevant manager at Care HA after they receive an Incident Reporting Form.

Before completing the below, the manager should consider:

- What measures need to be taken to ensure no further incidents of this nature occur?
- What, if any, training measures should be implemented to ensure incidents of this nature do not recur?
- What part/parties are at fault?
- What further measures are required e.g. reporting to insurance company, disciplinary action, review of working practices, etc?
- Does this fall under RIDDOR?

Name and job title of Care HA manager completing this form	
Date of review	
Review comments	
Further actions required (if any) <i>include who is responsible and target dates</i>	

Signed _____

Date _____

Once complete, both forms should be filed in the Public Drive.