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WE ALL MAKE THE STORY HAPPEN

Incident Reporting Policy

2024/2025

*An **incident** is an event that has unintentionally happened, but this may not result in damage, harm or injury. Therefore, every accident can be an incident. However, not all incidents can be termed as an accident.*

What to do during a disclosure:

1. PROCEDURE

- Listen to what the child has to say. Avoid expressing your own views on the matter. A reaction of shock or disbelief may cause the child to retract and stop talking.
- Explain to the child you will take them seriously and never state you will not tell anyone.
- Explain to the child, if age-appropriate, the next procedure. That you will need to report the incident to someone who can help. These people may include Parents, Doorstep staff, Co-Parents, Directors & outside organisations such as Torbay Multi-Agency Safeguarding Hub (MASH), Social Services, Child & Adolescent Mental Health Services (CAMHS), National Society for the Prevention of Cruelty to Children (NSPCC) & 999.
- Staff who the information was disclosed to complete the Incident report form.

2. REPORTING THE INCIDENT

It can be helpful to make some notes on what the child said to you during a disclosure, trying to keep this as accurate as possible. Once the young person has reported the incident to you, the staff member must complete an incident report form that is in the 'Incident Report' folder on site.

The form will ask the following:

- To provide the child's details (name, age & address)
- Detailed notes on their disclosure, using their language.
- Actions for future plans discussed and arranged from discussions
- Share this information with co-parents, Directors & any further organisations when applicable.
- Give Safeguarding Lead completed form to file.
- Staff to follow up if applicable.

6. CO-PARENT RESPONSIBILITIES:

- Collating all incidents reported through the incident Reporting System.
- Reviewing recorded incidents with Directors presently and termly.
- Supporting lead facilitator in the incident process on request.
- Bring any incidents of high risk to Doorstep Directors.

7. EMPLOYEES RESPONSIBILITIES:

All employees (including placement students, trainees, sub-contracted staff and volunteers) are responsible for:

- Recording and reporting incidents or concerns in accordance with any incident they have witnessed or heard.
- Bring to the attention of the Directors, Co-Parent or lead facilitator any incidents which resulted in an incident form.

Please see the 'Protection of Children & safeguarding Police and the confidentiality for more information on how we keep children and young people safe.

Reviewed June 2024