

12. REPORT ON INCIDENT REPORTING WITH PARTICULAR REFERENCE TO VIOLENCE AND AGGRESSION TOWARD STAFF AND FOLLOW-UP PROCEDURES (JW)

Purpose of the report

1. This report was requested at the previous LJC. The report describes the Policy and systems in place for incident reporting and the specific arrangements for dealing with incidents of violence and aggression.

Recommendation

2. **That LJC recognises that suitable systems are in place for incident reporting and that arrangements for following-up violent incidents and for maintaining a list of perpetrators have been made. LJC to endorse the proposal for incident reporting, including for violent incidents, to be specifically referred to in management competencies and at JPAR.**

How does this contribute to our policies and legal obligations?

3. A suitable and sufficient system for incident reporting, including for violent incidents, is a legal obligation required by the Health and Safety at Work Act and supporting Regulations. The system and process for reporting incidents and for follow-up action is key to demonstrating fulfilment of Corporate Objective 11. *Be a well run public body with proportionate and effective ways of working, delivering excellent customer service and living our values.*

Background

4. A guidance note on the procedure for incident reporting and follow-up action in respect of violent incidents was approved by SMT (22 November 2011) and disseminated to Heads of Service in December 2011. This guidance was revisited and redistributed in May 2014 and is available on the intranet. (Copy attached as Appendix).

The General Statement of Safety Policy at Section 9.(k) tasks Heads of Service and Managers with: *ensuring that an appropriate record is kept of any incident of violence, abuse or threat to any member of staff in their service identifying personal details of the perpetrator where this information may be important in identifying any future threat to staff and of action taken (see further guidance on the rules of confidentiality for such records).*

Section 15. Responsibilities of Employees and Members, includes: *(h) any incident of violence, abuse or threat against any member of staff in respect of their carrying out their official duties must be reported using the official incident report form and to the appropriate line manager.*

These clauses added 1 January 2013.

An incident report form (for all types of incident and near-misses) is available to all staff on the intranet. (Copy attached as Appendix).

5. This document has been prepared by the Safety Officer. The Health and Safety Committee, Management Team and relevant Heads of Service are consulted with.

Proposals

6. The documents referred to in **Background**, describe and form parts of the system for incident reporting. No principle changes in the system are proposed.

It is proposed that management competencies, currently being designed, include key safety management activities such as incident reporting and appropriate follow-up action. These will be routinely audited once implemented.

From 2014 the Annual Safety report produced by the Safety Officer will benchmark incident reporting, including for violent incidents, with other NPAs.

7. **Financial:** There are no obvious additional costs involved with these proposals.

8. **Background papers** (not previously published)

Minutes of the Health and Safety Committee 7 April 2014
General Statement of Safety Policy Draft 2015

9. **Appendices**

Guidance – Report violent incidents, May 2014
Incident report form, Nov 2011

10. **Report Author, Job Title and Publication Date**

Jon Wayte Safety Officer, HR - 30 October 2014