



1. Purpose

The Policy exists to protect staff (paid and unpaid) and users of Suffolk Artlink services. It seeks to ensure a robust system is in place to provide an early warning system for existing practices.

It is also intended that the Policy will provide a platform for review of any breakdown of systems and procedures and enable continuous improvement in the way situations are handled within Suffolk Artlink.

Suffolk Artlink is committed to: -

- Ensuring compliance with all relevant legislation
- Ensuring all incidents are recorded as they occur
- Providing best and timely information to manage incidents effectively
- Ensuring that the enforcing authority is informed of incidences
- Undertaking suitable and sufficient investigations following incidents
- Conducting regular statistical analysis of incidences and their resolution.

2. Persons affected

All staff, paid and unpaid, this includes volunteers
All participants (service users)
All visitors and contractors

3. Policy

Suffolk Artlink is committed to ensuring its activities comply with all relevant legislation and will ensure that, so far as is reasonably practicable, all incidents are reported internally and, where appropriate, to the enforcing authority as they occur.

An incident is considered to be anything distressing or unfortunate that happens on the Suffolk Artlink premises or during a Suffolk Artlink activity/event which requires action, and raises issues which need to be shared, concerning the premises, Users, Members, Residents, Staff, Volunteers and Visitors to Suffolk Artlink.

It particularly refers to areas covered by the Policy statements for Health and Safety, Safeguarding, Equal Opportunities and the Data Protection Act.

Generally if you feel that if it was not reported it would put the offender, yourself or others at risk or it would be useful for someone else to know the information that you are aware of, then it constitutes an 'incident' and must be reported.

All incidents will be investigated and reasonable measures put in place to prevent recurrence.

4. Verification

A report will be produced by the Director/s based on the statistical analysis of incidents and submitted to the Board on a six-monthly basis.

5. Revision History

The Suffolk Artlink Board will review these policy and procedures at least annually or in response to changes in legislation.

Date Approved	Date Amended
July 2011	July 12, September 12, September 13, September 14, March 16
	July 17, July 19, April 20

Incident Reporting Procedures

1. Introduction

Suffolk Artlink has in place a number of Policies as listed in the Policy statement, which requires employees to report an incident to the relevant authority.

2. Definitions:

An incident is considered to be anything distressing or unfortunate that happens on the Suffolk Artlink premises or during a Suffolk Artlink activity/event which requires action, and raises issues, which need to be shared, concerning the premises, Users, Members, Residents, Staff, Volunteers and Visitors to Suffolk Artlink.

It particularly refers to areas covered by the Policy statements for Health and Safety, Safeguarding, Equal Opportunities and the Data Protection Act.

Incident Email Group: To include the Suffolk Artlink Directors, the Project Leader (where relevant), and the commissioning agency (where relevant). Where the incident relates to an incident caused by Suffolk Artlink staff the email group should include at least 2 members of the Board of Trustees.

This group is to be emailed and informed of any incident that arises. Appropriate recommendations may be made by the Incident email group for the training or disciplining of staff who fail to adhere to this Policy.

3. Procedure for Reporting an Incident relating to an incident caused by Suffolk Artlink staff (paid or unpaid)

The following procedures will be adopted:

Staff members will report any incident as soon as possible to the Suffolk Artlink Director/s

An incident report should contain all necessary facts to enable action to be taken, be marked Private and Confidential and should include:

- A brief description of the circumstances surrounding the incident or information to be shared.

- The names of those involved with a contact address/phone number where possible; names and room numbers should be given where residents are involved.
- Details of any witnesses.
- Details of any staff involved (Other staff members involved in or witnessing an incident may also make a report with additional information that is relevant)
- Details of any organisation that was involved including a contact name.
- A statement of action taken by the person making the report.

Incident reports should not include any opinions or observations on the people involved.

4. Procedure for Reporting an Incident relating to an incident caused by participants at a Suffolk Artlink activity

An incident report should contain all necessary facts to enable action to be taken, be marked Private and Confidential and should include:

- A brief description of the circumstances surrounding the incident or information to be shared.
- The names of those involved; names and room numbers should be given where residents are involved.
- Details of any witnesses.
- Details of any staff involved (Other staff members involved in or witnessing an incident may also make a report with additional information that is relevant)
- A statement of action taken by the person making the report.

Incident reports should not include any opinions or observations on the people involved.

The Incident Report is to be sent to the Project Leader who has responsibility for sharing it with the Incident Email Group and making recommendations for what action should be taken.

5. Confidentiality

Incident reports may contain information about Users and staff (paid and unpaid) that would be considered sensitive. As such, they come within the terms of the Data Protection Act.

Therefore, reports need to be:

- Adequate, relevant and not excessive
- Accurate
- Kept for no longer than is necessary. This may mean only keeping reports if the recipient expects to have to take action or needs to communicate information to another person.
- Kept in a secure place either on hard copy placed in an appropriate file or electronically kept by the Appointed Person on a computer that is password protected.

6. Verification

The Suffolk Artlink Director/s will verify these procedures at all times when an incident is reported.

7. Revision History

These Procedures will be reviewed annually by the Suffolk Artlink Board, or earlier should there be changes in Legislation (e.g. Data Protection Act).

Date Approved	Date Amended
July 2011	July 12, September 12, September 13, March 16, July, 19
	April 20