

Appendix 4 Incident / Near Miss Reporting

When an incident or near miss occurs, it must be assessed to establish if it requires to follow the **Critical Incident Reporting** process. Refer to the Incident / Near Miss Assessment matrix for further information.

Incident is **high, severe or extreme**

Follow Critical Incident Process

Incident is **low or moderate** – report to line manager

The Incident Manager convenes a Critical Incident Review Meeting at the earliest point with all relevant officers, including the Risk Manager. Depending on the nature of the incident, relevant officials could include the Health, Safety and Wellbeing Manager, ICT Manager, Facilities Manager, Senior Information Risk Officer, Emergency Planning Manager as well as managers / key officers from the service concerned.

Critical Incident Review considers what went well, what did not and identifies lessons and improvements

Incident Manager prepares Critical Incident Report and reviews impact on Business Continuity

Risk Manager evaluates impact on the Strategic Risk Register

Incident Manager finalises Critical Incident Report

The incident concerns Health and Safety

Incident / Risk Manager coordinate updates on delivery of improvements

Report to Audit Risk & Scrutiny Committee

CMT determine if incident is to be reported to Committee

Incident is non H&S

Report to Corporate H&S Committee

H&S Manager monitoring

Risk Manager conducts analysis of risk incident / near miss patterns and reports to CMT where matters of significance arise.

