Schedule 6

Serious Incident (SI) Reporting Procedure

**NOTE**: This Schedule is only in relation to the Services commissioned by the Council under this Contract and outlines the Council’s requirements.

1. **Formal Notification**
   1. “Serious Incidents” are defined as those causing (or with the potential to cause) death or serious injury to Service Users, Staff or others. They may also include incidents relating to service premises and those that may cause controversy or result in legal proceedings.
   2. The Council requires the Service Provider to notify the Council’s Contact Officer of SI including (but not limited to) the following:
2. Unexpected or avoidable death of one or more Service Users, Staff, visitors or members of the public
3. Serious harm to one or more Service Users, Staff, visitors or members of the public.
4. Any SI relating to a controlled drug incident. These shall also be reported to the Local Controlled Drugs Accountable Officer, as per the Service Provider’s local procedures.
5. Any Never Event as defined in the latest NHS Never Events Policy and Framework.
6. Any incident which is otherwise reportable under the Health and Safety Executive (HSE) RIDDOR or Care Quality Commission (CQC) regulations.
7. A scenario that prevents or threatens to prevent a provider organisations ability to continue to deliver services.
8. Details of any investigations into professional conduct which are under consideration, or referrals to, or investigations by, a professional body regarding conduct, or clinical practice.
9. Details of any criminal investigation or charges being considered against the Service Provider.
10. Details of any situation where the reputation of the Council may be brought into disrepute.
11. Any matter which has or is likely to attract the attention of the media, elected members or Members of Parliament.
12. **The Service Provider shall supply to the Council early notification of Serious Incidents**
    1. During the standard working week, (Monday to Friday during working hours) the Service Provider shall notify the Council’s Contact Officer of a potentialSI within two Working Days.
    2. Those which may attract considerable and immediate media interest, shall be notified as soon as possible within working hours to Council’s Contact Officer or departmental administration team for appropriate cascade.
    3. The Service Provider shall comply with the Council’s arrangements for reporting and investigating SIs as set out below:

* Any SI shall be reported and investigated in-line with the Service Providers Internal SI process and Internal procedure.
* Information Governance SIs shall be reported as per Schedule 5.
* The Service Provider shall ensure compliance with the reporting requirements of other regulatory bodies regarding the provision of Services. This includes the Health and Safety Executive and Care Quality Commission.
* The Service Provider will keep the Council informed about the progress of any investigations at each contract meeting.
* The Final Investigation Report should be available for the Council on request, who will seek assurance that the investigation has been robust, thorough and addresses the causes and recommendations of the incident.
* It is recognised that a small number of SIs may be declared sometime after an adverse event occurred and therefore it would be unreasonable to expect the timelines to be adhered to. In circumstances such as these SIs must be reported by the Service Provider to the Councils Contact Officer without delay.

1. **Incident Closure**
   1. SI’s will have deemed to be closed when the Service Provider has undertaken a satisfactory review of the final investigation and reported closure, through a dedicated review meeting or scheduled contract review meetings.
2. **Council Involvement**
   1. The Council reserves the right to be represented on any comprehensive SI investigation panel convened following a SI. Where a SI or multiple SIs raise profound concerns, the Service Provider shall, at the Council’s request, implement an external review.
3. **Performance and Information Management**
   1. SIs and individual reports will be discussed at a dedicated review meeting or scheduled contract review meetings between the Service Provider and the Council as and when required.
   2. The Council shall have complete discretion to use the information provided by the Service Provider under this Schedule in any report which it makes to any appropriate regulatory or official body about any SI’s. The Council shall, in each case, notify the Service Provider of the information to be disclosed and the body to which it will disclose.