

Incident Reporting & Record Keeping Policy

Policy Title: Incident Reporting & Record Keeping

Organisation: SOLACE LIVING SUPPORT CIC

Version: 1.0

Date: April 2025

Review Date: April 2026

1. Purpose

To provide a clear process for reporting, recording, and managing incidents to protect individuals and improve services.

2. Scope

Applies to all staff, volunteers, and contractors who observe or are involved in incidents.

3. Definitions

Incidents include any event that causes harm, risk, or disruption—whether accidental, intentional, or environmental.

4. Procedures

- All incidents must be reported to a line manager or designated officer.
- Incident forms must be completed within 24 hours.
- Serious incidents must be escalated to the Director and external agencies if needed.

5. Record Keeping

- All reports are securely stored in compliance with GDPR.
- Records will be kept for a minimum of 6 years.

6. Analysis & Learning

- Reports will be reviewed monthly.
- Lessons learned will inform future training and procedures.

7. Review

Annually or after a serious incident.