

## Reporting a Critical Incident or a Near Miss

Any member of staff or volunteer involved in a critical incident <sup>1</sup> (which may or may not be related to security) or is involved in a near miss, **must** report the incident as soon as possible. This report can be in writing, by text message, or phone message to your security contact, if you have one for your trip and / or the Director of Operations, and if you don't have a security contact to the Director of Operations and / or your Line Manager.

If you are aware of a Conciliation Resources employed consultant or Conciliation Resources partner organisation being involved in a critical incident or near miss this too should be reported in line with the above.

The key items that should be covered using the report pro forma are:

- Date and Time, and person making the report
- Where the incident happened
- An outline what happened
- Your involvement in the event
- Any injuries you sustained
- The impact of the incident
- Your response to the incident
- The response of others
- Any immediate action required by Conciliation Resources

After the reported event is considered closed an analysis to determine why the incident happened and whether such a repeat of the incident can be prevented or whether Conciliation Resources' response can be managed more effectively. All of this is dependent on the nature of the incident as there will be some we are not able to prevent but can, nonetheless, better manage our response.

Incident reporting is not merely an administrative requirement but can help to save colleagues lives in the future by identifying useful, appropriate lessons and developing actionable responses.

Analysis of incident reporting should feedback into the context analysis, the programme security plans, risk assessment and mitigation, security strategies and appropriate security measures.

Perception of what constitutes a critical incident will vary between staff and will vary for the same member of staff depending on a range of factors. Line Managers or security contacts must give guidance on what is considered significant for the location, and what must be reported.

Critical incidents, particularly if they are of a security nature, should be reported to the local authorities, to other agencies and to our partners, through existing coordination mechanisms. "Near misses" may be indicative of a deteriorating situation and of worsening tensions and should always be reported to the Director of Operations as this will help inform our future approach in that particular locality or more broadly.

Critical incidents involving partners or other international organisations should also be reported and analysed. They may indicate a need to review the context and risk analysis.

Conciliation Resources encourages anyone using this guidance note to fully explore the internal procedures when issues arise. However, we recognise the need for a flexible approach with alternative options for reporting and the information below may be useful.

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<sup>1</sup> Conciliation Resources definition of a Critical Incident is an event or series of unconnected or connected events that seriously threatens the welfare of members of staff, potentially causing death, life threatening injury or serious illness. This definition is included in the Conciliation Resources – Crisis Response Plan.

## Anonymous Reporting

If a staff member, volunteer, board member, consultant or guest feels unable to associate themselves with a report, they are encouraged to present relevant information anonymously to the Chief Operating Officer by the following means:

- Via anonymous google form which can be found at <https://goo.gl/forms/BkskeAfcayzzMHSE2>
- Via email from an alternative & anonymous email address
- Via anonymous letter
- Via any other anonymous and confidential means

It is acknowledged that the ability to follow-up on such reports is extremely limited, both legally and practically. Conciliation Resources encourages the use of our informal and formal reporting methods outlined above wherever possible.

## Regulatory Reporting

Some incidents and reports of Bullying and Harassment, particularly those that involve a formal Grievance, Complaint or Disciplinary Procedure or that otherwise involve Serious Misconduct, may need to be reported to the Board of Trustees and various regulatory bodies.

The Chief Operating Officer will work with the Board to ensure that serious incident reporting requirements are complied with, following Charity Commission Guidance (<https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>)

## External Reporting

Staff, volunteers, board members and guests should not hesitate to bring incidents to the attention of local authorities when they feel that it is necessary and appropriate. Staff, volunteers, board members and guests must bring incidents to the attention of local authorities when required to do so by law.

Further external reporting may be necessary in some instances. Depending on the incident, the individual/s, the conditions and contractual relations, incidents and complaints may need to be reported to funders and consortium partners. The Chief Operating Officer will evaluate all Grievances and Complaints to determine whether they need to be reported to regulatory authorities. With the assistance of the Director of Programmes, the Chief Operating Officer will evaluate whether such incidents need to be reported to funders.

In all instances, care must be taken to ensure the rights of individuals.

## Whistleblowing

Whilst Conciliation Resources asks all staff, volunteers, board members and guests to attempt resolution of incidents within the framework provided by the organisation, it is recognised that in some circumstances external awareness may need to be raised outside this framework. Conciliation Resources maintains a Whistleblowing Policy which can be found on The Hub (please see <http://hub.c-r.org/content/policies-and-guidelines>)

Charity employees can report concerns about certain categories of serious wrongdoing at their charity to the Charity Commission. The commission asks that whistleblowing reports are made in writing via the dedicated email address: [whistleblowing@charitycommission.gsi.gov.uk](mailto:whistleblowing@charitycommission.gsi.gov.uk).

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## Reporting Pro Forma for a Security Incident, Critical Incident or Near Miss

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| Date and Time of Incident / Near Miss  |  |
| Name of Person Reporting Incident / Near Miss  |  |
| Where the incident happened – <i>be as specific as you can on the location or locations of the incident or incidents</i>   |  |
| An outline of what happened – <i>be as specific as you can about the incident you are reporting mentioning other parties that may have been instrumental in causing, sustaining or ending the incident</i>               |  |
| Your involvement in the event – <i>be as specific as you can as to what happened or nearly happened to you, to people you were with, or what you may have or did observe</i>   |  |
| Did you experience any injury that may or may not have required attending a medical facility<br><br>If so please provide thumbnail details.<br><br>Have you been in touch with Conciliation Resources' insurance company |  |
| What has been the impact of the incident being reported – <i>this should cover the impact on people, property, levels of tension and should where appropriate be updated after the reporting of the incident</i>         |  |
| Your response to the incident being reported   |  |
| The response of others to the incident being reported  |  |
| Would you like us to arrange for you to have a conversation with a health care professional at InterHealth?  |  |
| In your opinion are there any immediate action required by Conciliation Resources  |  |

**Email the completed form to the Director of Operations, your Line Manager and if you have one, your nominated appointed security contact.**

**If you are not able to email this information, please use it as the basis for providing key information in a telephone call to the London office.**