



## CCCC – Incidents policy

### 1. Purpose

To provide a safe environment for parents and children visiting the Chichester Child Contact Centre (CCCC). This policy will ensure that children and families are safeguarded through the recognition and appropriate management of incidents or near misses.

### 2. Aim

This policy will assist the Coordinator, Team Leaders and volunteers to:

- Ensure that incidents are documented with an action plan for reduction of future occurrences
- Ensure that critical incidents are reported to the correct bodies
- Ensure that incidents are managed with necessary action taken (where appropriate)
- Ensure risk assessments are reviewed regularly to reduce any likelihood of incidents
- Have a contingency plan for major events such as a fire

### 3. Introduction

It is recognised that there may be times where incidents may occur which need to be documented and an action plan put into place to reduce any likelihood of re-occurrence. Through effective incident reporting, investigation and review, the CCCC learn, evolve and develop processes, procedures and strategies to reduce the level of risk within the organisation.

#### **An incident is either:**

- A one-off event that causes fear, distress, or a threat to safety, **or**
- An ongoing issue during contact that results in observed distress to the child / children or others.

#### **'Near Misses' incident:**

An incident which has the potential to cause harm but careful management has prevented the incident.

### 4. Types of incidents

Incidents might involve one or more of the following:

1. Physical violence
2. Threats to harm themselves or others
3. Threatened violence
4. Sexual violence such as inappropriate touching, grooming
5. Emotional abuse
6. Abduction or threat of abduction
7. Aggressive verbal abuse
8. Child/children becoming distressed to a significant degree
9. Fire, flood or another type of event
10. Terrorism or threat of terrorism
11. Reports of theft



## 5. Procedure for dealing with incidents

It will be the responsibility of all volunteers and staff to respond according to the nature of the incident. The Coordinator and Team Leader should be notified as soon as possible when an incident is happening or has happened to ensure the appropriate level of action can be taken. In the event of a fire or flood the centre will close and parents will be updated accordingly. The Centre will work in conjunction with the Church to ensure the incident is managed.

Anyone who has witnessed the incident or has information in relation to it must provide written information which will form part of the incident report.

It will be the responsibility of the Coordinator or the Team Leader to ensure the incident form is completed in conjunction with those involved and sent to NACCC. All parties involved in the incident must be informed that the incident is being recorded and reported.

The Contact Centre should keep a copy of the incident form for their own records and copies of the incident form should be sent to NACCC for review.

The incident form should include:

1. The date and time of the incident
2. Who was involved in the incident including names of witnesses
3. A factual written account of the incident
4. Any immediate actions that were taken at the time of the incident
5. Any action taken following the incident
6. Any agencies or organisations to whom a referral was made following the incident

## 6. Responsibilities

All staff and volunteers within the Contact Centre must follow this policy.

Managers (Coordinator and Team leaders) must also ensure:

- Staff and volunteers are aware of the contents of this policy
- A process is in place for the recording and reporting of incidents
- Any breach of policy is addressed, recorded and followed up
- An audit of compliance is taken to ensure this policy is followed
- The content of this policy is reviewed annually
- All incident information must be handled confidentially and stored in line with GDPR
- Parents will be informed of any incident that affects their child's safety or wellbeing



## 7. Actions taken following an incident.

Type of incident	Guidelines
Physical violence in the centre	<ul style="list-style-type: none"><li>• Investigation to be completed</li><li>• Incident Report to the police</li><li>• Future contact sessions terminated</li></ul>
Verbal abuse in the centre	<ul style="list-style-type: none"><li>• Incident reported to the police</li><li>• Investigation completed</li><li>• Future contact sessions terminated</li></ul>
Event of flood, fire etc	<ul style="list-style-type: none"><li>• Reported to the church</li><li>• Centre closure until the building is safe</li></ul>
Threat of violence or abuse	<ul style="list-style-type: none"><li>• Future contact sessions can be terminated until investigation has been completed</li></ul>
Suspected theft	<ul style="list-style-type: none"><li>• Investigation to be completed</li><li>• Incident reported to the police</li></ul>
Threats of terrorism	<ul style="list-style-type: none"><li>• Investigation to be completed</li><li>• Contact sessions to be terminated</li><li>• Referral to appropriate bodies</li></ul>
Abduction or risk of abduction	<ul style="list-style-type: none"><li>• Incident reported to the police</li><li>• Contact sessions to be terminated</li><li>• Referral to social services</li></ul>

**Note:** CCCC have the right to terminate any contact session due to incident.