

Incident Reporting

This document defines an incident, and specifies how incidents are reported and processed.

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Definitions:

An **incident** is an occurrence that leads to injury to people and/or damage to property during the course of a U3A event. Near misses (i.e. potential injury or damage) and unexpected health problems are also defined as incidents.

A **major incident** is an incident that requires trained help (e.g. first aid, paramedic, or expected GP or A&E visit) or gives rise to a probable insurance claim.

A **minor incident** is an incident that is not a major incident, although any incident may be treated as a major incident if the major incident process is considered to be more appropriate. All near misses (e.g. a potential trip where nobody was injured) and unexpected health problems (e.g. a diabetic coma) may be classified as minor incidents.

Policy for handling major incidents

- a. Major incidents are recorded on E06 Incident Report Forms (created by the U3A Trust) and handed to the Business Secretary (BS). The reports of incidents that occur during group activities are copied to the Co-ordinator of Groups (CG).
- b. Major incidents are reviewed by the Committee at the following meeting. In addition the BS may alert the Chairman to major incidents before the next Committee meeting if, for example, the BS considers there to be a serious risk that the incident will be repeated soon.
- c. When processing major incident reports the Committee should consider whether action is required to reduce the risk of similar incidents in the future. Examples of actions include new guidance to Interest Group Co-ordinators or Committee Members, improved signage or layout of venues, changes to alternative venues, increased first aid training, etc.
- d. The Committee shall seek expert help if the nature of an incident is too specialised for the skills of the Committee. The Committee may pay for this help at commercial rates.

Policy for handling minor incidents

- e. Minor incidents that occur during main meetings are reported at the following Committee meeting.
- f. Minor incidents that occur during Interest Group activities are logged on the back of group attendance sheets that are handed to the CG every six months.
- g. When processing minor incident reports the CG may make recommendations for new precautions if, for example, patterns are observed in the minor incidents

reported. These recommendations are reported at the following Committee meeting.

- h. The CG may ask the Chairman for support if the nature of an incident, or pattern of incidents, is too specialised to be treated alone.

Insurance claims

- i. If there is an insurance claim then the BS shall note the claim reference(s) at the bottom of the associated incident form(s).

Storage of incident reports

- j. The BS and CG shall store major and minor incident reports respectively for 3 years.

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