



Serious Incidents Policy

Last Reviewed: 23rd June 2022



1. Policy Statement of Intent

RammyMen, its staff, volunteers and members run a wide-range of activities and provide a wide-range of services, including mental health and peer support services. With referrals coming from many statutory mental health services, probation services and others, and the wide diversity of activities on offer, there is a real risk of a serious incident taking place.

This policy attempts to pre-empt any serious incident, and to provide guidance for the organisation's staff, members, volunteers, and other representatives in dealing with the serious incident.

This policy will be reviewed regularly and revised as appropriate under the guidance of the designated, Director-level Manager

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This document should be read in conjunction with the the organisation's Code of Conduct for Volunteers, Vulnerable Adults Policy and Child Safeguarding Policy.

2. What is a 'Serious Incident'?

2.1 A Serious Incident includes acts or omissions occurring as part of RammyMen's service that result in:

- Unexpected and avoidable death, including suicide, homicide, self-inflicted death
- Unexpected and avoidable injury to one or more persons
- Actual or alleged abuse as defined in the Vulnerable Adults Policy and Child Safeguarding Policy
- An incident that prevents or threatens to prevent the operational functioning of RammyMen or any of its services, including reputational damage
- A serious breach of confidence or data protection

3. Reporting a Serious Incident

3.1 A Serious Incident or suspected Serious Incident must be reported immediately to a RammyMen director using the contact details on page 2. In the first instance it shall be reported verbally, with a follow-up in writing.

3.2 The person reporting the Serious Incident shall provide as much detail as possible, which will be documented in writing by the director. Their report shall include full details of anyone involved, times, locations, assistance sought and any other information that may become pertinent.

3.3 If appropriate the RammyMen representative shall offer their apologies for any involvement of the organisation in the Serious Incident. Offering an apology is not an admission of liability, but is rather just showing common respect and a duty of care.

4 Investigation Process, Report and Action Plan

4.1 Within 72 hours an independent Lead Investigator shall be engaged to carry out the investigation, make a report, and offer recommendations in a formal Action Plan, including additions and amendments to policy documents.

4.2 The report, its recommendations and the Action Plan shall be presented to all involved personnel, with timeframes set for the assessment of improvements against the Action Plan.

4.3 All personnel involved in the Serious Incident shall be provided whatever support is deemed appropriate.