

**London Borough of Newham**

**Newham Adult Directorate  
Serious Incident Reporting Policy and Procedure**

## Document Control Table

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## Guidance Manual for the Newham Adult Social Care Serious Incident Reporting

### Introduction

The purpose of this policy is to ensure that there is a systematic process for reporting, managing and learning from serious incidents. The aim is to ensure that all serious incidents are reported to an appropriate senior manager in a timely manner, that a commissioned or contracted organisation's own policies and procedures around serious incidents and risk management are followed and to ensure that lessons are learned and risks managed.

The policy will ensure that senior managers and Elected Members are made aware of Serious Incidents quickly so that action can be taken, if necessary, to protect the reputation of the Council and its employees.

The overriding principle of this policy is that the first priority is to ensure safe practices and that every opportunity is taken to learn lessons from incidents that occur.

The policy sets a framework of a positive, non-punitive approach to the reporting of serious incidents and is one element of a proactive framework for risk management, reputation management and quality assurance.

Any action with staff under other LBN policies such the disciplinary or capability procedures will only be considered where there has been wilful negligence, professional misconduct or breach of law.

This guidance draws its contents from existing policies of the Council and LBN staff should be read it in conjunction with these policies. These are:

- a) [Capability Policy](#)
- b) [Disciplinary Procedure](#)
- c) [Cautionary Contacts Policy and Procedure](#)
- d) [Incident Reporting and Investigation Policy](#)
- e) [Violence at Work and Lone Working Policy](#)
- f) [Data Protection Act](#)
- g) [Whistle Blowing](#)

Commissioned or contracted organisations should refer to their own policies and procedures in these areas, as well as being mindful of the requirements of their contracts with LBN and their own legal responsibilities to staff and customers.

### Scope

This policy applies to serious incidents which occur within London Borough of Newham.

The policy does not replace any other policies where the Council has a legal responsibility to report a serious incident, for example, incidents which must be reported to the Health and Safety Executive (HSE), deaths which should be reported to the Coroner or actions under the Safeguarding Adults procedures.

This policy is also for commissioned and contracted services who should comply with it in addition to any internal organisational policies and reporting requirements for serious incidents.

This policy defines:

- What is meant by a serious incident
- The accountabilities and governance arrangements of the organisations involved in reporting and managing a serious incident
- The procedures for notification and investigation of a serious incident.

### What is meant by a serious incident

A Serious Incident in the context of this procedure is defined as a situation which may seriously harm staff, people who use the service, or others. It may also involve financial irregularities. It includes serious damage to Council premises which may disrupt the delivery of services and serious breaches of confidentiality.

A serious incident in Adult Social Care (ASC) requiring investigation is defined as an unexpected or avoidable death, or serious harm caused to a customer, staff or member of the public within ASC funded or commissioned services. Examples include:

- Unexpected or avoidable death
- Serious risk or harm to customers, staff or members of the public
- A scenario that prevents or threatens an organisation's ability to continue to deliver the service(s), e.g. fire in premises, bankruptcy
- Allegations of abuse (physical, sexual or emotional) of a staff member by a colleague, customer or carer
- Customers reported as missing persons who are **not found** within 24 hours
- A missing person who poses a serious risk to self, others or the organisation which should be reported immediately
- A situation that potentially brings the organisation into disrepute
- Financial irregularities in a provider organisation
- Failure in Information Governance, e.g. the breach, loss or theft of confidential data of customers, carers or staff.

The above list is by no means exhaustive and if you are unsure, please speak to your line manager.

This policy does not apply to non-serious incidents which should be dealt by the relevant policies.

### Serious Incidents and Safeguarding

It is important to follow the correct policy when responding to a concern about a customer or carer. The scope of Adult Safeguarding is defined in the Care Act 2014 as:

'Where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):

- a) has needs for care and support (whether or not the authority is meeting any of those needs),
- b) is experiencing, or is at risk of, abuse or neglect, and
- c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it'.

The [London Multi-agency Adult Safeguarding Policy and Procedure](#) has been updated to be Care Act (2014) compliant by the Association of Directors of Social Services.

Where there are concerns about a customer or carer which relate to abuse or neglect, these should be reported using the LBN Adult Safeguarding Policy. LBN staff can access the relevant Safeguarding Adults forms and documents on the intranet at [Safeguarding Adults forms and documents](#). This would include where a vulnerable adult is a missing person as a result of an act of omission or neglect. This intranet page includes guidance on Missing Persons which sets out the procedures to follow when a vulnerable adult is missing. [London Borough of Newham Missing Person's Guidance](#).

If a missing person is not a vulnerable adult then any missing person alerts should be only dealt with using the usual Metropolitan Police reporting process. These are set out at [Missing Persons - Metropolitan Police Service](#).

Commissioned or contracted organisations can access information about Safeguarding Adults and making reports on the London Borough of Newham website at [Safeguarding adults](#).

There is no need to report using both the Serious Incident and Safeguarding procedures as the overarching process of investigation, managing risk and implementing learning is followed in both cases.

#### **Serious Incidents and other corporate policies.**

If a customer wished to make a complaint, this should be dealt through the relevant LBN policy. Commissioned or contracted organisations and customers can access the complaints procedure at [London Borough of Newham Complaints procedure](#).

#### **Accountabilities**

ASC and external commissioned or contracted organisations are responsible for monitoring any incidents in their area and ensuring that these are properly managed, investigated and the necessary actions taken to reduce recurrence and risk. They are also responsible for encouraging the reporting of incidents through leadership and supervision.

#### **Accountability to customers and carers**

The principal accountability of LBN and its commissioned or contracted services is to customers and their carers. In the immediate period following any serious incident it is imperative that customers and carers involved in or affected by the incident must be kept safe and that any further risks are minimised. Customers and carers should also be supported to take part in any investigations and kept informed of any actions that result from the investigation.

Staff, both internal and those in commissioned or contracted services, may report concerns about the conduct of other staff, standards of care or breaches of confidentiality via the whistle blowing procedures. Contract Manager/Commissioners and the Contracts Teams are responsible for ensuring that contracts with provider organisations require the reporting of serious incidents to ASC.

### **Accountability to Contract Manager/Commissioners**

Externally commissioned or contracted organisations are accountable through their contracts to LBN Contract Manager/Commissioners. Serious incidents must be reported to Contract Manager/Commissioners.

### **Accountability to regulatory bodies**

Many of the provider organisations commissioned or purchased by LBN ASC are registered with the Care Quality Commission (CQC). Under the Care Quality Commission (Registration) Regulations 2009, registered services have to notify CQC of any incidents that may impact upon their compliance with registration requirements. Provider organisations are expected to ensure that they are familiar with the relevant regulations and that they comply with these.

### **Accountability to staff and volunteers.**

As employers provider organisations and LBN are required to ensure that staff and volunteers work in a safe environment. They also have a responsibility to ensure that staff are given opportunities to learn from the findings of investigations into serious incidents and to improve practice where this is necessary.

LBN ASC managers and senior managers will ensure that their staff are familiar with the incident reporting procedures and support staff to report incidents. The ASC Risk Management Officer will provide support and guidance in this area.

### **Governance**

Both LBN ASC and provider organisations will comply with the following governance principles:

- Ensure that a sufficiently senior manager or Board member is designated as responsible for the management of serious incidents.
- Implement a system where senior managers receive regular briefings on serious incidents, including where timelines on a serious incident have not been met, where there is a significant reputational risk to the organisation and any trends in serious incidents
- Ensure that learning is shared as appropriate using organisational structures and procedures
- Ensure that reporting and liaison requirements with statutory and regulatory bodies are adhered to. This may include the Police, CQC, the Health and Safety Executive, the Coroner and professional bodies
- Apply information governance principles to all personal and sensitive data
- Support and enable staff, customers and their carers to disclose and report serious incidents.

### **Process timeline for the notification of a serious incident**

The following timelines set out the actions to be taken when a serious incident occurs. Commissioned or contracted organisations will also have to adhere to their own Serious Incident Policies and Procedures, and may use safety and risk management software, such as Datix, to analyse and manage risk.

Separate process timelines are therefore shown for LBN staff and for externally contracted or commissioned organisations.

## Process for reporting a Serious Incident for LBN staff

### Within one hour of the incident:

#### Action to be taken by staff

On notification of a serious incident, Section A of the Serious Incident Reporting Form (attached at Appendix 1) should be completed and passed to the staff member's immediate line manager or, in their absence, the next available senior manager.

#### Action to be taken by the line manager.

They will liaise with the staff member to:

- Ensure that any immediate risks that remain are managed and minimised
- Ensure that any immediate action is taken to reduce the risk of recurrence in advance of any investigation
- Request any further information needed from the reporting staff member.

The line manager can decide to de-escalate the incident at this point if it is felt that the incident is not a serious incident. This would be the case if the incident does not meet the criteria of a serious incident (see *What is a Serious Incident* Section) and can be dealt with under normal management procedures, or that risks have been appropriately managed and will not recur.

### Within 24 hours of the incident:

#### Action to be taken by staff

Staff will submit any further information requested by the line manager or any other information now available to them which was not included in Section A of the original report, as well as completing and submitting Section B of the form. Staff should not complete a new Section A, but should add additional information to the existing form.

#### Action to be taken by the line manager.

They will:

1. Review Sections A and B of the Serious Incident Reporting Form and assess whether the newly received information suggests that the incident requires further investigation and upward reporting or whether to de-escalate given the low level of risk. The ASC Head of Services or equivalent can advise if the manager requires guidance on whether the serious incident can be de-escalated.
2. The outcomes of the assessment will be one of the following:
  - Await additional information before a decision can be made as to whether further investigation is needed or the incident can be de-escalated.
  - Further investigation required in line with this Serious Incident Policy
  - Further investigation required under a more appropriate policy
  - Referral to any other relevant authority/appropriate commissioning organisation
  - De-escalation – no further investigation required.
3. Unless additional information is needed to complete the investigation, the line manager should complete the final part of Section B of the Serious Incident Form setting out the results of their assessment and submit this to the Adult Social Care Risk Management Officer ([SeriousIncident.Reporting@newham.gov.uk](mailto:SeriousIncident.Reporting@newham.gov.uk)) who will pass any reports requiring further investigation to the ASC Head of Service or equivalent.



4. Where the decision is made to de-escalate the incident the line manager should then focus on the completion of Section C of the Serious Incident Reporting Form to identify any learning from the incident.

### Within 28 days of the de-escalated incident:

#### **Action to be taken by staff**

Staff will complete Section C of the Serious Incident Form and set out any learning gained from the Serious Incident.

#### **Action to be taken by the line manager.**

Once they have received Section C, they should:

- Request any further information if they feel that the identified learning is not sufficient to prevent future serious incidents
- Sign off on any identified learning and consider how this will be implemented in their team. Once Section C is signed off this should be sent to the Adult Social Care Risk Management Officer ([SeriousIncident.Reporting@newham.gov.uk](mailto:SeriousIncident.Reporting@newham.gov.uk))

### Following line manager sign-off

#### **Action to be taken by the ASC Head of Service**

When a report is received by the ASC Head of Service they will:

1. Review and consider the assessment and recommendation of the LBN manager
2. If de-escalation is recommended but is not agreed then an investigation should be initiated
3. If an investigation is required, appoint an Investigation Officer and oversee the Investigation process. Inform the Director that an investigation is underway.

In the likelihood of local or national media attention, the ASC Head of Service or Director will inform the Communication Team of the incident as soon as possible. The Communication Team needs full details of the incident and its background so that they can prepare a response to enquiries and, if necessary, liaise with the relevant parties.

### Where an Investigation takes place

#### **Action to be taken by the Investigation Officer**

The Investigation Officer will:

1. Confirm receipt of the Serious Incident notification via e-mail to the Head of Service
2. Ensure that the Head of Service is informed throughout the investigation
3. Provide a full investigation report to the Head of Service within an agreed time frame, no longer than 28 days
4. Ensure that an action plan is developed, disseminated and implemented and any learning is shared with relevant staff. The action plan should be included in the full report.

During any investigation, the line manager will continue to manage any risks arising as a result of the Serious Incident Report.

## Completion and follow up actions

### **Action by the Head of Service on completion of the investigation**

The Head of Service will:

1. Sign off the Serious Incident Form with the action plan to the ASC Risk Management Officer by sending these to the Serious Incident Inbox ([SeriousIncident.Reporting@newham.gov.uk](mailto:SeriousIncident.Reporting@newham.gov.uk))
2. Disseminate any findings to relevant parties
3. Ensure that the action plan is implemented.

### **Action by the ASC Risk Management Officer**

The ASC Risk Management Officer will:

1. Monitor the progress of investigations of individual incidents
2. Capture any lessons learnt and disseminate these
3. Produce a quarterly report to DMT.

### **Action by the Director of ASC**

The Director will

1. Sign off the quarterly Serious Incident Report at DMT and confirm any ongoing monitoring arrangements as appropriate
2. Ensure the dissemination of the Serious Incident Report to AMT.

## Process for reporting a Serious Incident for Commissioned or Contracted Organisations

Commissioned or contracted organisations provide services to LBN customers and carers and are required to work within this policy. The ASC Contract Manager/Commissioner or Contract Officer responsible for contract monitoring the service will ensure that the provider organisation complies with the policy. The Contract Manager/Commissioner should also be updated on the progress of the organisation's internal investigation.

### Within 24 hours of the incident:

#### **Action by staff in commissioned or contracted organisations**

Commissioned or contracted organisations should inform their Contract Manager/Commissioner of incidents within 24 hours by completing Section A of the ASC Serious Incident Reporting form (Appendix 1).

Commissioned or contracted organisations will also have their own internal system for raising and managing serious incidents, such as Datix or other safety and risk assessment software. The process followed should be indicated on Section A of the form.

#### **Action by Contract Manager/Commissioner**

The Contract Manager/Commissioner may decide to de-escalate the incident if he/she felt that the incident is not a serious incident. This would be the case if the incident does not meet the criteria of a serious incident (see *What is a Serious Incident* Section) and can be dealt with under normal management procedures, or that risks have been appropriately managed and will not recur.

### Within 7 days of the incident: Update Contract Manager/Commissioner.

#### **Action by staff in commissioned or contracted organisations**

Commissioned or contracted organisations should update the Contract Manager/Commissioner on the progress of their own internal investigation of the serious incident, including:

- Any changes or updates to the details previously submitted to the Contract Manager/Commissioner on Section A of the form
- Any changes in the initial assessment of risk following their own analysis.
- Whether they intend to hold their own investigation

The external provider should submit any further information requested by the line manager or any other information now available to them which was not included in Section A of the original report, as well as completing and submitting Section B of the form. The provider should not complete a new Section A, but should add additional information to the existing form.

#### **Action by Contract Manager/Commissioner**

The Contract Manager/Commissioner will:

1. Review Sections A and B of the Serious Incident Reporting Form, normally the contracted organisation will decide whether a further investigation is required or

whether to de-escalate given the low level of risk. The ASC Head of Service or equivalent can advise if the contracted service requires guidance on whether the serious incident can be de-escalated.

2. The commissioned or contracted service should indicate at the end of Section B what the next steps are these will be one of the following:
  - Await additional information before a decision can be made as to whether further investigation is needed or the incident can be de-escalated.
  - Further investigation required in line with this Serious Incident Policy
  - Further investigation required under a more appropriate policy
  - Referral to any other relevant authority/appropriate commissioning organisation
  - De-escalation – no further investigation required.
3. Unless additional information is needed to decide if an investigation is needed, the commissioned/ contracted service should complete the final part of Section B of the Serious Incident Form setting out the results of their assessment and submit this to the Adult Social Care Risk Management Officer ([SeriousIncident.Reporting@newham.gov.uk](mailto:SeriousIncident.Reporting@newham.gov.uk)) who will pass any reports to the Contract Manager/Commissioner.
4. If there is a recommendation to de-escalate this should be agreed by the Contract Manager/Commissioner and logged with the ASC Risk Management Officer.
5. Where there is a dispute about de-escalation or a further investigation is required this should be reported to the ASC Head of Service or equivalent, with accompanying Section A & B of the report, and the rationale for the recommendation and dispute.
6. Where the decision is made and agreed to de-escalate the incident the commissioned service should then focus on the completion of Section C of the Serious Incident Reporting Form to identify any learning from the incident, and report this to the Contract Manager/Commissioner within 28 days.
7. Where an investigation is required the Contract Manager/Commissioner of an external provider will ensure that the organisation carries out an investigation under its own internal policy and that any learning from the investigation is documented and implemented.
8. In addition the external provider will complete section C of the Serious Incident Form and submit to the relevant Contract Manager/Commissioner who will send it on to the ASC Head of Service

## Within 28 days of the incident:

### **Action by staff in commissioned or contracted organisations**

Where an incident has not been de-escalated and an investigation has been initiated or further information has been requested the provider organisation should provide an update to the LBN Contract Manager/Commissioner no later than 28 days after the initial incident. This update should take the form of an update to Section C of the Serious Incident Form. This will include an update of their own internal review and any learning gained as a result of the review.

### **Record keeping**

Where a serious incident involves a customer, managers from LBN ASC will ensure that customer information is updated on relevant internal and external case management systems. Commissioned or contracted organisations should update their own case management system with details of any action taken.

### **Learning**

ASC and external commissioned or contracted organisations are responsible for incorporating any learning from incidents into organisational learning programmes. Support should also be provided to staff affected by a serious incident.

### **Ongoing monitoring**

ASC and external commissioned or contracted organisations are responsible for monitoring any incidents in their area and ensure that they are properly managed, investigated and the necessary actions taken to reduce recurrence and risk. They are also responsible for encouraging the reporting of incidents through leadership, supervision and example.

LBN ASC managers and senior managers will ensure that their staff are familiar with the incident reporting procedures and support staff to report incidents. The ASC Risk Management Officer will provide support and guidance in this area.

Staff may report concerns about the conduct of other staff or standards of care confidentially via the whistle blowing procedures.

Commissioning and Contracts Teams are responsible for ensuring that contracts with provider organisations require the reporting of serious incidents to ASC.

## Appendix 1 – Serious Incident Reporting Form

### Section A: Immediate Information and Action.

Please complete Section A of the form when making an initial and follow-up report to your line manager or Contract Manager/Commissioner.

#### Action by the LBN staff:

- An initial Section A to be submitted within one hour of the incident being reported
- A follow-up Section A with any additional information to be submitted within 24 hours.

#### Action by the Commissioned or contracted services:

- An initial Section A to be submitted within 24 hours of the incident being reported
- A follow-up Section A with any additional information to be submitted within 7 seven days.

<b>Incident date:</b>	<b>Incident Time:</b>	
<b>Name of customer involved:</b>		
<b>Gender:</b>	<b>D.O.B.:</b>	<b>Age:</b>
<b>CareFirst/Azeus ID or external service case ID</b>		
<b>Service area or provider name:</b>		
<b>Name and job title of person completing the form:</b>		
<b>Other staff involved in completing these forms (Name and job title):</b>		
<b>Likelihood of media interest: (delete as applicable)</b>	<b>Low/Medium/High</b>	
<b>1. Brief description of incident (what happened, where, when, involving whom?)</b>		
<b>2. Details of emergency services and other external agencies involved or</b>		

**contacted (include details of emergency services, such as crime or CAD number or police name and identity numbers, ambulance etc.)**

**3. What are the immediate risks and what steps have been taken to mitigate these?**

**Commissioned or contract organisations only**

**4. Please specify the risk assessment tools you are using to assess the risk to the customer (e.g. Datix).**

**Please send your completed Section A to:**

**LBN Staff: Your line manager**

**Commissioned or contracted organisations: Your Contract Manager/Commissioner.**

**The line manager or provider organisation should complete this part of Section A.**

If at the point of receiving a completed or revised Section A, the line manager or Contract Manager/Commissioner requires further information, the form should be sent back to the person or organisation making the report, with the specific information required set out in the box below.

If you wish to recommend de-escalation at this point, please send the completed form to [SeriousIncident.Reporting@newham.gov.uk](mailto:SeriousIncident.Reporting@newham.gov.uk)

<b>Initial report of Serious incident:</b>	
<b>Full name of line manager/Contract Manager/commissioner:</b>	
<b>Decision:</b>	
<b>Additional information required (specify the required information below)</b>	
<b>De-escalation recommended (state rationale)</b>	
<b>Signature:</b>	
<b>Date:</b>	



## **Section B: Further information**

**LBN staff** to be submitted within **24 hours** of the incident being reported.

**Commissioned or contracted service** – to be submitted within **7 days** of the incident.

**1. Has the customer's risk assessment been updated?**

**(LBN Staff - Please attach the Risk Assessment Matrix and record the date you updated the risk assessment or the date this needs to be done).**

**(Commissioned or contracted service – please attach the results of any reports from your internal risk assessment process)**

**2. What steps have been taken to mitigate risks?**

**3. What other actions have been taken to deal with the immediate risks (support provided, external agencies contacted, management investigated, warning issued etc.)**

**4. Did any customers/staff involved experience any harassment?  
(If yes, please provide details)**

**5. Detail what support has been provided to the customer(s) or staff involved**

**6. Details of carer (s) and their involvement (if any):**

The line manager or provider organisation should complete this part of Section B.

If further information or the results of an investigation (police, coroner’s report) is required, the form should be sent back to the person or organisation making the report, with the specific information required set out in the box below. The line manager or Contract Manager/Commissioner should set a date to review:



- Whether the information has been received or investigation completed
- The findings resulting from the review or investigation, if these are now complete.



<b>After further information has been received, line manager/provider decision</b>	
<b>De-escalation recommended:</b>	
<b>Further investigation recommended:</b>	
<b>Another policy: (specify)</b> <ul style="list-style-type: none"> <li>• <b>Safeguarding investigation</b></li> <li>• <b>A Serious Incident Investigation</b></li> </ul>	<div style="border: 1px solid black; height: 200px; width: 100%; position: relative;"> <div style="position: absolute; top: 5px; left: 5px; width: 20px; height: 20px; border: 1px solid black; text-align: center; line-height: 20px;">x</div> </div>

After further information has been received, line manager/provider decision		
	<input type="checkbox"/>	
	<input type="checkbox"/>	

<b>After further information has been received, line manager/provider decision</b>	
	<div style="border: 1px solid black; width: 100%; height: 100%; position: relative;"> <span style="position: absolute; top: 5px; left: 5px; font-size: 10px;">✖</span> </div>
<b>Await further information before decision can be made: (specify the required information)</b>	
<b>Date by which information should be received:</b>	
<b>Signature:</b>	
<b>Date:</b>	

<b>For contracted services ONLY</b>	
<b>Contract Manager/Commissioner Name:</b>	
<b>Contract Manager/Commissioner decision:</b>	

<b>De-escalation recommended:</b>	
<b>Further investigation recommended:</b>	
<b>Another policy: (specify)</b> <ul style="list-style-type: none"> <li>• <b>Safeguarding investigation</b></li> <li>• <b>A Serious Incident Investigation</b></li> </ul>	<div data-bbox="751 510 1329 1084" style="border: 1px solid black; height: 256px; margin-bottom: 10px;">  </div> <div data-bbox="751 1084 1329 1657" style="border: 1px solid black; height: 256px;">  </div>

	
	
<b>Await further information before decision can be made: (specify the required information):</b>	
<b>Date by which information should be received:</b>	
<b>Signature:</b>	
<b>Date:</b>	

Send the completed Parts A and B to the ASC Risk Management Officer  
[SeriousIncident.Reporting@newham.gov.uk](mailto:SeriousIncident.Reporting@newham.gov.uk)







**Sign off by Head of Service**

- **Recommendation for de-escalation accepted:**
- **Recommendation for further investigation accepted:**
- **(tick only one)**



	
	
<b>If further investigation required:</b> Name of investigating officer and job title:	
<b>Signature:</b>	
<b>Date:</b>	

## Section C: Learning and implementation

This section should be completed no later than 28 days after a Serious Incident has been de-escalated. This applies to both LBN staff and commissioned or contracted organisations.

**1. What future action(s) are required to resolve or prevent incident reoccurring?**

**2. What are the outcomes of the incident?**

**3. Has any learning from the incident been identified? Please specify:**

**4. Please state who is responsible for ensuring that any lessons learnt and that the timescale for implementation is agreed**

**5 Implementation plan attached**

**After learning has been identified**


**Line manager, Contract  
Manager/commissioner  
decision:**

**Further information on learning  
and its implementation  
required:  
(contact the provider  
organisation or staff member to  
ensure this is completed)**

**Learning and implementation  
plan agreed:**



**After learning has been identified**

		
<b>Date by which revised plan should be received:</b>		
<b>Signature:</b>		
<b>Date:</b>		

<b>Sign off by Head of Service</b>	
<b>Head of Service should review the final learning and implementation plan and approve the plan.</b>	
<b>Recommendation for further investigation accepted Plan approved</b>	
<b>Plan requires further work (please include details)</b>	
<b>Signature:</b>	
<b>Date:</b>	

Once Section C is signed off this should be sent to the ASC Risk Management Officer [SeriousIncident.Reporting@newham.gov.uk](mailto:SeriousIncident.Reporting@newham.gov.uk)