

Policies and procedures

Incident Reporting

Created/revised:	April 2019
Approved by:	Governance Committee, 15/5/19
Next review due:	May 2022



Healthwatch Havering is committed to ensuring that staff and volunteer members are fully cognisant of the importance of raising concerns which has occurred in the duties of role with Healthwatch Havering.

These concerns can be across many areas and may relate to adults, children and young people or the environment.

Healthwatch Havering has developed policies which support Healthwatch Havering staff and volunteers to identify concerns and guidance on how to raise these concerns.

When an individual believes that they have witnessed or been subject to a concern they should raise this concern as soon as possible with either the Community Support Officer or a Director. If possible, they should also note details about the concern such as nature of the concern, time, place and other observation which may be applicable.

The following policies should be read in conjunction with this policy and include advice and guidance on how to proceed with a concern.

- Safeguarding Adults
- Safeguarding Children and Young People
- GDPR
- Whistleblowing
- Employment Procedures
- Complaints
- Equality, Diversity and No Discrimination
- Health and Safety

Concern in respect to Healthwatch Havering.

Healthwatch Havering will abide by the policies and investigate the concern and implement and share the lessons learned with the Governance Committee and the Board.

If a concern arises in respect of Healthwatch Havering which is deemed as a Serious Incident, Healthwatch Havering will follow the procedure in the LBH Contract Section B 11 Incidents Requiring Reporting.

Concerns which relate to matters outside of Healthwatch Havering's management

If a concern is identified which is not part of the Healthwatch Havering then the guidance identified above must be followed. Healthwatch Havering emphasis to staff and volunteer members

Don't wait for proof. We would like you to raise the matter while it is still a concern. It doesn't matter if you turn out to be mistaken as long as you are genuinely troubled.

We encourage all volunteer members to raise a concern with the Community Support Worker in the first instance. They will seek to establish the background and other supporting information and determine the correct process in accordance with the procedures and seeking advice from a Director if required. Where appropriate this may also be raised with LBH and HWE.

All reported incidents will be reviewed by the Governance Board to ensure lessons are learned and appropriate actions have been taken.

What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care in the London Borough of Havering. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Community Interest Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary, supported by two part-time staff, and by volunteers, both from professional health and social care backgrounds and lay people who have an interest in health or social care issues.

Why is this important to you and your family and friends?

Following the public inquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforced the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your local organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution is vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups, NHS Services and contractors, and the Local Authority to make sure their services really are designed to meet citizens' needs.

***‘You make a living by what you get,
but you make a life by what you give.’
Winston Churchill***

Joining Healthwatch Havering

Local people who have time to spare are welcome to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering, to allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

We are looking for:

Members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Some Members may wish to become **Specialists**, developing and using expertise in a particular area of social care or health services.

Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

Interested? Want to know more?



Call us on **01708 303 300**

email enquiries@healthwatchhaverling.co.uk

Find us on Twitter at [@HWHavering](https://twitter.com/HWHavering)



*Healthwatch Havering is the operating name of
Havering Healthwatch C.I.C.
A community interest company limited by guarantee
Registered in England and Wales
No. 08416383*

*Registered Office:
Queen's Court, 9-17 Eastern Road, Romford RM1 3NH
Telephone: 01708 303300*

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