**QUALITY AND PERFORMANCE TEAM**

**(PART OF OPERATIONAL COMMISSIONING SERVICE)**

**INCIDENT REPORTING FORMS**

**INTRODUCTION**

**One of the main functions of the Quality and Performance (Q&P) team is to receive, analyse and act on intelligence regarding provider performance. The overall intelligence picture for each provider is the major determinant of:**

* **Provider risk status**
* **Consideration on whether a suspension on new placements is required**
* **Monitoring frequency and focus and other activity by Q&P team**

Sources of performance intelligence include (but are not limited to):

* provider monitoring visit findings and provider meetings;
* safeguarding concerns received by SCC and findings from S.42 enquiries;
* **other service quality information from professionals;**
* CQC, CCG or other relevant agencies;
* Information received from providers or their staff;
* SCC complaints team / Local Government Ombudsman.

**PURPOSE OF INCIDENT REPORTING FORM PROCESS**

The Incident Reporting Form (IRF) is the method by which Assessment and Care Management colleagues can share service quality and provider performance information **not warranting any further action under the safeguarding criteria**. **This includes reporting apparent ‘one-off’ incidents of poor practice which are not suspected as being abuse or neglect.**

Information reported via the IRF process makes a significant contribution to overall intelligence known within Q&P regarding service delivery and provider performance.

Q&P team use information notified to them about provider concerns to help identify where seemingly ‘one-off’ issues may, in fact, be part of a wider trend of similar issues or other recurrent problems within a provider. This may suggesta risk or occurrence of a provider becoming abusive or neglectful as an organisation (ie. **Organisational Abuse**).

**The IRF form is the means by which information regarding service quality and provider performance not warranting further action under the safeguarding criteria should be shared with Q&P team.**

Q&P’s success in being able to identify any risk of Organisational Abuse within a provider at an early, preventative, stage relies heavily on the receipt of this service quality information from Assessment and Care Management colleagues and other professionals.