



### **C&DS Incident Reporting procedures**

The following procedures are mandatory for the internal (G4S) reporting of incidents at all C&DS sites. They are in addition to the reporting of incidents to the Contracting Authority as required in the relevant contract.

The Director is personally accountable for the accuracy of the reporting procedures (Contractual and G4S) at their site. (S)he must ensure that accuracy.

G4S telephone reports must be made to the Company Gold. If the designated duty Gold commander doesn't respond to the telephone contact they should be paged. If they don't respond to that pager message within 10 minutes the other Company Gold commander should be contacted.

Media interest reports must be emailed to:

- Jerry Petherick
- Lee Hanford
- Andrew Seddon
- Pamela Wells

The list of reportable incidents is set out below together with the requirement for telephone or email reporting. This is not an exhaustive list and duty Directors should use their discretion to telephone report an incident or seek advice if they deem that to be sensible/necessary.

**Signature**

Jerry Petherick

3rd July 2016



Managing Director  
Custodial & Detention Services  
July 2016

3rd July 2016

CJS000706\_0002



**Incident reporting procedures (V2: 3<sup>rd</sup> July 2016)**

	<b>Telephone communication to Gold</b>	<b>Media interest Report</b>	<b>Notes</b>
Death of anyone in our custody	Yes	Yes	
Death of member of staff	Yes	Yes	
Death of visitor	Yes	Yes	
Escape or attempted escape	Yes	Yes	
Hostage	Yes	Yes	
Concerted indiscipline (active or passive)	Yes	Yes	
Serious assault on any person	Only where; 1) the injuries are life threatening 2) if victim is admitted to hospital 3) if the victim is a visitor (professional or domestic)	Yes	
Incident at height	Only where; At the outset it is anticipated that national resources will be required or when the incident has lasted for more than 30 minutes*	Yes	*Call should be made at or soon after the 30 minute point
Bomb threat	Yes	Yes	
Firearm related incident	Yes	Yes	
Key/lock compromise	Only if a full relock is being considered	Yes	

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Radio compromise	No	Yes	
Full closedown search	Yes	Yes	
Release in error	Yes	Yes	
Large scale evacuation	Yes	Yes	
Loss of essential services	Yes	Yes	
Loss of data	Yes	Yes	
Fire	Only if life threatening, individuals require external healthcare attention and/or units require evacuation	Yes	
Deliberate self-harm	Only if life threatening or when the victim is admitted to hospital as an in-patient	Yes – if external hospital treatment is needed  No- if treatment is given within the establishment unless the person is particularly noteworthy, or there is a serious “near-miss” element or if there are other notable elements of the incident	
Infection outbreak	Yes	Yes	
Tool loss	Yes	Yes	
Drug/drug implement find	No	Yes	

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Drone related incident	No*	Yes	*Except where it is suspected that it triggers another type of incident which requires 'phone reporting e.g importation of a weapon
Temporary Release Failure	No	Yes	
Public Demonstration	Yes	Yes	
Intruder	Yes	Yes	
Failure of IT	No	Yes	
Notification of food refusal after 72 hours	No – unless there is an immediate threat to life	Yes	