

EAST AYRSHIRE

CHIEF OFFICERS GROUP (CHILD, ADULT AND PUBLIC PROTECTION)

GUIDANCE FOR CONDUCTING A SIGNIFICANT CASE REVIEW

28 SEPTEMBER 2010

Report by the Adult Protection Co-ordinator

1. PURPOSE

- 1.1 To provide the Chief Officers Group (COG) with an update on the Pan Ayrshire Guidance for Conducting a Significant Case Review in relation to adult support and protection (SCR) further to endorsement by the Adult Protection Implementation Committee (APIC) on 15th September 2010.

2. SCR GUIDANCE DEVELOPMENT AND BACKGROUND

- 2.1 The PAN Ayrshire SCR Guidance Version 2- Revised 17 August 2010 was approved at East Ayrshire APIC on the 15th September 2010, the minor revisions included;

- The front cover design has been approved by the APC Leads in the North and South of Ayrshire.
- The timescales for the receipt of the Initial Case Review Report (ICR) Form A has been changed on the SCR report Appendix 1 from 5 to 10 days to make it consistent with the main body of the document.
- These timescales and content where appropriate are consistent with the Child Protection Committee SCR Guidelines for Child Protection.

3. PAN AYRSHIRE SCR PROGRESS AND AMENDMENTS

- 3.1 Multi Agency training initially targeted at Senior Operational Managers from the public bodies represented on the Committee has been commissioned for ensuring key agencies are able to respond to any SCR demands by ensuring they are able to use the six steps to Root Cause Analysis (Dineen 2004) which is the framework for setting the work plan of any SCR Team as detailed in section 4.4 of the Guidance.

- 3.4 A multi agency short life working group was agreed at the Adult Protection Implementation Committee Ayrshire Training and Planning Subgroup on 17th August 2010 to familiarise key partners with various agencies practice and procedures in significant incident reporting. This will directly inform an implementation plan across agencies in regard to the Pan Ayrshire SCR Guidance.

4. LEGAL AND POLICY IMPLICATIONS FOR EAST AYRSHIRE

- 4.1 The SCR Guidance (Appendix 1) is commensurate with the framework of the Child Protection Committee SCR reflecting a consistency of practice across relevant committees.
- 4.2 The Child Protection SCR procedures are under revision and the outcome of this review will be considered in terms of any learning that may warrant further revisions to the current SCR Guidance.
- 4.3 The Chronology of Significant events contained within the draft SCR guidance is commensurate with the current case file recording process for Joint Assessment and Care Management arrangements which Care Managers in East Ayrshire continue to receive training on . SWIA also audit case files in respect of use of Chronologies as part of their inspection process relating to Adult Protection.
- 4.4 The national picture based on contact with the WOS Adult Support and Protection Practitioners forum members suggests limited progress in this area of procedural development at this time however any have been based on frameworks used by Child Protection Committees.
- 4.5 The Adult Support and Protection Act 2007 does not require that APC'S become involved in individual case reviews however as the Scottish Government National Guidance for APC'S October 2008 states "joint consideration of individual cases may help APC members to develop greater joint understanding of service user concerns.....APC'S are encouraged to evaluate and learn from critical incidents "(Page 5, para 18).

5. FINANCIAL IMPLICATIONS

- 5.1 Any financial implications for resourcing the SCR process and administrative costs at the stage can be met within existing budget.

6. RECOMMENDATIONS

- 6.1 The Chief Officers Group (Child, Adult and Public Protection) is asked to:
 - i. Endorse the Pan Ayrshire Guidance for conducting a Significant Case Review in Relation to Adult Support and Protection –Version 2 –Revised 17th August 2010.
 - ii. Note the progress made in regard to the multi agency implementation plan
 - iii. Otherwise note the contents of this report.

Donna Sinfioriani
Adult Protection Co-ordinator
DS/DS
15th September 2010

IMPLEMENTATION OFFICER: Eddie Fraser, Head of Service, Community Care

Any person wishing further information on the contents of this report please contact Donna Sinfioriani, Adult Protection Co-ordinator, Community Care (Adults) on 01563 533559



Pan Ayrshire Guidance for conducting a Significant Case Review

In Relation to Adult Support and Protection

Version 2 - Revised 17th August 2010

East Ayrshire Adult Protection Committee

**Acting
against
harm**

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1.INTRODUCTION

1.1 Authority of the Adult Protection Committee

The Adult Support and Protection (Scotland) Act 2007, (ASP Act), required councils to establish Adult Protection Committees with the purpose of developing multi agency co-operation, training, practice and procedures to identify and address the needs of adults deemed to be at risk of, or subject to, harm as defined within the ASP Act.

Each Adult Protection Committee is made up of senior representatives from Social Services, Strathclyde Police, Health (NHS Ayrshire and Arran) and Care Commission. Each Committee may have additional agencies represented. These agencies work with and support adults across Ayrshire and together are responsible for taking forward and overseeing the development of the adult protection agenda across Ayrshire.

1.2 Purpose of the Guidance

The purpose of this guidance is to provide a systematic and transparent approach to the review process. The overarching objectives of the review are to:

- Establish whether there are lessons to be learnt about how better to protect adults at risk. Reviews should be understood as a process for learning and improving service delivery as well as a means of recognising good practice;
- If and when appropriate, make recommendations for changes in practice/policy/procedure where such changes will improve the service to adults at risk (if immediate action to improve service delivery is required this should be done);
- Consider how any recommended actions will be implemented;
- Ensure transparency and accountability in the review process;
- Increase public confidence in public services, providing a level of assurance about how those services acted in relation to a significant case about an adult at risk;
- Identify national issues where appropriate including good practice.

This guidance supports these objectives by helping those considering undertaking a review, or actually doing so, to:

- Undertake the review at the level that is necessary, reasonable and proportionate;
- Adopt a consistent, transparent and structured approach;
- Identify the skills, experience and knowledge that are needed in the review process and consider how these might be obtained;
- Address the needs of the many different people and agencies who may have a legitimate interest in the process and outcome; and

- Take account of the evidence bases.

1.3 Individual performance

A review may reveal staff actions or inactions that are of sufficient seriousness that they need to be brought to the attention of an individual employer. Adult Support and Protection Committees in conducting a significant case review have a duty to do this. It is then solely a matter for that employer to decide what, if any, action it should take as a result.

1.4 The Status of an Initial Case Review/Significant Case Review Relative to other Linked Investigations

To establish what status a Significant Case Review (SCR) (including the Initial Case Review) should have relative to other active formal investigations in to the case, there should be ongoing dialogue with the police, procurator fiscal, care commission and relevant others. There is a potentially complex set of activities that may be triggered by a significant case, some of which are driven by considerations wider than service failure or learning lessons across agencies. Clear communication systems are therefore extremely important as they will help to:

- Link processes;
- Avoid witness contamination;
- Avoid duplicate information being collected;
- Establish agreement in relation to the processes and timescales required under this Guidance;
- Secure co-operation from all agencies in relation to the release and sharing of information;
- Decide whether a parallel process should mean that an SCR should be adjourned.
- Ensure that, where applicable, a parallel investigative process (likely to be a criminal investigation) takes primacy.

2. CRITERIA FOR IDENTIFYING WHETHER A CASE IS SIGNIFICANT

2.1 A 'Significant' Case need not comprise just one significant incident.

2.2 Criteria

Any of the circumstances below could suggest that an SCR may be required. An Initial Case Review (ICR) should first determine whether an SCR is merited. The detail and level of review will depend on the individual case and circumstances. A review should not be escalated beyond what is proportionate having taken account of the severity and complexity of the case.

What is provided in this section is a guide for helping the Adult Support and Protection Committee, professionals and all agencies make judgments about the way forward. The list should not be seen to exclude cases that may not precisely fit the criteria but which nevertheless clearly trigger significant professional concern. These cases should be left to professional judgement and the Adult Protection Committee decision on how to proceed.

2.3 When an adult at risk dies and:

- Abuse or neglect is known or suspected to be a factor in the death of the adult at risk;
- The death is by suicide or accidental death;
- The death is by an alleged murder, culpable homicide, reckless conduct, or act of violence;
- The adult at risk was formally/actively involved with support services from any agency; **and**, in addition to this, the incident or accumulation of incidents gives rise to serious concern about professional and/or service involvement or lack of involvement.

2.4 When an adult at risk has not died

but has been significantly harmed, in relation to personal welfare, property or financial affairs in terms of the Adult Support and Protection(Scotland) Act 2007

and, in addition to this, the incident or accumulation of incidents gives rise to serious concern about professional and or service involvement or lack of involvement.

2.5 Requests in other circumstances

The Adult Support and Protection Committee shall consider any request made to them for review, even if the case has been considered at the Initial Case Reviews to require no further action. Any concerns raised by families and similar interested parties shall be addressed in the normal complaints procedure for each agency involved.

2.6 Definition of an adult at risk

Section 3 of the Adult Support and Protection (Scotland) Act 2007 states:

- (i) "Adults at risk" are adults who:
 - (a) are unable to safeguard their own well-being, property, rights or other interests;
 - (b) are at risk of harm, **and**
 - (c) Because they are affected by disability, mental disorder, illness or physical or mental infirmity are more vulnerable to being harmed than adults who are not so affected.

- (ii) An adult is at risk of harm for the purposes of the subsection above if:
- (a) another person's conduct is causing (or is likely to cause) the adult to be harmed, or
 - (b) the adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm.

3. INITIAL CASE REVIEW

An Initial Case Review (ICR) is carried out by selected members of the Adult Support and Protection Committee to facilitate an informed decision about the need for a full Significant Case Review.

3.1 Conducting an ICR

The ICR should incorporate, and consider within the review process, the following information:

- A brief description of the case and basis for referral and a co-ordinated chronology of events;
- A note of agency/professional involvement and lead contacts for each agency;
- A statement about the current position of the adult at risk and if they are alive;
- What actions have been or will be, taken on his/her behalf;
- Any other formal proceedings underway;
- any elements of good practice, including specific details such as which agency it pertains to;
- any elements of poor practice including specific details such as which agency it pertains to;
- any particular sensitivities e.g. from the procurator fiscal or police about cases where there are likely to be disciplinary proceedings;
- The ICR panel's decision as to whether or not to proceed to an SCR with reasons.

3.2 Stage I - Notification

Where a case arises which appears to meet the criteria set out in section 2 the Reporting Officer must notify the Adult Support and Protection Committee Chair using the Initial Case Review Report Form A (appendix 1.) The Reporting Officer should notify the Adult Support and Protection Chair **within one working day** of identifying the case. Where this is not possible, reasons for this should be noted on the ICR report template.

The SCR process is summarised in the flow chart in appendix 2

The Reporting Officer should, at the same time, notify all other agencies or persons known to be involved with the adult at risk of their report to the Adult Support and Protection Chair using the same ICR template. All those agencies or persons should submit their report(s) to the Adult Support and Protection Committee Chair **within 10 working days** also using the ICR report template.

If the Reporting Officer or agencies cannot reasonably complete the ICR report within the suggested times, that should not detract agencies from taking whatever urgent action is required to protect the adult at risk.

The Adult Support and Protection Committee Chair will call a meeting of their SCR panel that will be made up of selected members of the Adult Support and Protection Committee. The Chair will set the date for the panel to meet. The Chair will also notify the Chief Officers' Group.

3.2.1 Situations Where Adult is known to more than one APC

Where more than one Adult Protection Committee has knowledge of an adult referred for an SCR the Adult Protection Committee Chair who receives the referral for consideration will contact the other Local Authority APC. Negotiation will be required to determine the most appropriate Committee to progress.

3.3 Stage 2 - Gathering Further Information, if required

The ICR panel will consider whether the information is sufficient to reach a decision on the need for an SCR or whether further information is required before a measured decision can be taken. A co-ordinated chronology may assist this decision.

If the ICR panel decides that more information is necessary, it will stipulate what this is, and will decide which agencies must provide it. This information should be provided **within 20 working days**.

3.4 Stage 3 - Taking a Decision on whether a not to proceed to a Significant Case Review (SCR)

An SCR should only be undertaken when the criteria in section 2 are met. If the ICR leads to the conclusion that an SCR is warranted, the SCR panel must initiate the SCR process as soon as possible. In cases where it is contested within the SCR panel as to whether or not to progress to an SCR, consensus should be reached between members to come to the final decision.

In the case of the decision to proceed to an SCR it is the responsibility of the SCR panel to advise the adult at risk or family/carers of the Adult Support and Protection Committee's intentions.

3.5 A Note on Timescales

The assumption throughout this guidance is that the Adult Support and Protection Committee will proceed as speedily as feasible at all stages of an ICR and SCR, and that agencies should proceed likewise. For every case, the SCR panel should agree a deadline for when reports should be produced in the light of the circumstances and context of that particular case.

3.6 Record Keeping on ICRs

An ICR should lead to a written record of the items considered in paragraph 3. In every case, the Adult Support and Protection Committee Chair should notify the Chief Officers' Group of the outcome, by means of a report incorporating information described in section 3.1. Other relevant interested parties should also be advised of the outcome of the ICR using the template at Appendix 2. The outcome of the ICR should be recorded on the Adult Support and Protection database and reported in the Adult Support and Protection Annual Report.

3.7 The Adult Support and Protection Committee decides not to proceed to a Significant Case Review (SCR)

Once the Adult Support and Protection Committee has assessed the information it possesses and has decided against conducting an SCR, it may make one of the following decisions:

- No further review;
- No further review needed but follow-up action desirable;
- Initiation of local action to rectify an immediate issue;

3.8 The Adult Support and Protection Committee decides to proceed to a Significant Case Review (SCR)

The Adult Support and Protection Committee must decide if they will undertake an internal SCR or whether it is necessary to commission an external SCR. An external review may be necessary where identified issues may have national implications, local issues are likely to be multi agency, the case is high profile or the Adult Support and Protection Committee is facing multiple reviews.

4. THE SIGNIFICANT CASE REVIEW (SCR) PROCESS

Essential steps in the SCR process

4.1 Developing the Remit

The SCR needs a clear and specified remit to ensure clarity of purpose and assist those contributing to the review. The remit will need to be reviewed over time. The remit will relate to the purpose of the review.

4.2 Identifying the Review Team

The SCR panel will identify the review team and the best person to lead the review. This will be a mixed team from the key agencies and will not involve anyone who was substantially involved in the situation directly. Key skills that will be held by the review team:

- Ability to gather relevant evidence from a wide variety of sources and be prepared to negotiate if information is not forthcoming;
- Have skills of investigation;
- The ability to test the validity of the evidence and sift the evidence;
- Be able to interpret information from a wide variety of sources;
- Have the ability to make sound judgments on information collected;
- Be able to identify and analyze the root cause of/factors that contributed to the significant case;
- Be able to liaise with other bodies and establish a good working relationship;
- Be able to demonstrate sensitivity to national and local level issues; and
- Appreciate the need for clarity about the difference of remit and task of an SCR as opposed to other ongoing proceedings relating to that case such as a criminal investigation.

4.3 Internal SCR

Each agency that has an employee, or employees, on the review team shall ensure that the person has enough time to carry out the SCR tasks assigned to them. Each agency is responsible for ensuring that relevant staff are informed of the SCR review team having authority to undertake whatever tasks are necessary to fulfill the remit set by the SCR panel and to meet the objectives of an SCR as set out in paragraph 1.2 above. Any difficulty in relation to these matters shall be reported to the SCR panel by the SCR Team Leader.

4.4 Setting the Work Plan

Within 5 working days of the first meeting of the SCR Panel, the SCR Review Team Leader shall convene a meeting of the Review Team. The purpose of this is to establish a detailed plan using “The Six Steps to Root Cause Analysis” as set out below. Using the Six Steps to Root Cause Analysis (Dineen 2004), the Team will:

Step 1 - Gather all relevant reports produced for ICR from all agencies

Step 2 - Sort and map all available data using a timeline process

Step 3 - Identify issues to explore. This will include setting questions, identifying key witnesses and arranging interviews

Step 4 - Explore the critical problems identified to isolate fundamental causes using available tools

Step 5 - Review the findings; agree the recommendations and areas for improvement

Step 6 - Complete a written report and share the learning with Adult Support and Protection Committee.

N.B. Any other format used to conduct the Review should be approved by the Adult Support and Protection Committee. Should delays in the process begin to emerge, the SCR Review Team Leader must immediately report these to the Adult Support and Protection Committee Chair.

4.5 Key Factors to be considered in conducting the review:

- The remit and time period of the review and timescales for receipt of the interim and the final report;
- The extent to which the review team has access to the commissioning Adult Support and Protection Committee for ongoing discussion;
- Interim reporting arrangements - how often, in what format and to whom should interim updates be sent and received;
- Who on the Adult Support and Protection Committee has delegated responsibility for handling FOI requests and who the contact should be if the findings of the SCR were to be used as evidence in civil proceedings that might arise out of a case;
- Who will make the links with relevant interests outside the main statutory Agencies;
- Who are the key contacts for any review team across all the involved agencies? These could be designated SCR contacts who can also advise on, and broker access to, relevant practitioners and information, provide any agency information that may be relevant (protocols/guidance) and generally act as a liaison point;
- What protocols on confidentiality are specified to which the review team signs up for general confidentiality agreement refer to Appendix 3 to be signed by all agencies;
- Whether there are likely to be issues of access to case records and how that will be addressed;
- Whether the review team need to conduct interviews or whether it is sufficient for them to look at the files to establish the facts of the case;
- Which agencies and professionals should contribute to the review, and who else should be asked to submit a report or otherwise contribute? This will be based on the chronology of who has been in contact, that is relevant to the review process, with the adult at risk and family/carers ;

- Whether family members are to be invited to contribute to the review and who the liaison point for the adult at risk (if alive) will be, and/or for their family/carers;
- What briefing will be provided for contributors, and by whom? A briefing will normally be an oral discussion about the purpose of the Review. SCR panels will need to consider whether contributors should receive information about the areas to be covered in advance of the interview and whether the files should be available to them for reference;
- What arrangements are in place for feedback to the contributors, including the adult at risk and their family/carers, and what mechanism will be used to enable contributors to check the accuracy of what is recorded as it is drafted up for the interim and/or final reports; and
- What procedure will be adopted if the SCR uncovers evidence of criminal acts or civil negligence unrelated to the case under review

4. Preparing the Report

Each member of the SCR team shall compile a written record in relation to that area of the review in which he or she has been involved. This shall document their activity, the evidence-base and their suggested findings and recommendations for inclusion in the SCR report. In the case of a member of the SCR team also preparing a single-agency report, that document, with the agreement of the agency, can suffice as input to the SCR.

The SCR team leader is responsible for drafting the report to be presented to the SCR panel. This shall be compiled from the records made by the members of the SCR team, as above. The content of the review report, including the findings and any recommendations, should be agreed by all members of the SCR team. Should there be disagreement, this shall be noted in the report. Ultimate responsibility for the content of the report going to the SCR panel rests with the SCR team leader.

4. Structure of the Report

Every SCR report should contain the following:

- An introduction - summarizes the circumstances that led to the review, state the remit and a list of contributors to the review suitably anonymised;
- Separate executive summary and list of recommendations (where recommendations apply to specific agencies this should be noted);
- A chronology of agency/professional involvement;
- The extent of family/carers' involvement;
- A list showing, on each occasion of contact with the adult at risk and/or family/carers or other significant adults, whether the views and wishes of the adult at risk were sought and if they were expressed;
- Analysis;

- Conclusions;
- Recommendations - these should be few in number, focused, specific and capable of being implemented.

4. External SCR

When commissioning a review team the Adult Support and Protection Committee must:

- Confirm that the remit is clear and deliverable;
- Establish clear reporting lines;
- Identify milestones and agree the various elements of the process;
- Consider whether indemnity cover is required;
- Provide for appropriate administrative support;
- Agree the method for obtaining additional resources if it becomes clear that these are necessary;
- Confirm that if issues arise that need urgent action, the Adult Support and Protection Committee (and involved agencies) will be so advised;
- Require external reviewers to be registered with the Data Protection Office;
- Establish a named contact person within the team;
- Gain agreement that the contract will allow Adult Support and Protection Committee to reserve the right to proof-read the final draft to correct factual errors or misunderstandings;
- Clarify arrangements between the Adult Support and Protection Committee, as the commissioner and owner of the SCR report, and the review team in relation to speaking to the press regarding the review, and at what stage(s) of the SCR process;

5. FOLLOW UP

Following publication of the report there are a number of issues which the Adult Support and Protection Committee must consider, these include:

- action and implementation plans (see Appendix 1 of this Protocol), including monitoring progress;
- briefings for relevant parties;

- dissemination within and across agencies;
- Identifying lessons to be learned and sharing good practice (see Section 8 of this protocol).

6. DISSEMINATION OF THE REPORT

The circumstances of every case are different and the communication strategy for dissemination of the report and/or its findings and recommendations will differ. It is neither possible nor appropriate to adopt a 'one-size-fits-all' approach to dissemination. The matter is one for professional judgment on the part of the SCR panel members and, ultimately, the Chief Officers who are:

- committed to serving the public and aware of their responsibilities to do so and,
- Committed to promoting the highest standards of practice.

For each particular Significant Case Review, the SRC panel, in formulating its proposal for dissemination, and the Chief Officers, in deciding upon it, shall select from the range of dissemination options available to them (including the option of publication aimed at the general public), the one that best serves the public interest and fulfils the purpose of improving service delivery.

The main reason for undertaking the SCR is to establish whether there are lessons to be learnt about how better to protect adults at risk, or subject to, harm and to decide how those lessons will be learnt and applied. In the context of SCRs a letter of clarification, in relation to Child Protection SCRs, published by the Scottish Executive on 9th July 2007, states "There is an important distinction to be made between making information as widely available as possible to professionals, and others, to enable them to improve their practice, and actively publishing that information to inform the public about a matter of public concern."

In formulating its proposal for dissemination of the report, the SCR panel shall consider:

- that the group of professionals most closely linked to the case should, unless other proceedings or identifiable circumstances indicate otherwise, be provided with a full and detailed briefing on the report and its findings;
- what it is that the wider body professionals need to understand in order to improve their practice and what the best means is of achieving that;
- what information, if any, from the report should be made available to a wider audience;

7. THE ROLE OF THE CHIEF OFFICERS

The Adult Support and Protection Committee works on behalf of the Chief Officers of the local authority, Strathclyde Police and NHS Ayrshire and Arran. It is the Chief Officers who will 'sign-off' the report. The report shall be presented to the Chief Officers by the Adult Support and Protection Chair. Having considered the report, the Chief Officers shall issue any direction or instruction pertaining to the report that they believe necessary and, in particular, indicate:

- their agreement, or not, with the proposals that relate to how any lessons to be learnt are to be incorporated and implemented within and across relevant agencies and their staff,
- Their wishes, having taken account of the proposals presented by the SCR panel, in relation to dissemination of the report.

Appendix 1

Initial Case Review Report - Form A

The person first concerned that the criteria for an SCR has been met, should notify Adult Support and Protection Chair with the approval of their Manager/Head of Service, using this template within one working day of identifying a potential significant case for review. The Chair shall contact all other agencies know to be involved who should, in turn, use this same template to submit their own reports to the Chair within 10 working days.

Form is available electronically and extra rows can be inserted in this form as required. From 'Table' menu 'Insert' 'Rows'. Rows will expand to accommodate as much text as you wish to enter.

Name of person completing this Report:	
Agency:	
Date form submitted to Adult Support and Protection Chair	

Name of Adult	
Address	
Telephone Number Mobile Phone Number	
Agency Identifier (CHI. Etc)	

Name of Spouse/Partner/Carer/s/Next of Kin	
Address	
Telephone Number Mobile Phone Number	

Name of Welfare/Financial Attorney	
Address	
Telephone Number Mobile Phone Number	
Others in the Household (name & Relationship)	

Other agencies known to be involved (please provide names & disciplines of various professionals within each agency, if known)	

Ground(s) on which the criteria for an SCR may have been met (please see Section 2, Guidance for Conducting a Significant Case Review)

Has a Case Review been initiated within your agency? (please tick)					
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Don't know	<input type="checkbox"/>

Brief Description of the circumstances of the case

Key Facts/Background to the Case

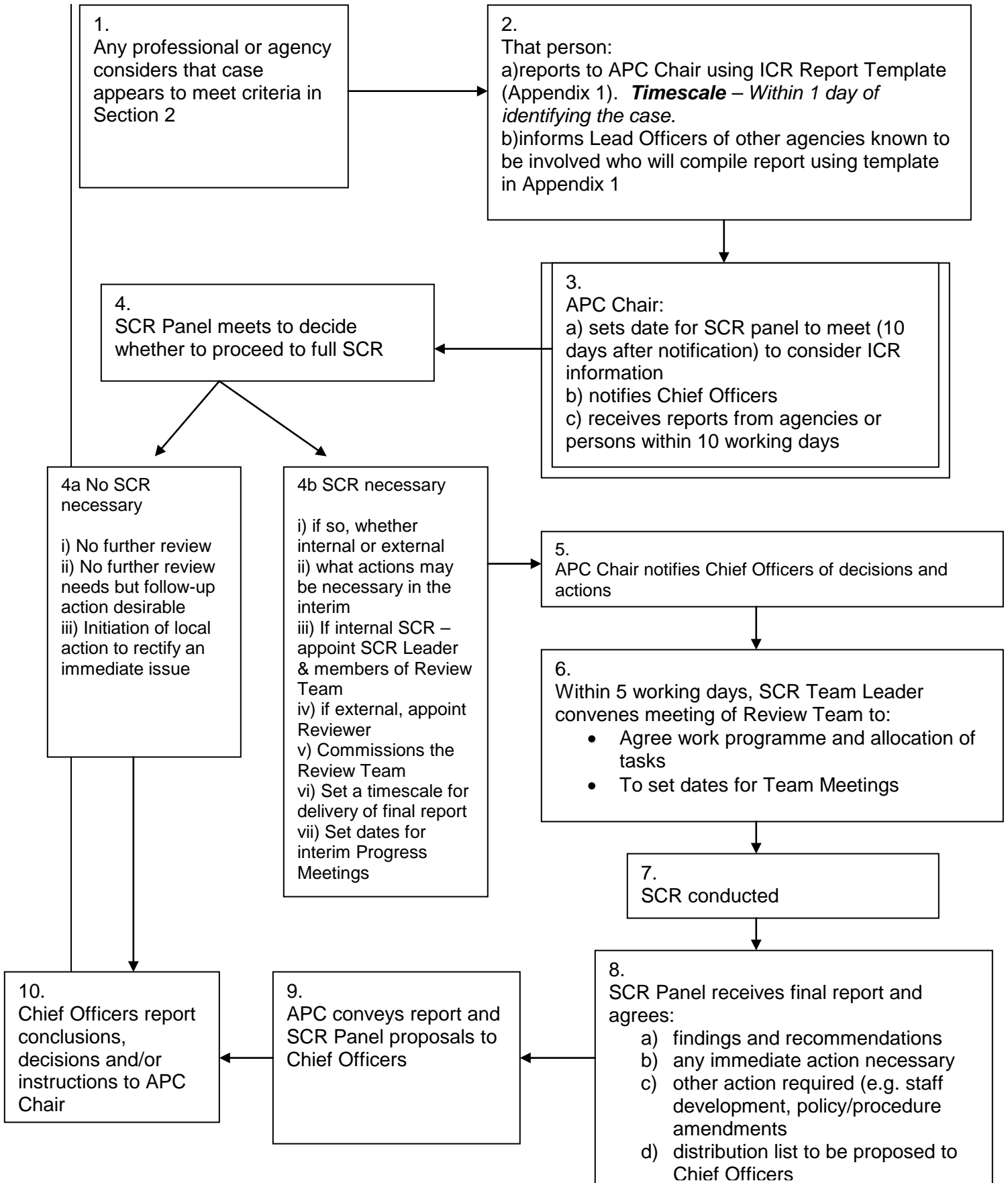
Please give details of any statutory proceedings you know are underway in relation to the circumstances; e.g. criminal investigation; Care Commission investigation

Please return completed forms above and below to the Chair of the Adult Protection Committee.

CHRONOLOGY OF SIGNIFICANT EVENTS

Date	Incident/Event	Signature

Appendix 2 – SCR PROCESS-OPERATIONAL FLOWCHART



Appendix 3- MULTI AGENCY CONFIDENTIALITY AGREEMENT

MULTI AGENCY CONFIDENTIALITY AGREEMENT

Adult Protection – Confidentiality

Significant Incident Review arrangements are subject to strict confidentiality.

Members of the Significant Incident Review Group and the Significant Incident Case Review Team are expected to observe the following general guideline:

- a) Confidential matters in respect of the review should not be discussed with anyone including family members
- b) Review working papers are confidential in nature and should be held securely in a locked cupboard.
- c) Staff members should note that all information obtained from the department in connection with this review is held securely in a locked cupboard.
- d) Waste paper must be shredded to ensure that security and confidentiality are not breached.

I acknowledge that I have read and understood the above information.

Signature: _____

Date: _____