

# Provider Bulletin

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**Risk Notification Return (RNR) and New Safeguarding Policy & Procedures Workshops**

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Over the last 6 months, the Quality & Market Improvement Team has undergone a Pilot with several volunteer Providers and the Independent Care Group (ICG) regarding a new way of reporting incidents. The purpose of the pilot was to ensure that reporting methods are appropriate to the incident and directed to the appropriate team within Health & Adult Services. This is in part due to the high numbers of incidents that are raised under safeguarding, when they may be more appropriately directed to the Quality & Market Improvement Team.

The intention of the Risk Notification Return (“RNR”) is to ensure that providers are open and transparent with people who use services and other 'relevant persons' (people acting lawfully on their behalf) in relation to care and treatment. It also sets out some specific requirements that providers must follow when things go wrong with care and treatment, including informing people about the incident, providing reasonable support, providing truthful information and an apology when things go wrong.

The RNR process supports proportionate decision making within the new Safeguarding Policy and Procedures which come into force on 1st October 2019. The RNR Process does not replace professional judgment or the submission of statutory notifications, when appropriate.

The RNR Process will ‘go live’ at the same time as the new Safeguarding Policy and Procedures on 1st October 2019 and the Health & Adult Services, Quality & Market Improvement and Safeguarding Teams are hosting events across the County during September to introduce Providers to the new reporting mechanisms.

These events will provide you with an overview of the RNR Process and new Safeguarding Policy and Procedures including new guidance and documentation.

The events are being held as follows:

Date	Locality	Venue
Tuesday 10th September 2019 10:00-13:00	Harrogate & Rural	Chain Lane Community Centre, 60 Chain Lane, Knaresborough HG5 0AS
Thursday 12th September 2019 13:00-16:00	Selby	The Regen Centre, Landing Lane, Riccall, York YO19 6PW
Monday 16th September 2019 13:00-16:00	Scarborough	The Esplanade Hotel, Belmont Road, Scarborough, YO11 2AA
Wednesday 18th September 2019 13:00-16:00	Craven	The Gamekeepers Inn, Long Ashes Park, Threshfield, Skipton, BD23 5PN
Thursday 19th September 2019 13:00-16:00	Whitby	Green Lane Centre, Green Lane, Whitby, YO22 4EH
Friday 20th September 2019 10:00-13:00	Northallerton	TBC

Places are limited to 2 per Provider and can only be booked by contacting the Quality & Market Improvement Team via email stating which date you are wanting to attend and whom from your organisation will be in attendance:

[socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)

Any comments you have about these Bulletins (good or bad!) are welcome. Please contact: Q&M, Room 234, Health & Adult Services, North Yorkshire County Council, County Hall, Racecourse Lane, Northallerton, DL7 8DD  
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