

Report from The State Claims Agency 2019



Gníomhaireacht Bainistíochta an Chisteáin Náisiúnta
National Treasury Management Agency

The State Claims Agency (SCA) manages personal injury and third-party property damage risks on behalf of Community and Comprehensive Schools. The SCA's mandate is to provide a risk management advisory and claims management service to Community and Comprehensive Schools. Some of the key risk management initiatives undertaken in 2019 include:

In Service Seminar

The SCA's In Service Seminar is designed to communicate with Community and Comprehensive Schools on health and safety risk management matters, demonstrate effective risk management strategies and shared learning in accordance with statutory requirements and best practice standards.

The most recent In Service Seminar was held in January 2019 in the Mullingar Park Hotel and was delivered by Gemma D'Arcy, Senior Enterprise Risk Manager and Katie Nugent, Enterprise Risk Manager. While the seminar covered many risk management topics, the main focus of the event related to incident reporting in Community and Comprehensive Schools.

Particular emphasis was placed on the importance of incident reporting, legal requirements etc. and having a clearly documented procedure in place. In addition, the State Claims Agency also provided feedback on how schools are performing with respect to incident reporting rates and suggested areas for improvement. A brief introduction to the National Incident Management System (NIMS) was provided, together with interactive demonstrations of the incident entry and the reporting capacities of the system.

All of the event materials are now downloadable from the ACCS website under Info Bulletin 06/19.

Health and Safety Risk Management System Reviews

The SCA issued Health and Safety Risk Management System Review reports to four Community and Comprehensive Schools in 2019. The four schools were able to demonstrate compliance with the requirement in a number of areas of the internationally recognised Occupational Health and Safety Management System series standard (OHSAS 18001:2007).

Summary of Communication with SCA

Part of the SCA's remit is to provide risk management advices and guidance to Community and Comprehensive Schools. In 2019 the SCA received and answered over 100 queries from Community and Comprehensive Schools across a range of topics, including confirmation of indemnity for work experience and school trips, advices on contracts and Service Level Agreements (SLAs) and risk management considerations for sports facility hire and after school study etc.


The SCA review all major/extreme rated incidents and new claims and conduct a Risk Review to determine if there is any potential opportunity for learning. Where the SCA have identified possible opportunities for learning and improvement a Risk Review letter is issued to the school. The Risk Review letter asks the school to complete an investigation/review of the incident and respond using the National Incident Investigation Form (NIIF). In 2019, 21 Risk Review letters were issued and to date 14 schools have responded.


*Please note: The SCA has relocated to new offices and are now based at the below address:



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Incident Reporting

Under the National Treasury Management Agency (Amendment) Act 2000, Community and Comprehensive Schools are legally obliged to report incidents promptly to the SCA.

While 75% of schools are fulfilling their requirement to report incidents to the SCA, the number of schools reporting incidents has decreased by 6% from 2018.

In 2019, 2,086 incidents were reported to the SCA of which 3% incidents related to Staff, 89% students and 5% members of the public. This figure represents a 5% increase on the number of incidents reported in 2018, nevertheless this is still indicative of underreporting. There is a misconception that reporting an incident is a negative occurrence, however incident reporting is indicative of a good risk management system and culture and this is something the SCA hope to promote in the coming year.

In 2019, 27 claims were notified to the SCA of which 22% claims notified related to staff, 59% students and 19% members of the public.

Work Positive

The SCA have been liaising with the ACCS regarding Community and Comprehensive School engagement with Work Positive. Work Positive is a free online risk assessment developed by the State Claims Agency (SCA), Health and Safety Authority (HSA) and CISM Network Ireland. Work Positive helps organisations identify workplace psychosocial risks (workplace stressors, employee psychological wellbeing and critical incident exposure in the workplace) and develop ways to improve employee wellbeing by providing structured guidance to enable organisations to develop an action plan to manage these stressors. In addition, by completing Work Positive, schools will be fulfilling the legal obligation (i.e. Section 20 of the Safety, Health and Welfare at Work Act, 2005) to assess the level of this risk, prepare risk assessments and record the findings in their safety statement.

In this regard, the SCA are working with the ACCS to establish potential pilot project with a number of schools with the aim to implement Work Positive across all Community and Comprehensive Schools.

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