



Incident Management



Incident Register



The Incident register is used for logging, progressing and managing a Low-Level Concern and the initial referral of a Threshold concern. The Incident Register allows users to develop incidents and referrals by recording additional information in a structured, linked, reportable and audited manner, thereby building a more comprehensive picture.

Various form submissions are received into the Incident register directly in the Notes field. The Triage Officer reviews and populates the required fields and links within the Incident.

Depending on your team you may only have permission to edit an Incident and not create a New Incident.

The Incident Register has been configured for The Cricket Regulator and England and Wales Cricket Board to capture the relevant information required to manage Incidents - it should be largely self-explanatory however this document covers some tips and useful information around the fields and linking.

The screenshot displays the 'INCIDENT DETAILS' page for a specific incident. At the top right, the user 'Miranda Pickford' is logged in. A search bar and navigation tabs (Dashboard, Registers, Tools, Research) are visible. The incident details include:

- Type: Safeguarding
- Subtype: LLC
- Reference: CR2025-102
- How Reported: Cricket Regulator
- Date Reported: 02/08/2025
- Taken By: [Redacted]
- Date Occurred: 01/08/2025
- Reported By: Neville Norris
- Title: [Redacted]

SUBJECTS

URN	NAME	SURNAME	FORENAME(S)	TYPE	DATE OF BIRTH
181	Bradley Billingham	Billingham	Bradley		01/05/2001

Location: Quad CC

Notes:

A 16 year female old player reported receiving some "unwanted attention" from a member of Quad CC whilst attending the club for cricket training sessions. She received an unwelcome phone call as she walked back to meet her parent after the last session on the 01/08/2025.

She immediately informed her mum. She described the boy as someone she doesn't really know but she had come across him during cricket either at the practice session or whilst attending events at the Club.

Her mother did not seem too concerned about the incident and impact on her daughter Mary McQuire but knew it was the right thing to report in case this escalated.

Assigned To: Fiona O'Kelly
Status: Closed - No Further Action
Review After: [Redacted] on: [Redacted]

Case Priority: [Redacted]
Date Completed: 18/09/2025

CUSTOM FIELDS

Source Case Reference: [Redacted] Owing County: Derbyshire

Cricket Organisation incident took place in: Derbyshire

*Threshold or LLC: LLC

LLC Checks Complete: Yes
LLC Triage Complete: Yes

Subject Name: Bradley Billingham

Gender of Subject: Male
Subject Under 18: Yes

Subject Primary Role: Player
Subject Secondary Role: [Redacted]

Editing an Incident

Once in an Incident you scroll around half -way down the page to Edit

Once in Edit mode, fields you have access to edit will no longer be greyed out and you will see additional functions

- **Save** will save what you have edited and take you out of Edit mode
- **Save & Continue** will save what you have edited but keep you in Edit mode
- **Delete** would delete the record however whilst you see the Delete button if you do not have permission to delete you will not be able to and you will be prompted by an alert
- **Cancel** allows you to exit Edit mode without saving your edits

Conditional Fields

Some fields only appear based on the input in the form - e.g. Victim Role in Cricket = Yes, Victim Primary Role appears for selection

Mandatory Fields

Are denoted with a red *. You will not be able to Save if these fields are not completed

The screenshot shows a form for editing an incident. At the top, there are several input fields: Regulated Activity (No), Referred By (Club Safeguarding Officer), Source of Referral (Parent), Ref Source to be anonymous (No), No. of Victims (Single), Victim - Role in Cricket (No), Victim - Adult or Child (Child), Victim to remain anonymous (Yes), Type of Referral (Harassing/Stalking), Context of Concern (Occurred In Cricket), Online/Offline (Offline), Victim Disclosure (Yes), Pro or Rec game (Other Or Various), and Alcohol Involved (No). Below these fields is a 'RECORD PROPERTIES +' section. A red circle highlights the 'EDIT' button, which is currently active. To its right is a 'DELETE' button. Below the buttons is a table titled 'INVESTIGATOR NOTES' with columns: ENTERED BY, TYPE, DETAILS, DATE/TIME OF OCCURRENCE, and REFERENCE. The table contains three rows of data. At the bottom of the form are four large buttons: 'SAVE', 'SAVE & CONTINUE', 'DELETE', and 'CANCEL'.

An alert dialog box with a blue header 'ALERT' and a close button. The message inside reads: 'This record cannot be deleted due to restricted permissions or other dependencies'. There is an 'OK' button at the bottom right.

This screenshot shows the same incident editing form as above, but with a dropdown menu open for the 'Victim Primary Role' field. The dropdown list includes: Agent, All Stars / Dynamos, Assistant Coach, Captain / Vice-Captain, Chair/Committee Member, Club Member / Social Member, Club Safeguarding Officer, Coach, County Safeguarding Officer, and Cricket Network - Employee. The 'DELETE' button is greyed out, indicating that the user does not have permission to delete the record.

Core fields

- **Type and Subtype** identify the type of Incident - i.e. a Safeguarding > LLC (Low-Level Concern)
- **Date Occurred** - When the Incident took place
- **Date Reported** - If submitted through the Webform this will be the date of submission, however this can be edited if this should be logged as an earlier date, for example
- **Taken By** - this could be the County Safeguarding Officer or Triage Officer depending on how the Incident was reported
- **Reported By** - Who reported the Concern, e.g. a Club Safeguarding Officer has been linked here
- **Title** - You can give an Incident a title pertinent to you / your team
- **Notes** - If reported through a Webform, the original submission will be documented in Notes - this should not be edited as it is important to keep a record of the Concern as reported.
- **Assigned To** - This will be initially populated by the Triage Officer to a County Safeguarding Officer - this can be edited to assign to another County Safeguarding Officer in the Cricket Organisation to manage the Incident
- **Status** - A defined list of possible Statuses of the Incident for you to manage accordingly
- **Case Priority** - enables you to define High, Medium or Low
- **Review After** - A useful field to set a reminder to trigger a review - you would add this to a View as a field and can set filters to show you Incidents that have a Review After date upcoming, for example

INCIDENT DETAILS
[140]

DETAILS

Type: Safeguarding
Subtype: LLC
Reference: CR2025-102
How Reported: Cricket Regulator
Date Reported: 02/08/2025
Taken By: Fiona O'Kelly
Date Occurred: 01/08/2025
Reported By: Neville Norris

SUBJECTS

URN	NAME	SURNAME	FORENAME(S)	TYPE	DATE OF BIRTH
181	Bradley Billingham	Billingham	Bradley		01/05/2001

Notes

A 16 year female old player reported receiving some "unwanted attention" from a member of Quad CC whilst attending the club for cricket training sessions. She received an unwelcome phone call as she walked back to meet her parent after the last session on the 01/08/2025.

She immediately informed her mum. She described the boy as someone she doesn't really know but she had come across him during cricket either at the practice session or whilst attending events at the Club.

Her mother did not seem too concerned about the incident and impact on her daughter Mary McQuire but knew it was the right thing to report in case this escalated.

Assigned To: Fiona O'Kelly
Status: Closed - No Further Action
Case Priority:
Date Completed: 18/09/2025

CUSTOM FIELDS

Source Case Reference: Derbyshire
Cricket Organisation incident took place in: Derbyshire
Owning County: Derbyshire
*Threshold or LLC: LLC
LLC Checks Complete: Yes
LLC Triage Complete: Yes
Subject Name: Bradley Billingham
Gender of Subject: Male
Subject Under 18: Yes
Subject Primary Role: Player

EDIT INCIDENT
[140]

DETAILS

*Type: Safeguarding
Subtype: LLC
Reference: CR2025-102
How Reported: Cricket Regulator
Date Reported: 02/08/2025
Taken By: Fiona O'Kelly

SUBJECTS

URN	NAME	SURNAME	FORENAME(S)	TYPE	DATE OF BIRTH
181	Bradley Billingham	Billingham	Bradley		01/05/2001

EDIT INCIDENT
[140]

DETAILS

*Type: Safeguarding
Subtype: LLC
Reference: CR2025-102
How Reported: Cricket Regulator
Date Reported: 02/08/2025
Taken By: ECB
Date Occurred: 01/08/2025
Reported By: Neville Norris

SUBJECTS

URN	NAME	SURNAME	FORENAME(S)	TYPE	DATE OF BIRTH
181	Bradley Billingham	Billingham	Bradley		01/05/2001

EDIT INCIDENT
[140] DDMMYY - County - Initials

DETAILS

*Type: Safeguarding
Subtype: LLC
Reference: CR2025-102
How Reported: Cricket Regulator
Date Reported: 02/08/2025
Taken By: Fiona O'Kelly
Date Occurred: 01/08/2025
Reported By: Neville Norris

SUBJECTS

URN	NAME	SURNAME	FORENAME(S)	TYPE	DATE OF BIRTH
181	Bradley Billingham	Billingham	Bradley		01/05/2001

Notes

during cricket either at the practice session or whilst attending events at the Club.

Her mother did not seem too concerned about the incident and impact on her daughter Mary McQuire but knew it was the right thing to report in case this escalated.

Assigned To: Fiona O'Kelly
Status: Closed - No Further Action
Case Priority:
Date Completed: 18/09/2025

CUSTOM FIELDS

Source Case Reference: Derbyshire
Cricket Organisation incident took place in: Derbyshire
Owning County: Derbyshire
*Threshold or LLC: LLC
LLC Checks Complete: Yes
LLC Triage Complete: Yes
Subject Name: DDMMYY - County - Initials
Gender of Subject: Male

EDIT INCIDENT
[140] DDMMYY - County - Initials

DETAILS

*Assigned To: Fiona O'Kelly
*Status: Closed - No Further Action
Review After: on:
CUSTOM FIELDS
Source Case Reference: Derbyshire
Cricket Organisation incident took place in: Derbyshire
Owning County: Derbyshire
*Threshold or LLC: LLC
LLC Checks Complete: Yes
LLC Triage Complete: Yes
Subject Name: DDMMYY - County - Initials
Gender of Subject: Male

EDIT INCIDENT
[140] DDMMYY - County - Initials

DETAILS

*Assigned To: Fiona O'Kelly
*Status: Closed - No Further Action
Review After: 1 Month
CUSTOM FIELDS
Source Case Reference: Derbyshire
Cricket Organisation incident took place in: Derbyshire
Owning County: Derbyshire
*Threshold or LLC: LLC
LLC Checks Complete: Yes
LLC Triage Complete: Yes
Subject Name: DDMMYY - County - Initials
Gender of Subject: Male

Custom fields

- **Source Case Reference** - This is a reference field for historical data migrated to Clue - when populated this will indicate it is a historic record with core fields populated and remaining data attached as a pdf file - this will be blank and greyed out on new records.
- Remaining fields should be clear in terms of the information you capture and in relation to your investigation - and when edited you will see relevant conditional fields appear

Record Properties & Owner Team

- The Owner Team within Clue controls what you have permission to see. Defining the Owner Team within the Clue Record Permissions dictates which Cricket Organisation / Team can see the Incident. A Cricket Organisation/County Safeguarding Officer you will not be able to change this Owner Team and can only see Low -Level Concern Incidents within their Cricket Organisation, unless there is a specific and intentional decision, from The Cricket Regulator, to share additional Incidents during the investigation process.

CUSTOM FIELDS

Source Case Reference:	<input type="text"/>	Owning County:	Derbyshire
Cricket Organisation incident took place in:	Derbyshire		
*Threshold or LLC:	LLC		
LLC Checks Complete:	Yes	LLC Triage Complete:	Yes
Subject Name:	Bradley Billingham		
Gender of Subject:	Male	Subject Under 18:	Yes
Subject Primary Role:	Player	Subject Secondary Role:	
Regulated Activity:	No		
Referred By:	Club Safeguarding Officer		
Source of Referral:	Parent		
Ref Source to be anonymous:	No	Victim Disclosure:	Yes
No. of Victims:	Single		
Victim - Role in Cricket:	No		
Victim - Adult or Child:	Child		
Victim to remain anonymous:	Yes		
Type of Referral:	Harassing/Stalking		
Context of Concern:	Occurred In Cricket	Pro or Rec game:	Other Or Various
Online/Offline:	Offline	Alcohol Involved:	No

RECORD PROPERTIES +

SAVE SAVE & CONTINUE DELETE CANCEL

RECORD PROPERTIES -

URN:	140
Created Date Time:	17/04/2025 12:21
Owner Team:	ECB (Training)
Creator:	
Record Status:	
Last Updated By:	
Date Last Updated:	23/09/2025 15:38
Retain For:	6 Years on: 17/04/2031

Investigator Notes

- Investigator Notes are used as your diary of activity to maintain a running narrative and provide a comprehensive operational audit trail on the activities you have carried out during the process/investigation. To provide integrity, notes are "read only" once they have been entered.

Tasks

- NB Tasks are visible across all users in Clue and should not contain any personal/sensitive data or instruction. A good example - "Please review this incident" - The Incident is linked to the Task and only those with permission would see the Incident
- They are Clue's internal notification system and can be used to notify a colleague or a group of colleagues known as a 'Team' to a linked record. Tasks can be created from within an Incident with a recorded link to help direct the assignee to the correct place for the task at hand. Tasks can also be created as a standalone record, allocated to yourself, as a reminder to carry out a certain action on a given date. The Triage and Case Management teams will also use Tasks to alert Cricket Organisation/County Safeguarding Officers that there is something to review or action - i.e. a Low-Level Concern has been received from a Club and Triaged to be assigned to the correct Cricket Organisation
- For ease you can right click and open in a new tab to review linked Tasks

[ADD INVESTIGATOR NOTE](#)

ENTERED BY	TYPE	DETAILS	DATE/TIME OF OCCURRENCE	REFERENCE	ACTION
[REDACTED]	Incident Update	test	23/09/2025 10:50		
[REDACTED]	Incident Update	The Club SO reported this to County SO immediately. A phone call was made where some further information was gathered. The girl had willingly given her phone number to BB and it has been agreed for the final session of training she will be escorted on and off site to ensure that she feels safe,	02/08/2025 14:10		
[REDACTED]	Visit	A visit was made to the Club by County SO and it was agreed that a session will be run for both junior girls and junior boys teams , Youth Boundary course will be completed and will also cover other codes of conduct , although this specific incident will not be mentioned.	10/08/2025 16:14		
[REDACTED]	Incident Update	A close of season session was held with both the junior girls team and junior boys team which covered ages 12-16 The Youth Boundary course was completed and made interactive. Other discussion points were Social Media policy, code of conduct.	14/09/2025 10:22		

4 records

TASKS AND ACTIVITIES

TASKS [ADD TASK](#)

DUE DATE	ALLOCATED TO	STATUS	TYPE	SUBTYPE	SUBJECT	ACTION
19/09/2025	Miranda Pickford	Complete	Action		Action - Please review this incident	Link Remove
08/08/25		Complete	Action		Action	Link Remove

2 records

ATTACHMENTS [ADD FILE](#)

FILES

Save link as...
Copy link address

file(s) here or [BROWSE](#) to upload from your device

URN	FILE NAME	DATE UPLOADED	ACTION
61	Meeting held with Club SO 10.08.2025.docx	18/09/2025 21:07	Link Remove Preview Download

| Miranda Pickford

Quick Search

Dashboard Registers Tools Research

TASK DETAILS

[91] [Action - Please review this incident.](#)

DETAILS

Type: Action

Title: Action - Please review this incident

Description:

Priority:

Source:

Due Date: 19/09/2025

Allocation: To: Miranda Pickford By: Alex Clark

Result:

Status: Complete

Review After: on:

RECORD PROPERTIES +

EDIT DELETE

LINKS

INCIDENTS

URN	REFERENCE	TYPE	DATE REPORTED	REPORTED BY	ASSIGNED TO	STATUS	CREATED IN	REASON
140	CR2025-102	Safeguarding	02/08/2025		Fiona O'Kelly	Closed - No Further Action		Action

1 record

Attachments

- Can be easily added to Clue from within the Incident - you can drag and drop or Browse your device.
- Most attachments can be previewed without the need to download to view - NB video files can not be previewed from within Clue

Outcomes

- An Outcome is a particular type of record that records the results of a given workflow. For example, as you manage a Low -Level Concern to resolution you will need to record what the Outcomes were.
- An incident can have one or multiple Outcomes. They are purposefully defined to allow for consistent tracking and reporting on trends.
- They are created as new for each Incident - they are not Entities (like a person or address) so are not searched for and linked to.

Linking

- The link function is the foundation for establishing relationships and connections between records such as an Incident record linked to a Person record. When linking you should search to see if that record already exists and if you have multiple, possible Entities then you will need to decipher which Entity to select - for example if you have 2 John Smiths in Clue you might look at Date of Birth to decipher which to select.
- When linking you will be asked for a link reason. A link reason is what provides context as to why the two records are related i.e. A Person is linked to the Incident as the Subject or Accused

URN	TYPE	TITLE	FILE NAME	DATE UPLOADED	ACTION
61	Material	Meeting held with Club SO 10.08.2025	Meeting held with Club SO 10.08.2025.docx	18/09/2025 21:07	Link Remove Preview Download

URN	TYPE	TITLE	ACTION
53	LLC - NFA		Link Remove
25	LLC - NFA		Link Remove
24	LLC - Follow Up Training	Training held with Junior Teams at the Club	Link Remove

URN	NAME	REASON	ACTION
37	Quad CC	Accused	Link Remove