

## **Report writing helpful hints and tips**

### **What is the DOB?**

The Daily Occurrence Book is a report writing tool for security staff on site to make a log of what happened throughout the shift. These can be found on all SES sites, usually in a blue folder. These reports are important to the duties carried out by security staff and in worst case situations can be used in court as admissible evidence if requested.

### **What needs to be included**

- Reports should be made in black pen and should be completed in block capitals. These reports need to be easy to read and understand and therefore writing in a way that is difficult for others to read should be avoided. Block capitals do make an instant impact and are more legible.
- Time on and off shift. Ensure you do not fill in the time off shift before you finish. This is in case something does occur, and you need to write additions. The time on and off shift should reflect the times found on Find My Shift, however if you are asked to leave earlier/ later please note the reason for this and who authorised it.
- Patrols. On sites that require patrols these should be logged. The time you return from shift should also be logged. This helps to protect security staff, as if something occurs whilst you are on patrol that you are not aware of it can be easily seen that you had a reason for this.
- Incidents and near misses. Whilst these will also be noted in the incident book it is best practice to include a summary of the incident and the incident page number so that staff reading through reports can identify what incident report is relevant to the DOB.
- Entries should be made as soon as possible. This is to ensure that the information is accurate. If you are unable to write an entry straight away use your notebook to take brief and accurate notes, this will help you to remember what occurred.
- If you have made a mistake, cross out the mistake with one black line and sign next to the line to show that it was you who identified and crossed out this mistake. The mistake should not be fully covered as it looks like evidence is being hidden. If you have forgotten to add something to the DOB add it to the bottom and write "omitted in error" with the line it was meant to be on and your signature.

### **What to avoid**

- Reports should be as clear as possible, avoid writing information that is not relevant to the report. Follow ABC (Accurate Brief and Clear) to help ensure that everything you are writing is necessary.
- Some sites we work at house at risk individuals. Avoid using full names when writing reports, there may be site specific procedures that you can follow for example Joe Bloggs 24 would be JB24.
- Avoid using jargon or technical terms, keep the report as simple as possible to ensure that it can be understood by anyone who needs to read it.

**If at any point you have any questions about what needs to be in the DOB or have anything to add to this list, please email [managers@securityandeventsolutions.co.uk](mailto:managers@securityandeventsolutions.co.uk).**

