



**water safety**  
Scotland

# Drowning and Incident Review (DIR) – Guidance

**Water Safety Scotland**

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This document was written by Carlene McAvoy and James Sullivan with help from Water Safety Scotland's Data Subgroup, which includes RoSPA, SFRS, RNLI, Scottish Canals, and Police Scotland.

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# Acronyms

<b>DIR</b>	Drowning and Incident Review
<b>IEA</b>	Information Exchange Agreement
<b>MCA</b>	Maritime and Coastguard Agency
<b>MoU</b>	Memorandum of Understanding
<b>NWSF</b>	National Water Safety Forum
<b>PAWS</b>	Partnership Approach to Water Safety
<b>PHS</b>	Public Health Scotland
<b>PRE</b>	Public Rescue Equipment
<b>RNLI</b>	The Royal National Lifeboat Institution
<b>RoSPA</b>	The Royal Society for the Prevention of Accidents
<b>SAR</b>	Search and Rescue
<b>SOR</b>	Scene and Outcome Review
<b>SDPS</b>	Scotland's Drowning Prevention Strategy
<b>SFRS</b>	Scottish Fire and Rescue Service
<b>WAID</b>	WAter Incident Database
<b>WSS</b>	Water Safety Scotland

# 1. Introduction

In recent years, water safety in Scotland has attracted increased attention, both politically and publicly, due to the 2018 release of [Scotland's Drowning Prevention Strategy \(SDPS\)](#).

SDPS has two main targets:

- To reduce accidental drowning deaths in Scotland by 50 per cent by 2026 and reduce risk among the highest-risk populations, groups and communities.
- To contribute to the reduction of water-related suicide.

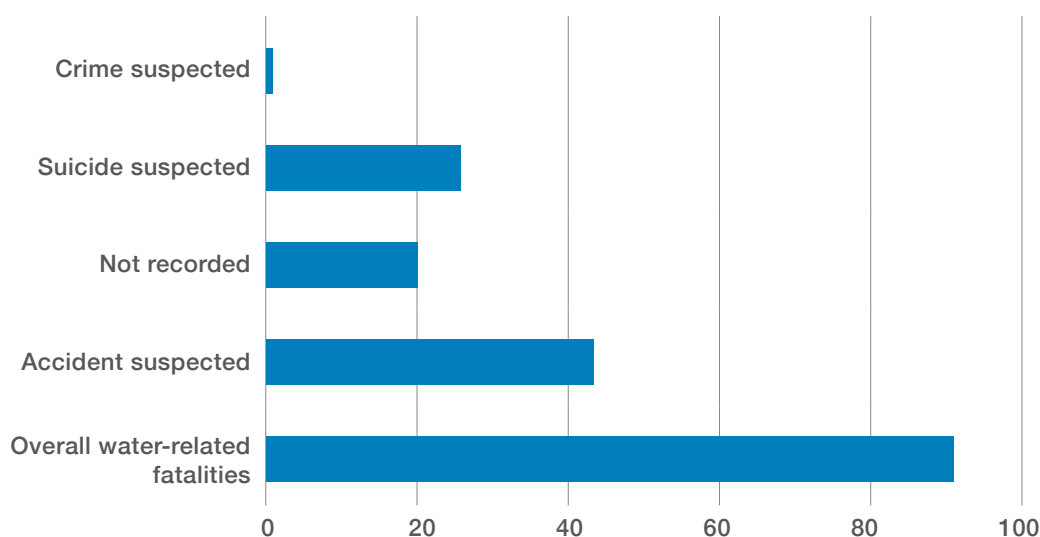
Following the publication of [Preventing Future Fatalities](#), Water Safety Scotland (WSS), the Scottish Fire and Rescue Service (SFRS) and The Royal Society for the Prevention of Accidents (RoSPA) developed a voluntary Drowning and Incident Review (DIR) process for suspected accidental water-related fatalities in Scotland.

The process aims to ensure a comprehensive review of each suspected accidental water-related fatality in order to gather all relevant data and intelligence that may help prevent future incidents.

## 1.1 Water-related fatalities in Scotland

Data from the recent [Interim Review of SDPS](#) shows that there are on average 92 water-related fatalities in Scotland each year.

44 of these have been classified as suspected accidental water-related fatalities (see Figure 1).



**Figure 1:** Average number of water-related fatalities in Scotland, 2016–2020. Source: WAID

Please note that accidental fatalities within this document refers to both suspected accidental and suspected natural water-related causes.

## 1.2 Drowning and Incident Review

DIR aims to ensure a comprehensive review of each suspected accidental water-related fatality in order to gather relevant data intelligence that may help to prevent future incidents. WSS leads the DIR, however, SAR organisations and other national organisations have endorsed DIR and a full governance framework can be found in Appendix 2.

## 1.3 Purpose of this guidance

This guidance covers the full DIR process for any suspected accidental water-related fatality in Scotland.

It details the process for progressing a DIR meeting and how it ties in to national drowning prevention efforts. The guidance aims to ensure that all DIR's follow the same systematic process so that lessons can be learned and water-related fatalities can be prevented.

## 1.4 Status of this guidance

DIR is a voluntary process and this guidance document should be used in conjunction with any lead Search and Rescue (SAR) organisation or local PAWS (Partnership Approach to Water Safety) group that wishes to progress a DIR meeting.

PAWS groups have been designed to fit with DIR and are therefore particularly well suited to using DIR in conjunction with WSS.

A PAWS group is a local group that aims to build upon existing good practices currently undertaken by partner organisations across a geographical area. This co-ordinated and proactive approach aims to assist in the delivery of Prevention, Improved Response, and Review of water emergency incidents, and is consistent with the SDPS targets.

PAWS Equivalent water safety groups can also use DIR in conjunction with WSS.

## 1.5 Who is this guidance for?

This guidance should be followed by all professionals involved in drowning prevention in Scotland. SAR and local PAWS groups, in particular, should follow this guidance, as should any organisation that is likely to attend a DIR meeting. This may include:

- Local – and national-level SAR organisations
- Health sector
- Local authorities and land owners
- National drowning prevention experts.

WSS is available for support and guidance in using the DIR and a full training package is available.

For more information contact  
[DIR@watersafetyscotland.org.uk](mailto:DIR@watersafetyscotland.org.uk)

## 1.6 How does DIR tie in with other Reviews?

### • Fatal Accident Inquiries (FAI)

DIR data will be made available for ongoing death investigations and FAI's at the request of the Procurator Fiscal.

### • Child Death Reviews

The DIR process covers children under the age of 18, but is a separate process to the National Hub for Reviewing and Learning from the Deaths of Children and Young People.

WSS has a partnership agreement in place with Health Improvement Scotland to ensure that any relevant information regarding the drowning of a child is made available for a Child Death Review.

### • Marine Accident Investigation Branch

The DIR process does not cover boating and commercial incidents as these are covered by the Marine Accident Investigation Branch.

- **Suicide Process**

The DIR process will not cover deaths by suicide as these will be covered through the work of the National Suicide Prevention Leadership Group which is developing a multi-agency review process for all deaths by suicide.

- **Fatalities in employment**

The DIR process does not cover any fatalities related to employment as this is covered by the Health and Safety Executive.

### **1.7 Police Procedures**

The DIR process will not take precedence over any ongoing investigations or procedures by Police Scotland. DIR is a voluntary process that is separate to any police protocols and is to be implemented after Police Scotland's incident phase.

### **1.8 Families and DIR**

Due to the timescales involved, as well as the factual nature of DIR, participation is not recommended for family members or for people who have recently experienced a water-related trauma.

### **1.9 What happens to the DIR data?**

The DIR data will be stored by SFRS and accessed by WSS (via RoSPA). It is anticipated that some of the DIR data will eventually feed data into WAID (where appropriate). WAID is a database specifically developed by the National Water Safety Forum (NWSF) to collate water-related incident data for the UK. WAID is not currently set up in a way that is fully compatible to incorporate all DIR data.

Individual case data may also be shared confidentially with the National Hub for Reviewing Learning from the Deaths of Children and Young People, and the Procurator Fiscal.

Every five years, WSS will audit the DIR data to look for trends and patterns. This will be published in an aggregated form. Interim audit reports may be possible at the discretion of WSS.

## 2. Overview of the full process

This section details the overview of the full DIR process. The main stages of the process are shown in Figure 2. An in-depth diagram is shown within Appendix 1.

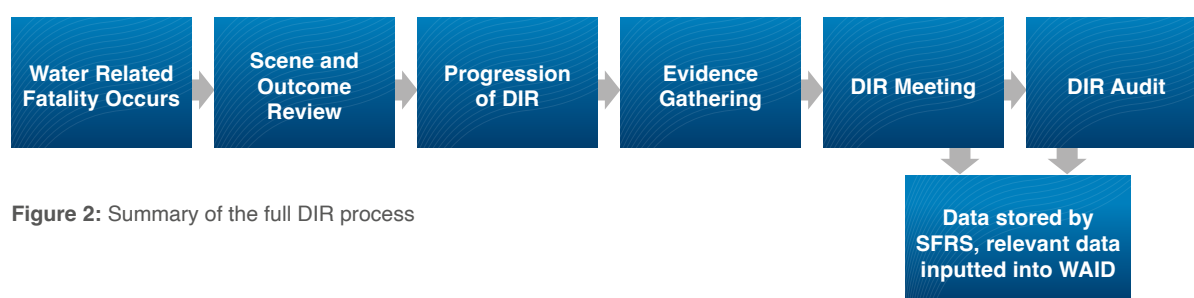


Figure 2: Summary of the full DIR process

### 2.1 Scene and Outcome Review – SOR

After a water-related fatality occurs (within 72 hours – except in exceptional circumstances or where Police Scotland advise otherwise), lead SAR organisations (typically Police Scotland, SFRS, MCA or RNLI) will ascertain the following:

- The suspected outcome
- Measures required to make the scene safe to prevent further risk to life.

Other SAR organisations or the landowner can be involved at discretion of the lead SAR organisations.

The lead SAR organisation should classify the likely suspected outcome.

The suspected outcomes and suggested subsequent actions are detailed in Table 1.

If a SAR organisation cannot determine the likely underlying cause(s) of a fatality, they should categorise it as “unknown”.

Regardless of the suspected outcome, a SOR form should be completed by a lead SAR organisation and sent to WSS via [DIR@watersafetyscotland.org.uk](mailto:DIR@watersafetyscotland.org.uk)

Suspected outcome	Action
Accidental or natural causes	Alert WSS
Unknown	Alert WSS
Crime	No DIR
Suicide	No DIR

Table 1: Suspected outcomes and suggested subsequent actions

## 2.2 Informing PAWS partners

Once SOR is complete, the lead SAR Organisation should alert the local PAWS (or equivalent) group Chair of the incident who should do the following:

- **Crime** – no action
- **Suicide** – refer to Public Health Scotland via the local suicide prevention lead officer in the local PAWS (or equivalent) group
- **Accident or natural causes** – await DIR progression via WSS

## 2.3 Progression of DIR

On receipt of the SOR form, if an accidental, natural or unknown cause is suspected as the likely outcome, WSS will contact the Procurator Fiscal to confirm the progression of DIR.

WSS will also ensure that the SOR form is provided to SFRS for data storage.

The Procurator Fiscal will confirm whether the DIR can be progressed based on the available information at that time within 8 weeks to WSS.

## 2.4 What to do when DIR is progressed

If the Procurator Fiscal confirms the progression of DIR, WSS will inform the lead SAR organisation and the local PAWS (or equivalent) group Chair. WSS will guide and assist the local PAWS Chair to oversee the gathering of evidence, produce the review package, and conduct the DIR meeting.

In the absence of a local PAWS (or equivalent) group, WSS will help lead SAR organisations (who will work in partnership) to gather local and national partners to conduct the DIR meeting.

Evidence gathering regarding the fatality and its circumstances will be undertaken during this phase. More information on evidence gathering is detailed in section 4.2.

## 2.5 DIR meeting

The water-related fatality will be discussed at a DIR meeting attended by the local PAWS (or equivalent) group utilising a PowerPoint created during the evidence gathering phase.

Where there is no local PAWS group, WSS will lead the process and will include multiple agencies and professionals who are either involved in the case, are members of WSS, or who have expertise in drowning.

At the conclusion of the meeting, the DIR form must be filled in by a representative from a lead SAR organisation (as outlined in the framework agreed in appendix 2) and sent to SFRS by emailing [SFRS.DIR@firescotland.gov.uk](mailto:SFRS.DIR@firescotland.gov.uk)

The PAWS (or equivalent) Chair will be responsible for completing the minutes and sending them to all attendees.

Minutes should not contain a narrative of the meeting / incident. Instead they should be a brief record of the attendees and the potential measures identified.

## 2.6 DIR audits

WSS will audit all DIR's every five years in order to look for trends and patterns in drowning fatalities in Scotland which will be reported in an aggregated form. Interim audit reports may be possible at the discretion of WSS.

## 2.7 Near miss

In the event of a significant near miss involving water, the local PAWS (or equivalent) group should consider carrying out a DIR to gain a better understanding of the incident.

The same process and paperwork can be used for the review of near misses.



## 3. Scene and Outcome Review - SOR

The purpose of SOR is to make the scene safe, avoiding further risk to life, and to initiate DIR. This section details this process.

### 3.1 Who should be involved?

In the event of a water related fatality, lead SAR organisations (Police Scotland, SFRS or MCA) will ascertain details of the incident. Other SAR organisations and landowners may be invited at the discretion of the lead SAR organisation.

SOR should aim to be completed within 72 hours except in exceptional circumstances or where Police Scotland advise otherwise.

### 3.2 Classification of a suspected outcome

The SAR organisation will provide a classification of the suspected outcome for the incident based on the information that is available from their investigations at that time. No assumptions should be made. Accordingly, where information is not available, an outcome of “unknown” should be recorded.

Table 1 (see page 5) lists the different categories and subsequent actions.

Regardless of the suspected outcome, the SOR form should be filled in at this stage by the lead SAR organisation and emailed to [DIR@watersafetyscotland.org.uk](mailto:DIR@watersafetyscotland.org.uk)

The lead SAR organisation should alert the local PAWS (or equivalent) group Chair of the incident but should not send the SOR form to the local PAWS (or equivalent) group.

If the SAR organisation is uncertain as to whether there is a local water safety group, WSS has a full and current list of all local water safety groups in Scotland.

Where there is no local PAWS group, WSS, will take the lead role for the next stages of DIR.

### 3.3 Suggested immediate measures

During this phase, any recommendations or actions that have been identified as necessary to prevent an immediate risk to life, should be put in place or provided to the landowner / stakeholder.

### 3.4 SOR form

The SOR form is accessible through the WSS website.

[www.watersafetyscotland.org.uk/practitioners-hub/drowning-and-incident-review](http://www.watersafetyscotland.org.uk/practitioners-hub/drowning-and-incident-review)

# 4. Progression of DIR and evidence gathering

This section details the DIR meeting and the evidence gathering stage. A full diagram of the process can be found in Appendix 1.

## 4.1 DIR meeting

Once the fatality has been classified and WSS informed by emailing the SOR form to [DIR@watersafetyscotland.org.uk](mailto:DIR@watersafetyscotland.org.uk), WSS will correspond with the Procurator Fiscal to confirm that DIR should go ahead. This will take place within the projected eight-week period.

Once this is confirmed, WSS will alert the lead SAR organisation and the local PAWS (or equivalent) Chair.

At this point, the local PAWS (or equivalent) Chair should move into the evidence gathering stage and make preparations to host a DIR meeting.

Where there is no local PAWS group (or equivalent), WSS, with the assistance of SAR organisations, will lead the evidence gathering and host the DIR meeting.

## 4.2 Evidence gathering

Preparation in advance of the DIR meeting will be necessary to gather sufficient evidence to allow an effective review to take place. It is the responsibility of the local PAWS (or equivalent) group Chair to work with SAR organisations to gather sufficient information and create the necessary review resources prior to the DIR meeting. The evidence gathering phase will only commence when confirmation of progression of DIR is received.

As outlined in section 4.1 please note that all evidence gathering will be after the confirmation of progression of DIR by WSS. Evidence gathering **should not** include any Police evidence e.g. photographs of the scene.

A **DIR PowerPoint presentation** resource is available for use in the DIR meeting in conjunction with the DIR form to ensure consistency across the review.

## A Partner Information Return template

is also available to help with this process. If this template is used, it should be sent to the organisation gathering evidence in advance of the meeting to assist with the creation of the PowerPoint presentation.

These resources are designed to help ensure evidence is gathered both systematically and consistently.

Resources are available on request via [DIR@watersafetyscotland.org.uk](mailto:DIR@watersafetyscotland.org.uk)

Information that will be required for the PowerPoint presentation includes:

- map of the incident
- photos of the incident location (This should not be Police Scotland photos)
- site visit by the lead SAR or local PAWS Chair to gain understanding of location

Table 2 details the minimum required photographic evidence of the location.

### Photographic evidence

General location

Location of suspected incident

Access/egress points

Lighting

Available Public Rescue Equipment (PRE)

Available signage

Known hazards

Physical barriers

Table 2: Minimum requirements

## 5. DIR meeting

The DIR meeting is the opportunity for all agencies and professionals to meet to discuss the incident, and make decisions on recommendations and future mitigations. This section details the DIR meeting.

### 5.1 Aims of the DIR meeting

The key aims of the DIR meeting are to:

- Review the incident in detail to determine as far as possible, the likely causes of the water-related fatality.
- Consider contributory factors to the fatality, including environmental, behavioural and psychosocial factors.
- Identify any learning, recommendations or actions that may have the potential to prevent any future fatalities in the location.

### 5.2 Who should chair the DIR meeting?

The local PAWS (or equivalent) group Chair will chair the DIR meeting and be responsible for the following:

- Ensuring that all partners are aware of the information they are required to provide and that, where appropriate, it is received prior to the meeting commencing (a Partner Information Return template is available via WSS).
- Creating minutes and sending them to all attendees.

WSS can assist with guidance and support in chairing the DIR meeting.

SAR organisations are also available to help lead DIR meetings (as outlined in appendix 2)

If the local PAWS (or equivalent) group Chair requires support for DIR, they should contact WSS at [DIR@watersafetyscotland.org.uk](mailto:DIR@watersafetyscotland.org.uk)

### 5.3 Who should attend the DIR meeting?

All partners in the local PAWS (or equivalent) group should have the option of attending the DIR meeting. There may be occasions where a specific partner's attendance would be beneficial because of their operational involvement, if they are a subject matter expert, or where they are responsible for the location in which the incident occurred (e.g. stakeholder or landowner). Where this is the case, every effort should be made to ensure that person, and anyone else with appropriate knowledge of the incident, attends the DIR.

**A representative from WSS must be given the opportunity to attend the DIR meeting by emailing an invitation to [DIR@watersafetyscotland.org.uk](mailto:DIR@watersafetyscotland.org.uk)**

### 5.4 Where should the DIR meeting be held?

The DIR can be held in person or via online platforms at the agreement of partners.

### 5.5 When should the DIR meeting be held?

The DIR should be held within eight weeks of the incident occurring as this will allow sufficient time for information gathering.

In certain circumstances, a retrospective DIR may be held later if there are delays in classifying the outcome and progressing DIR.

## 5.6 What should be discussed at the DIR meeting?

The DIR meeting will be a review of all matters relating to the water-related fatality and will follow guidelines set out in the Drowning and Incident Review Form.

The meeting should follow the PowerPoint presentation (see section 4.2 on evidence gathering), and should also go through the DIR form verbally, stage by stage, to gather all relevant information.

Both the form and the PowerPoint can be requested via [DIR@watersafetyscotland.org.uk](mailto:DIR@watersafetyscotland.org.uk)

It is the responsibility of the local PAWS (or equivalent) group Chair to take minutes of the DIR meeting. Minutes should not detail any specifics of the fatality but should include the suggested recommendations (section 8) as these will be later implemented through the local PAWS (or equivalent) group.

A template for minutes is available for download from the WSS website.

## 5.7 The DIR form

At the meeting, whilst the information is discussed, a SAR organisation will be responsible for filling in the form. Where details are unknown, the fields can remain blank.

The form includes the following:

- **Details of the review meeting** – information to complete are as per the arrangements made by the Chair when calling the meeting
- **Incident narrative** – information on the facts known about the incident
- **Incident details** – information such as time, weather conditions etc
- **Casualty details** – including gender, DOB and ethnicity
- **Location** – information on the location of the incident
- **PRE** – information on signage and PRE
- **Contributory factors** – information on specific known factors that are likely to have contributed to the fatality
- **Recommendations** – suggested potential short, medium and long-term measures. This includes the use of a simple, modified Delphi technique, which is a method used to estimate the likelihood of future events happening in order to reach a confidence level on potential recommendations that may make a difference to preventing future fatalities.

The suggestion of recommendations during DIR does not indicate that their absence at the time of the incident attributed to the fatality. These measures, if adopted, may have the potential to prevent a similar incident occurring in the area but their efficacy cannot be guaranteed.

It is important to stress that recommendations should be tangible and realistic for the landowner to implement. Although recommendations should be specific and based on the incident, the experience of local partners and topography of the location should also be taken into account. Table 3 provides suggestions of some potential recommendations for your consideration.

### Potential recommendations

Awareness raising via social media and campaigns

On site engagement

Education/youth group engagement

Landowner risk assessment

Replenishment of existing PRE

**Table 3:** Potential recommendations

Paper documents or evidence must not be used at the DIR meeting. All evidence and information should be verbal or visual using the PowerPoint presentation package.

### 5.8 Suspected suicide

If during the DIR meeting it transpires that the incident may be a suspected suicide, the meeting should be adjourned. The Chair of the DIR meeting should then alert the local suicide prevention lead officer (via PHS) to begin the suicide review process.

### 5.9 Data protection during the DIR meeting

The DIR meeting will follow the data protection measures set out in section 7.

### 5.10 After the DIR meeting

The lead SAR organisation in charge of filling out the DIR form is required to send it to the SFRS lead representative by emailing [SFRS.DIR@firescotland.gov.uk](mailto:SFRS.DIR@firescotland.gov.uk)

SFRS will host the DIR Data. The DIR data will also be accessed by WSS (via RoSPA) via an Information Exchange Agreement.

Where requested, data will also be shared with the Procurator Fiscal and National Hub for Reviewing and Learning from the Deaths of Children and Young People. Water Safety Scotland, via [DIR@watersafetyscotland.org.uk](mailto:DIR@watersafetyscotland.org.uk) will manage the request.

No DIR form data should be shared with the local PAWS (or equivalent) group. The local PAWS (or equivalent) group, as part of their local agenda for water safety, are in charge of monitoring the implementation of the recommendations suggested during DIR meetings which are captured in the minutes.

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## 6. DIR audits

WSS will carry out a five-year audit of the DIR meetings in order to look for trends in water-related fatalities. Additionally, the audit will look at any follow-ups from the original DIR meetings in order to ascertain if suggested recommendations were adopted.

DIR audits will be reported in aggregated form. Interim audit reports may be possible at the discretion of WSS.

## 7. Data protection, storage and Information Exchange Agreement (IEA)

All information relating to a DIR meeting is confidential and must only be shared in verbal form with those invited to the meeting. Minutes of the DIR meeting should not include any specific information about the fatality.

Attendees are expected to treat all information from DIR as confidential and to abide by relevant UK data protection laws. No confidential information on the incident should be discussed outwith the DIR meeting. The lead SAR organisation responsible for completing and transferring the DIR form to SFRS should do so in line with its own organisational Data Protection Policy using a secure transfer method.

### 7.1 Data transfer and storage

SFRS will host the DIR form data which will also be accessed by WSS (via RoSPA). Limited DIR form data may be provided to WAID under a specific Information Exchange Agreement (IEA) with the host organisation.

### 7.2 WAID reports and access to DIR forms

Information extracted from the DIR form is anticipated to be sent to WAID, under the IEA agreement. Once input into WAID, the data will be shared on request with other stakeholders in a report form, which will be anonymised. This will be shared under the IEA framework.

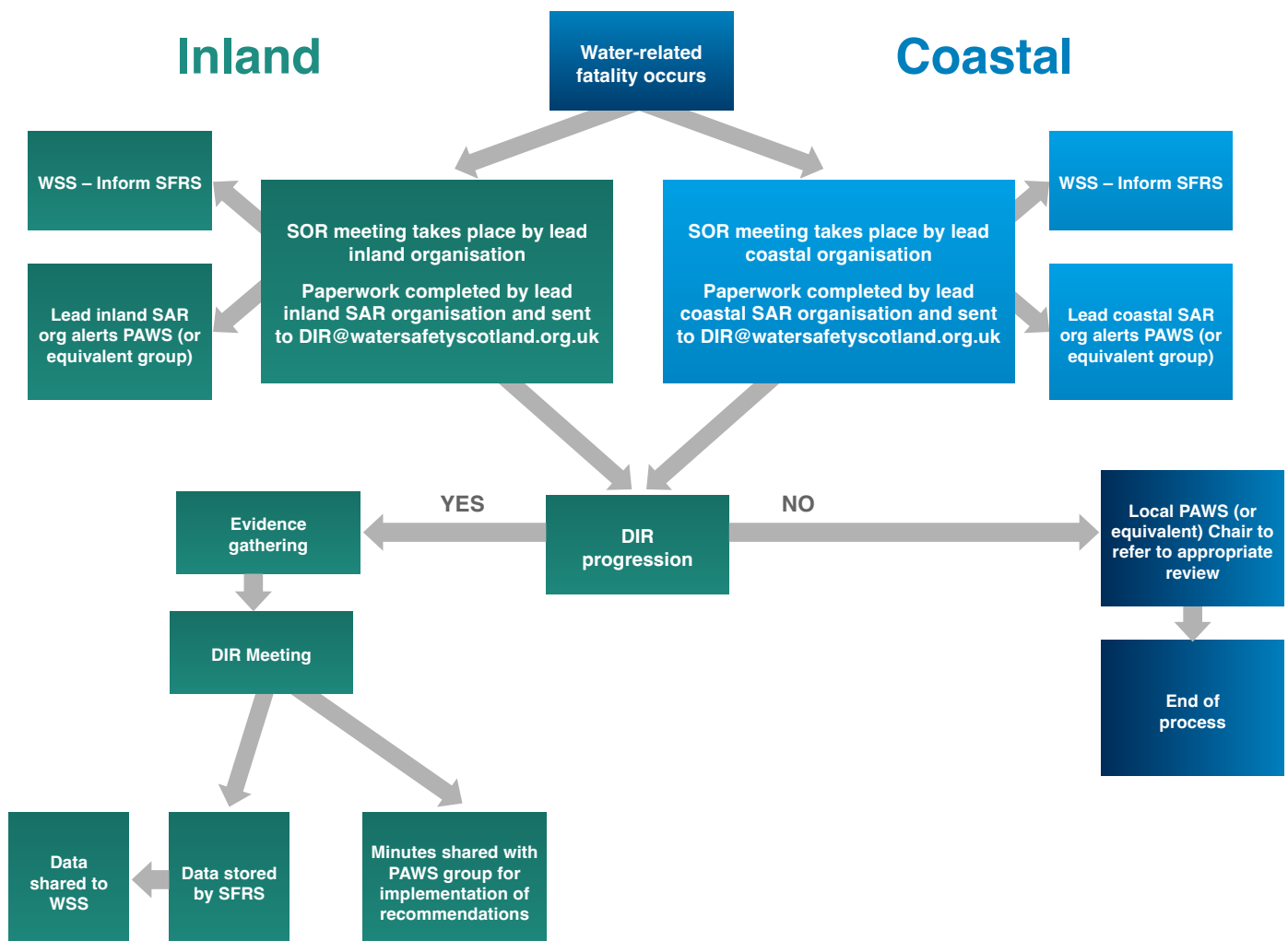
Individual case data may also be shared confidentially with the National Hub for Reviewing Learning from the Deaths of Children and Young People, and the Procurator Fiscal.

### 7.3 Additional reporting

WSS will access the DIR data, hosted by SFRS, where required for further aggregated reporting.

# Appendix 1

## In-depth, full-process diagram



# Appendix 2

## Framework Agreement

### Police Scotland

Prior to the SOR and DIR processes, in the event of an incident, the following applies;

- Preserving life and locus always remains the Policing priority
- Policing policy and procedures take priority over SOR and DIR processes
- Police Scotland will work with its SAR partners through water related incident priorities – preserving life, promoting safety, recovery
- Police Scotland's incidental updates, maintained by C3, will form much of any DIR and therefore the aforementioned priorities will not prevent SOR or DIR, but on occasion, delay these for operational reasons

### Lead Search and Rescue (SAR) Organisations

A lead SAR organisation will coordinate the SOR and DIR forms in the event of an incident.

#### The Lead SAR organisation should:

- Arrange the Scene and Outcome Review (SOR), ascertain details of the incident; classify the suspected outcome; fill in the SOR form and send it to [DIR@watersafetyscotland.org.uk](mailto:DIR@watersafetyscotland.org.uk) for WSS to contact the Procurator Fiscal to see if DIR should progress
- Alert the local PAWS (or equivalent) group of the classification
- Contribute to the evidence gathering phase
- Attend the DIR meeting and fill in the DIR form; send the DIR form to SFRS

Lead SAR organisations include:

Inland	Coastal
SFRS	His Majesty's Coastguard
Police Scotland	Police Scotland
	RNLI

### SFRS

#### In addition to the above, SFRS should:

- Be alerted (via the SOR form) on the DIR progression from WSS
- Store all SOR and DIR data in a secure online location
- Provide access to data for WSS (via RoSPA) under IEA agreement
- Provide applicable DIR data to WAID under IEA agreement
- Where requested, share data with the Procurator Fiscal or the National Hub for Reviewing and Learning from the Deaths of Children and Young People using a secure transfer method



## Water Safety Scotland

### WSS should:

- Inform SFRS on receipt of a SOR form
- Ask for approval to progress a DIR meeting with the Procurator Fiscal
- Provide access to DIR forms and DIR PowerPoint resources
- Audit the DIR data to look for trends and patterns every five years. Interim audit reports may be possible at the discretion of WSS
- Attend DIR meetings where practical
- Guide and assist the local PAWS (or equivalent) Chair to oversee the gathering of evidence, production of the PowerPoint, and to conduct the DIR meeting
- Lead the DIR meeting if there is no established local PAWS (or equivalent) group
- Provide ongoing advice for local PAWS (or equivalent) group and lead SAR organisations on DIR
- Provide access to training on DIR for lead SAR organisations, local PAWS (or equivalent) groups and anyone else likely to attend DIR meetings

## Local PAWS (or equivalent) Chair

### The local PAWS (or equivalent) Chair should:

- Inform all local PAWS (or equivalent) members of the Incident
  - In suspected accident/unknown – await notification of DIR progression via WSS (and the Procurator Fiscal)
  - In suicide suspected – local PAWS (or equivalent) members informed and passed onto the local suicide prevention lead officer
- Lead and coordinate with SAR organisations to gather sufficient information and the necessary evidence
- Create the PowerPoint for the DIR meeting (this may include a site visit)
- Chair the DIR meeting, take and distribute appropriate minutes to attendees
- Ensure the recommendations are progressed through the local PAWS (or equivalent) group as part of the local agenda for improved water safety

## DIR attendee

### The DIR attendee should:

- Contribute with any relevant information during the evidence gathering phase
- Attend the DIR meeting
- Comply with all confidentiality in relation to DIR
- Assist where appropriate with implementing recommendations as part of the local agenda for improved water safety

Please note: in some cases an organisation may have a dual role e.g. PAWS (or equivalent) Chair and Lead SAR organisation.

