

# Preston Road Community Centre

## Serious Incident Reporting Policy and Procedures

### Introduction

This policy and its associated procedures outline the framework for reporting and managing serious incidents at Preston Road Community Centre. It aligns with the UK Charity Commission guidelines and aims to:

- Ensure the safety and well-being of staff, volunteers, visitors, and contractors.
- Minimise the risk and impact of serious incidents.
- Promote learning and continuous improvement to prevent future incidents.
- Demonstrate accountability and transparency in incident reporting and management.

### Definitions

- **Serious Incident:**
  - harms your charity's beneficiaries, staff, volunteers or others who come into contact with your charity through its work
  - loss of your charity's money or assets
  - damage to your charity's property
  - harm to your charity's work or reputation.
- **Reporting Person:** Anyone who witnesses or has knowledge of a serious incident, including staff, volunteers, visitors, and contractors.

### The main categories of reportable incidents are:

- protecting people and safeguarding incidents – incidents that have resulted in or risk significant harm to beneficiaries and other people who come into contact with the charity through its work
- financial crimes – fraud, theft, cyber-crime and money laundering
- large donations from an unknown or unverifiable source, or suspicious financial activity using the charity's funds
- other significant financial loss
- links to terrorism or extremism, including 'proscribed' (or banned) organisations, individuals subject to an asset freeze, or kidnapping of staff
- other significant incidents, such as – insolvency, forced withdrawal of banking services without an alternative, significant data breaches/losses or incidents.

### Reporting Procedures

#### 1. Immediate Action:

- If a serious incident is unfolding, **prioritise the safety and well-being of everyone involved**. Contact emergency services if necessary.
- **Stop the incident** if possible and safely do so.
- **Preserve evidence**, such as witness statements, photographs, or recordings, without compromising safety or confidentiality.

#### 2. Report the Incident:

- All staff and volunteers must report **any suspected or actual serious incident** to trustees **immediately**.
- Visitors can report incidents directly to trustees, staff, or volunteers.
- Reports should be **clear, concise, and factual**, including details like:

- Date and time of the incident
- People involved
- Brief description of what happened
- Any injuries or harm caused
- Witnesses (if any)
- Actions taken

### **3. Initial Investigation:**

- The designated safeguarding lead or nominated investigator will conduct an initial investigation to:
  - Verify the information
  - Assess the seriousness and potential impact of the incident
  - Identify any immediate actions needed (e.g., medical attention, safeguarding measures)

### **4. Further Investigation and Action:**

- Depending on the nature and severity of the incident, a more comprehensive investigation may be necessary. This could involve:
  - Interviewing witnesses and individuals involved
  - Gathering additional evidence
  - Consulting with relevant external agencies (e.g., police, social services)
- Based on the investigation findings, the Centre will take appropriate action, which may include:
  - Implementing safeguarding measures or disciplinary procedures
  - Reporting the incident to external authorities
  - Reviewing and updating policies and procedures to prevent similar incidents

### **5. Support and Communication:**

- The Centre will provide support to anyone affected by a serious incident, including staff, volunteers, visitors, and their families. This may include counselling, information, and access to relevant resources.
- Communication about the incident will be handled sensitively and confidentially, considering the needs of those involved and the wider community.

### **Training and Awareness**

- Trustees, staff and volunteers will be given a copy of this policy to help identifying, reporting, and managing severe incidents.
- Visitors will be informed about the Centre's reporting procedures and encouraged to raise any concerns.

### **Review and Monitoring**

- This policy and its associated procedures will be reviewed bi-annually to ensure they remain effective and compliant with relevant legislation and best practices.
- Serious incidents will be monitored and analysed to identify trends and areas for improvement.

### **Additional Notes:**

- For further guidance and resources, please refer to the UK Charity Commission website: <https://www.gov.uk/government/organisations/charity-commission>
- Serious Incident Reporting guidance: <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

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