

WOOLASTON MEMORIAL HALL

& PLAYING FIELD

GL15:6SU

For the Community

Serious Incident Reporting Policy

What is a serious incident?

The Charity Commission defines significant as 'significant in the context of your charity, taking account of its staff, operations, finances and / or reputation'; and defines a serious incident as an adverse event, whether actual or alleged, which results in or risks significant:

- Harm to the hall's beneficiaries, staff, volunteers or others who come into contact with the hall through our work
- Loss of the hall's money or assets.
- Damage to the hall's property.
- Harm to the hall's work or reputation

The main categories of reportable incidents set out by the commission 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 involving partners that materially affect the charity.

Our Policy

It is the hall's policy to report all 'serious incidents' to the commission within 48 hours of the chair's decision.

If the matter has been referred more widely to some or all the charity's trustees then the hall's policy is that the decision of those trustees to report a serious incident, providing an appropriate level of information and to respond to any resulting requests for information be undertaken within five working days.

What we will report

The Charity Commission makes it clear that it is the responsibility of the trustees to decide whether an incident is significant and should be reported.

The nature of the halls assets and activities mean that it does not deal with incidents on a frequent basis as part of its operations it is expected that help will be required in regard to this.

To help, the commission provides guidance in an **Examples Table**.

The Examples Table is included as an Appendix to this policy document.

The Examples Table is not a definitive list of reportable incidents but indicates the type of incidents that should and should not be reported. Who is responsible for reporting?

The responsibility for reporting serious incidents rests with Woolaston Memorial Hall's trustees. All trustees bear ultimate responsibility for ensuring our charity makes a report and does so in a timely manner.

All incidents, whether deemed 'serious' or not should be reported to the Chair of the hall committee immediately, either in writing or if verbally reported, confirmed in writing immediately after notification

Woolaston Memorial Hall Trustees will be consulted within 48 hours as to whether the incident constitutes a serious incident and requires reporting to the Charity Commission.

The report will then be made to the commission within 48 hours of the decision to report a serious incident.

All discussions and decisions taken will be formally recorded and then minuted at the next available committee meeting along with any outcomes and further action taken.

If there is a serious incident the trustees will:

As soon as reasonably practicable prevent or minimise any further harm, loss or damage.

- Report it to the commission as a serious incident.
- Report it to the police (and / or other relevant agencies) if we suspect a crime has been committed, and to any other regulators the charity is accountable to.
- Put in place a communication plan for staff, volunteers, the public, the media, and other stakeholders.
- Review what happened and prevent it from happening again – this may include reviewing internal controls and procedures, internal or external investigation and / or seeking appropriate help from professional advisers.

How we will report:

The trustees delegate formal responsibility for reporting those incidents deemed to be serious incidents to the Chair of the hall committee who will report them to the Charity Commission using its online reporting form.

If the information provided is particularly sensitive or confidential or if a particular exemption applies, we will inform the commission and explain our reasoning.

The hall is required, as part of its annual return to the commission, to sign a declaration confirming there were no serious incidents during the financial year that should have been reported to the commission.

If incidents did occur, but were not reported at the time, we will submit these before we file our charity's annual return.

This policy is to be read alongside the Charity Commission's Serious Incident Reporting Examples Table.



Appendix 1: Charity Commission's Serious Incident Reporting - Examples Table