

Serious Incident Reporting Policy and Procedure - Battle Memorial Hall

Approved by: Trustees Management Committee

Review Date: 2027

Policy

Statement of purpose

To ensure that all serious incidents occurring at or in connection with the Hall are promptly identified, reported, and managed in a way that protects people, property, and reputation, and complies with legal and regulatory obligations.

Scope and definitions

This policy applies to:

- Trustees, staff, volunteers, who will receive the serious incident policy and procedure on induction
- Hirers, (who will be informed of their responsibilities when booking) and contractors
- All activities on-site
- Incidents involving safeguarding, health and safety, financial loss, reputational damage, or legal breaches

A serious incident is an event that results in, or risks:

- Significant harm to individuals (e.g. injury requiring hospitalisation, abuse, safeguarding breach)
- Major damage to property or assets (e.g. fire, flood, or structural damage) theft or cyber breach
- Financial loss or fraud (e.g. serious disruption to bookings)
- Reputational harm to the Hall or its trustees
- Legal or regulatory non-compliance

Procedure

Step 1: Immediate action

- Ensure safety of all individuals
- Contact emergency services if needed
- Secure the area and preserve evidence

Step 2: Internal notification

- Notify the Hall Manager and Chair immediately
- Complete and submit a 'Serious Incident Report Form' within 24 hours

Step 3: Trustee review

- Three or more trustees convene within 48 hours to assess severity and determine any immediate preventative action
- Chair to determine if external reporting is required (e.g. Charity Commission, HSE, Police)

Step 4: External reporting

- If applicable, report to:
- Charity Commission via serious incident online form
- Health and Safety Executive (HSE) under RIDDOR
- Local Authority Safeguarding Board (if vulnerable persons are involved)

Step 5: Follow-up

- Conduct internal review
- Implement corrective actions
- Update risk assessments
- Communicate outcomes to affected parties

Record keeping

All serious incident reports and related correspondence will be securely stored for a minimum of six years or ten years if a safeguarding issue.