



# Woolpit Village Hall Charity (RCN 275859)

Mill Lane, Woolpit, Bury St. Edmunds, IP30 9QX

## Serious Incident Reporting Policy and Procedures

### 1. Policy Statement

The Management Committee (Trustees) of Woolpit Village Hall is committed to the safety and well-being of all users, volunteers, and staff. We recognize our legal duty to report serious incidents to the Charity Commission, the Health and Safety Executive (HSE), and other relevant authorities.

### 2. Definition of a "Serious Incident"

A serious incident is an adverse event, actual or alleged, which results in or risks significant:

- **Harm** to beneficiaries, staff, volunteers, or others.
- **Loss** of the Hall's money, assets, or property (e.g., fraud, theft, or arson).
- **Damage** to the Hall's reputation (e.g., media reports of misuse or misconduct).
- **Data Breach**: Significant loss of personal data.

### 3. Immediate Response Procedures

In the event of an emergency or incident:

1. **Ensure Safety**: Prioritize the immediate safety of all individuals. Evacuate if necessary.
2. **Emergency Services**: Call 999 for fire, serious medical emergencies, or crimes in progress. Call 101 for non-emergency police reporting.
3. **Preserve Evidence**: Secure the scene and avoid moving items unless necessary for safety.

### 4. Internal Reporting Procedure

- **Notification**: All incidents must be reported immediately to the **Chair of the Trustees** or the **Safeguarding Lead**.
- **Accident Book**: Record the incident in the Hall's Accident Book located in the kitchen. Include the date, time, location, persons involved, and a factual description.

### 5. External Reporting Requirements

#### A. Charity Commission (For Serious Incidents)

The Trustees have ultimate responsibility for reporting. A report must be made **promptly** via the online Serious Incident Reporting tool.

- **What to report:** Safeguarding failures, financial crime, large unverifiable donations, or significant data breaches.
- **Information needed:** Date, what happened, the impact on the Hall, and steps taken to prevent recurrence.

## B. HSE (RIDDOR 2013)

Incidents meeting RIDDOR criteria must be reported to the [HSE online](#) within 10–15 days.

- **Reportable incidents:** Fatalities, specified major injuries (e.g., fractures), or injuries to the public where they are taken directly to the hospital from the scene.

## 6. Post-Incident Actions

1. **Investigation:** The Committee will review the incident within 48 hours to identify causes and improvements.
2. **Insurance:** Notify the Hall’s insurance provider of any potential claims.
3. **Media:** Designate one spokesperson for any media [enquiries](#); do not provide personal details of those involved.
4. **Policy Review:** Update health and safety or safeguarding policies to mitigate future risks.

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Version Number	Signature of Chair	Date Agreed	Review Date
1.0			

Appendix A (attached) provides examples of incidents that should be reported to the Charity Commission. Not all are specific to Woolpit Village Hall, but are provided as guidelines.

## Appendix A

Example table of incidents which should be reported to the Charity Commission, and those for which it is not necessary.



**CHARITY COMMISSION**  
FOR ENGLAND AND WALES

### Examples table: deciding what to report

Serious incidents to report	Incidents not to report
<b>Protecting people and safeguarding incidents</b>	
<p>A beneficiary or other individual connected with the charity's activities has/alleges to have suffered serious harm</p> <p>Allegation that a staff member has physically or sexually assaulted or neglected a beneficiary whilst under the charity's care</p> <p>The Chief Executive of the charity has been suspended pending the outcome of an investigation into their alleged sexual harassment of a fellow member of staff</p> <p>Allegation that a trustee, staff member or volunteer has been sexually assaulted by another trustee, staff member or volunteer</p> <p>A staff computer is found to contain child sexual abuse images and materials.</p> <p>An internal investigation has established that there is a widespread culture of bullying within the charity</p> <p>A beneficiary or individual connected with the charity's activities has died or been seriously harmed; a significant contributory factor is the charity's failure to implement a relevant policy.</p> <p>Charity failed to carry out DBS checks which would have identified that a member of staff or trustee was disqualified in law (under safeguarding legislation) from holding that position.</p>	<p>Minor unusual/aggressive <del>behaviour</del><u>behavior</u> by a beneficiary towards a member of staff</p> <p>Police called to charity premises because a beneficiary is drunk and disorderly</p> <p>Charity becomes aware of allegations of abuse or neglect of a beneficiary that occurred outside the charity; the charity has reported the allegations to the appropriate agencies, and there is no harm to the charity's reputation</p> <p>Beneficiary in a care home received the wrong medication as a 'one-off' error and there was no significant harm</p> <p>Logged accident book reports where there was no significant harm to individuals</p> <p>Details of reports under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) where there has been no significant harm to individuals</p> <p>Minor accidental injury to a charity service user e.g. slipping on a wet floor</p> <p>A staff member who is not in a senior position or position of specific responsibility (e.g. head of safeguarding) has bullied or harassed a fellow staff member. There is no indication of a widespread culture of bullying or harassment within the charity and the incident is dealt with by minor disciplinary</p>

<p>Repeated medication errors to beneficiaries in a care home indicating a systemic problem</p> <p>Charity discovers that an employee or volunteer coming into contact with children or at risk adults is on the sex offenders register</p> <p>There are credible safety concerns due to threats made to trustees, staff, beneficiaries, or volunteers, and/or damage to its property linked to what the charity does or who it supports. As a result, any one or more of the following may apply:</p> <ul style="list-style-type: none"> <li>• the charity is unable to deliver key services to beneficiaries, including beneficiaries who may already be vulnerable</li> <li>• there is a serious risk of harm to trustees, staff, volunteers or beneficiaries</li> <li>• there is a serious risk of harm to charity property</li> <li>• the charity may be forced to close services permanently</li> <li>• the charity may be forced to consider closure</li> </ul>	<p>action (for example, the staff member responsible has not been suspended or dismissed)</p> <p>A staff member who is not in a senior position or position of specific responsibility is dismissed for marrying a member of the community in which the charity is working, in breach of the charity's code of conduct but not in breach of local laws</p> <p>Minor, unusually aggressive behaviour by a beneficiary, or minor damage caused to charity property, which does not result in the closure of key services, as the charity has no ongoing safety concerns</p>
<b>Fraud, cyber-crime and money laundering</b>	
<p>Charity's Chief Executive and Treasurer produced false invoices for charity services A bogus fundraising scheme is being promoted online, using charity's name Charity funds lost due to an online or telephone 'phishing scam', where trustees were conned into giving out bank account details</p> <p>Attempted fraud by a member of charity staff but intercepted by internal financial controls Any actual/alleged fraud or money laundering should be reported. Any actual/alleged cyber-crime should be reported with the exception of the example in the right-hand column</p>	<p>Attempted cyber-crimes that are blocked by the charity's computer network security systems, except where the attempted cyber-crime is unusual in nature and the charity wants to bring it to the attention of the Commission</p>
<b>Theft</b>	
<p>Each month, between £100-£200 goes</p>	<p>One-off random theft of items such as</p>

<p>missing, suspected stolen, from the cash till in the charity shop. It has been going on for six months and has been reported to the police.</p> <p>Charity office has been broken into and computers, holding personal details of beneficiaries and donors, stolen</p> <p>Remember, there is no minimum loss figure that should be reported. You need to decide whether incidents are serious enough to report, in the context of your charity and its income, taking account of the actual harm and potential risks posed</p>	<p>jewellery or a mobile phone at the charity's premises</p> <p>Theft of small amounts of cash belonging to a beneficiary, by another beneficiary, at a charity event</p> <p>Theft of a collection tin thought to contain small amount of cash</p>
<p><b>Unverified or suspicious donations</b></p>	
<p>A significant amount over £25,000 is donated to the charity from an unknown or unverifiable source</p>	<p>Large legacy left in a will, received via solicitor dealing with probate, on condition donor remains anonymous</p> <p>Large donation made by an anonymous donor via solicitor who is aware of their identity</p> <p>Low value donations from unknown sources – refer to our guidance on <a href="#">due diligence and monitoring end use of funds</a></p>
<p><b>Other significant financial loss</b></p>	
<p>Significant loss of charity funds in a poor investment scheme, commissioned by trustees, without professional advice</p> <p>Sudden loss of 20% or more of charity's income (e.g. due to termination of major donor contract); charity has no reserves, meaning staff will be laid off and services stopped</p> <p>Substantial loss of charity funds due to legal costs incurred in a court case; excludes those charities routinely undertaking budgeted litigation on behalf of beneficiaries</p> <p>The charity's main premises is severely damaged in a fire and the charity is unable to deliver services to its beneficiaries</p>	<p>Loss of charity funds where the value lost represents less than £25,000 of charity assets and is less than 20% of the charity's income. There is no significant impact on the charity's services.</p> <p>Charity property overseas is damaged due to bad weather conditions (e.g. office roof blown off during a storm) but doesn't prevent charity from delivering services to beneficiaries</p> <p>A vehicle owned by the charity is badly damaged in an accident. Nobody was hurt, the damage is covered by insurance and the charity is still able to deliver services to its beneficiaries</p>
<p><b>Links to terrorism or extremism</b></p>	
<p>Charity discovers that an overseas partner has passed money to a member of charity's personnel who is a designated individual, subject to financial restrictions</p>	

<p>A member of charity staff or volunteer has been arrested for terrorism related offences Charity's warehouse in a war zone has been raided and vehicles/ stock taken at gunpoint</p> <p>Charity personnel have been detained or kidnapped by a terrorist group overseas A visiting speaker has used a charity event to promote extremist messages, via live speech or social media</p>	
<b>Other significant incidents – Disqualified person acting as a trustee</b>	
<p>Any person acting as a trustee or senior manager while disqualified – refer to the Commission's <a href="#">guidance</a></p>	<p>A trustee or senior manager voluntarily steps down from trusteeship when disqualified for having an IVA (Individual Voluntary Arrangement)</p>
<b>Charity subject to investigation by a regulatory body</b>	
<p>Charity is subject to official investigation by another regulator e.g. Fundraising Regulator, Police, UK Visas &amp; Immigration, Ofcom, Information Commissioner, Care Quality Commission or Care Inspectorate Wales</p>	<p>Routine inspections by a sector regulator e.g. Ofsted, CQC or CIW, do not need to be reported to the Commission unless there are adverse findings that place the future of the charity in doubt, relate to other categories of serious incidents or are likely to attract negative media attention</p>
<b>Major governance issues</b>	
<p>Mass resignation of trustees, leaving the charity unable to function</p> <p>Evidence that trustees have routinely signed blank cheques</p>	<p>One or two trustees stepping down at year-end, due to other commitments</p>
<b>Fundraising issues</b>	
<p>Suspicious of unauthorised public collections in the name of the charity</p> <p>Charity hasn't complied with law on requirements for solicitation statements or professional fundraising agreements Significant funds, due under a fundraising arrangement, have not been paid by the professional fundraiser, or commercial partner to the charity</p> <p>Incident has taken place involving a fundraising agency which will incur serious damage to the charity's reputation</p>	<p>A missing collection tin thought to contain a small sum of money Failure of a sponsor, e.g. of a local fun run, to submit small amounts of money raised for the charity</p>
<b>Data breaches or loss</b>	

<p>Charity's data has been accessed by an unknown person; this data was accessed and deleted, including the charity's email account, donor names and addresses</p> <p>A charity laptop, containing personal details of beneficiaries or staff, has been stolen and there is no encryption or other security measures that would prevent the perpetrator from accessing this information</p> <p>A Data Protection Act breach has occurred and been reported to the ICO</p>	<p>A charity laptop or mobile phone (not containing confidential data) has gone missing – it's been reported to the police</p>
<p><b>Incidents involving partners</b></p>	
<p>A delivery partner of the charity is alleged to have links to terrorism and extremism</p> <p>A delivery partner of the charity has ceased to operate and this has prevented the charity from providing assistance to its beneficiaries</p> <p>The charity's subsidiary trading company has gone into liquidation and this has resulted in financial difficulties which place the future of the charity in doubt</p> <p>Staff of another organisation within the same federated structure are found to have been committing systematic abuse of beneficiaries and this has significantly damaged the reputation of the charity</p>	<p>A serious incident has taken place involving a partner but it has no or minimal impact on the charity's reputation or the partner's ability to deliver its work with the charity</p> <p>A delivery partner of the charity has ceased to operate and this has had some impact on the charity's ability to provide assistance to its beneficiaries but it is not a material impact and the assistance to beneficiaries hasn't stopped</p>
<p><b>Other, including criminality</b></p>	
<p>Any other type of incident that appears serious and likely to damage reputation or incur loss of charitable funds/assets</p> <p>Extensive information is circulated online about a charity, which is designed to generate, and shows signs of succeeding in generating, widespread negative coverage and criticism of the charity, or individuals associated with it, resulting in sustained or threatening online abuse</p>	<p>One-off online complaints from members of the public, who oppose a charity's cause</p>