

Serious Incident Reporting Policy for Prestbury Hall.

1. Introduction

This policy outlines the procedures for reporting and responding to serious incidents that occur at or in connection with Prestbury Hall, managed by Prestbury Hall Users Group. As a charity, we have a duty to protect our users, volunteers, and assets, and to maintain public trust. This policy ensures that serious incidents are dealt with promptly, effectively, and in accordance with legal obligations.

2. What is a Serious Incident?

A serious incident is any event that has, or could have, a significant negative impact on the charity, its beneficiaries, its reputation, or its ability to operate. Examples include:

- **Injury or illness:** A serious accident or injury to a user, volunteer, or member of the public on the premises.
- **Safeguarding concerns:** Suspected or actual abuse, neglect, or exploitation of a vulnerable person.
- **Criminal activity:** Theft, vandalism, assault, or any other criminal activity on the premises.
- **Significant damage to property:** Fire, flood, or other damage that affects the hall's structure or its contents.
- **Financial irregularities:** Fraud, theft, or misuse of charitable funds.
- **Reputational damage:** Negative media coverage or public complaints that could harm the charity's reputation.
- **Data breaches:** Loss or unauthorized access to sensitive information.

3. Reporting Procedures

- **Immediate action:** In the event of an emergency (e.g., fire, serious injury), dial 999 for emergency services and take appropriate action to ensure safety.
- **Report to the Trustees:** Any serious incident must be reported to a member of the Trustees as soon as possible.
- **Incident Report Form:** Complete a detailed incident report form, including:
 - Date, time, and location of the incident
 - Names and contact details of those involved
 - Description of the incident
 - Any witnesses
 - Any injuries or damage
 - Actions taken
- **Confidentiality:** All reports will be treated confidentially and only shared with those who need to know.

4. Investigation and Response

- **Assessment:** The Trustees will assess the seriousness of the incident and decide on the appropriate response.
- **Investigation:** A thorough investigation may be conducted to gather all the facts and identify any contributing factors.

- **Action plan:** Develop an action plan to address the immediate issues and prevent recurrence, which may include:
 - Providing support to those affected
 - Reviewing risk assessments
 - Implementing new safety measures
 - Reporting to relevant authorities (e.g., police, Charity Commission)
- **Record keeping:** Maintain detailed records of all incidents, investigations, and actions taken.

5. Reporting to the Charity Commission

Certain serious incidents must be reported to the Charity Commission, including:

- Incidents that have caused, or could cause, significant harm to the charity's beneficiaries, staff, volunteers, or assets.
- Incidents that have resulted in, or could result in, significant financial loss to the charity.
- Incidents that have damaged, or could damage, the charity's reputation.

The Trustees will determine whether an incident needs to be reported to the Charity Commission and will do so within the required timeframe.

6. Review

This policy will be reviewed annually or more frequently if required by changes in legislation or best practice.

This policy aims to ensure the safety and wellbeing of all those who use or are involved with Prestbury Hall, and to protect the charity's reputation and assets.

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