



London & Slough Charitable Trust

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Incident Management and Reporting Policy

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Policy approved by: [Chairman & Trustees' Committee](#)

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Introduction

London & Slough Charitable Trust was founded in 1984 to help the homeless and those in need. We operate a mobile kitchen weekly run on a Monday evening to two sites in London – Temple and Waterloo – and we also collect surplus food from local supermarkets in Buckinghamshire for redistribution to various organisations in Slough who directly serve their local communities. We also provide clothing and toiletries as well as helping out with other items from time to time. Consequently, as a result of our work, we do often find ourselves dealing with some of the most vulnerable in our society who are living on the margins of our society if not on the street.

London and Slough Charitable Trust (LASCT) exists to [INSERT BRIEF DESCRIPTION OF CHARITABLE OBJECTS AND ACTIVITIES – e.g. service delivery, community support, work with vulnerable groups].

This policy sets out how LASCT manages incidents to protect:

- The people and communities we support
- Our staff, volunteers, trustees and partners
- The reputation, assets and effective operation of the charity

It ensures that incidents are:

- Responded to promptly and proportionately
- Recorded and reported appropriately
- Reviewed to support learning and continuous improvement

An incident is any event that causes, or has the potential to cause, harm to people, property, finances, or the charity's operations or reputation. This includes safeguarding concerns, health and safety incidents, threats or violence, serious service failures, or significant reputational issues.

A near miss is an unplanned event that did not result in harm, loss or damage but had the potential to do so. Near misses must be reported and reviewed in the same way as incidents, as they are important warning signs that help prevent future harm.

2. Purpose and Scope

This policy applies to:

- All staff
- All volunteers
- Trustees
- Contractors and consultants working on behalf of LSCT

It covers:

- Incidents occurring during the delivery of LSCT activities or on LSCT premises
- Accidents or injuries (some of which may require statutory reporting under RIDDOR – see Health & Safety Policy)
- Incidents involving beneficiaries, staff, volunteers, trustees or third parties
- Serious incidents involving partners, grant recipients or subcontracted organisations where these may pose a risk to LSCT
- Near misses

Where an incident is primarily an employment matter (e.g. a dispute between staff), this will normally be managed under relevant HR procedures (e.g. Grievance or Disciplinary). If such incidents involve emergency services, safeguarding concerns or significant risk, this policy must also be followed.

Where an incident involves a **data breach**, the Information Security or Data Protection policy must be followed.

If staff or volunteers become aware of an incident involving a person LASCT works with **outside of LASCT activities**, this does not normally require reporting under this policy, but may need to be:

- Noted in case records (if applicable)
- Considered within risk assessments

3. Our Principles

LASCT manages incidents in line with the following principles:

- **Person-centred** – prioritising the wellbeing and dignity of those affected
- **Openness and learning** – operating a no-blame culture focused on improvement
- **Timely action** – responding and reporting without delay
- **Accountability** – clear roles and responsibilities at every stage
- **Appropriate information sharing** – sharing information only where necessary and lawful

4. Roles and Responsibilities

All Staff and Volunteers

- Respond appropriately to incidents
- Report incidents promptly and accurately
- Follow this policy and related procedures

Line Managers / Designated Managers

- Review and assess incidents
- Ensure appropriate action and support
- Escalate incidents as required

Safeguarding Lead(s)

- Lead responses to safeguarding-related incidents
- Ensure referrals to statutory agencies where required

TAILORING REQUIRED:

LASCT must name:

- Designated Safeguarding Lead(s)
- Deputy Safeguarding Lead(s)

Senior Leadership / Management

- Oversee serious and critical incidents
- Ensure external reporting obligations are met
- Commission reviews where required

Trustees / Board

- Receive assurance and oversight on incidents and risk
- Agree reporting of serious incidents to the Charity Commission
- Ensure learning is embedded at a strategic level

5. Types of Incidents

Incidents may include (but are not limited to):

- Physical injury or medical emergency
- Workplace accidents
- Safeguarding concerns (children or adults)
- Mental health crises
- Aggression, threats or violence
- Missing persons
- Fire, flood, or property damage
- Financial loss or fraud
- Serious service disruption
- Reputational damage or media interest

6. Boundaries and Professional Roles in Incident Management

Staff and volunteers must act within the boundaries of their role, training and authority.

LASCT is not an emergency or crisis response service. Individuals must not attempt to manage emergencies beyond their competence or role, as this may increase risk.

In all cases, priorities are to:

- Call emergency services when required
- Ensure personal safety and the safety of others
- Alert a manager or designated person
- Record and report the incident promptly

Where staff or volunteers become aware of an emergency involving someone LSCT works with outside of LSCT activities, the response should normally be limited to advising contact with emergency services. If there is an immediate and serious risk and emergency services are not being contacted, staff must call emergency services themselves.

7. Responding to an Incident

7.1 Immediate Response

- Ensure anyone affected is safe
- Provide or seek medical attention if required
- Contact emergency services where necessary
- Remove immediate risks if safe to do so
- Preserve evidence where relevant

7.2 Initial Notification

- Inform a line manager or designated person as soon as possible
- Safeguarding concerns must follow safeguarding procedures

7.3 Recording the Incident

- Complete an Incident Report Form as soon as possible, ideally within 24 hours
- Record factual information only
- Include dates, times, locations, people involved and actions taken

TAILORING REQUIRED:

LSCT must decide:

- What system or form is used
- Where incident records are stored
- Who has access

7.4 Management Review

Managers will:

- Assess severity and risk
- Decide on escalation
- Identify required actions
- Liaise with external agencies where appropriate
- Monitor completion of actions

7.5 Confidentiality, Support and Feedback

- Incidents will be handled confidentially
- Appropriate support will be offered
- Feedback will be provided where appropriate and lawful

7.6 Learning and Improvement

- Incidents will be reviewed for learning
- Trends and themes monitored
- Policies, training or procedures updated as required

8. Serious and Critical Incidents

Definition

A critical or serious incident is one that:

- Is not part of routine operations
- Poses a serious risk to people, finances or reputation
- Cannot be managed through normal procedures

Examples include:

- Death or suicide of a beneficiary
- Serious safeguarding incidents
- Serious injury
- Fire or major damage
- Extreme violence or abuse
- Significant media attention

Review Process

- All serious incidents must be logged and escalated immediately
- A review will normally take place within 14 days
- Reviews focus on learning, not blame

TAILORING REQUIRED:

LASCT must confirm:

- Who leads reviews
- Who is involved
- How recommendations are tracked

9. Safeguarding-Related Incidents

- All safeguarding incidents must be managed in line with LASCT's Safeguarding Policy.
- Until a safeguarding policy is in place:
- Concerns must be escalated immediately to the Safeguarding Lead
- Referrals made to statutory agencies where required

TAILORING REQUIRED:

- Once drafted, this policy must explicitly link to:
- Safeguarding Adults Policy
- Safeguarding Children Policy

10. Reporting to the Charity Commission

LASCT has a legal duty to report serious incidents to the Charity Commission where they:

- Result in significant harm
- Involve serious safeguarding concerns
- Lead to major financial loss or fraud
- Cause serious reputational damage

Reports must be:

- Prompt
- Factual
- Submitted by authorised individuals

TAILORING REQUIRED:

LASCT must agree:

- Who decides what is reportable
- Who submits reports
- Trustee oversight arrangements

11. Monitoring and Review

This policy will be reviewed:

- At least every 2–3 years
- After any significant incident
- Following changes in legislation or guidance