



Volunteer Guide to Incident Management

Why Incident Management Matters

As a volunteer, you play a crucial role in keeping everyone safe. An *incident* is any event that causes, or could cause harm to a person, property, or London and Slough Charitable Trusts' work or reputation. This includes accidents, violence, safeguarding concerns, and serious disruptions.

Types of Incidents to Report

- Physical injuries or accidents
- Safeguarding concerns
- Aggression, threats, or violence
- Mental health crises
- Fire, theft, or property damage
- Near misses (e.g. a trip hazard that didn't result in injury)

What To Do If an Incident Happens

1. **Ensure Safety First**
 - Make sure everyone involved is safe.
 - Call 999 if there is an emergency (e.g. fire, serious injury, violence).
 - Don't intervene beyond your training—your safety matters too.
2. **Report Immediately**
 - Tell a LASCT Trustee as soon as possible.
 - If it's a safeguarding issue, follow the Safeguarding Policy
3. **Record the Incident**
 - Be factual—note what happened, who was involved, time, place, and what actions were taken.
 - Share this with the manager who will then complete an Incident Report Form

After the Incident

- The London and Slough Charitable Trust team will review the incident and take any necessary actions.
- You will be offered support or a debrief.
- Lessons learned help prevent future incidents—your input is valuable.

Remember:

the London and Slough Charitable Trust is not a crisis or emergency service.
If someone is at risk but refuses help, *you must* call emergency services if it's serious.

Questions or Concerns?

Speak to a Trustee or a Safeguarding Lead.



Flowchart

