Clybiau Llywodraethwyr a Chylch Chwarae
Gresffordd Gresford
Governors' Clubs and Playgroup

Serious Incident Reporting Policy

Equality Act Impact Assessment	YES	NO	Ionawr 2025
Last Review Date	May 2026		
May 2027	May 2027		
Date Adopted by Management Committee	10.06.2026		
Responsible Individual - Mr Richard Hatwood			
Chair of Management Committee – Mrs Jan MacDonald			

1. Purpose

The purpose of this policy is to ensure that Gresford Governors' Clubs and Playgroup (GGCP) responds appropriately to serious incidents and complies with the Charity Commission for England and Wales requirements. This policy outlines the procedures for identifying, managing, and reporting serious incidents to protect GGCP's assets, reputation, and stakeholders.

2. Scope

This policy applies to all GGCP trustees, staff, and volunteers. It covers the identification, management, and reporting of serious incidents, including significant harm or risk to GGCP's operations, finances, reputation, staff, children, and other stakeholders.

3. Definition of a Serious Incident

A serious incident is an event or circumstance that results in or has the potential to result in significant harm to GGCP's beneficiaries, staff, reputation, or assets. The Charity Commission requires charities to report certain types of incidents, which include but are not limited to:

- Significant harm or risk to beneficiaries, staff, or the public (e.g., safeguarding incidents involving children or vulnerable adults).
- Financial issues (e.g., fraud, theft, significant loss of charity funds).
- Significant data breaches or other compliance issues related to data protection.
- Damage to property or loss of charity assets (e.g., major fire, vandalism).
- Criminal incidents (e.g., embezzlement, cybercrime).
- Reputational harm (e.g., media coverage that could damage public trust in GGCP).
- Serious governance issues (e.g., conflicts of interest, misconduct by a trustee).

4. Trustee Responsibilities

GGCP trustees are legally responsible for ensuring that serious incidents are reported accurately and promptly to the Charity Commission. Trustees must act to protect the charity, taking steps to address any risks and prevent future incidents.

5. Identifying Serious Incidents

All trustees, staff, and volunteers must be aware of potential serious incidents and report any suspicious or concerning events immediately. Indicators of a serious incident may include:

- Situations that involve harm or risk of harm to children, vulnerable adults, or the public.
- Significant financial discrepancies or irregularities in GGCP's accounts or financial records.
- Any data breaches or loss of sensitive information.
- Events that may negatively impact GGCP's reputation or operations.

6. Reporting Procedures

6.1 Internal Reporting

- Step 1: Immediate Notification: Any trustee, staff member, or volunteer who becomes aware of a serious incident must report it immediately to the Chair of Trustees or a designated safeguarding lead if the incident relates to safeguarding.
- Step 2: Incident Assessment: The Chair of Trustees or a designated trustee will assess the incident to determine whether it meets the criteria for a serious incident. If the incident meets the threshold for reporting, the Chair of Trustees will proceed with an external report to the Charity Commission.

6.2 External Reporting to the Charity Commission

- Step 1: Timeliness: GGCP is required to report serious incidents to the Charity Commission as soon as possible. In cases of safeguarding or criminal incidents, reports should be made without delay to prevent further harm.
- Step 2: Submission of Serious Incident Report: The Chair of Trustees will complete the Charity Commission Serious Incident Report form, which includes:
  - A summary of the incident, including date, time, and location.
  - Details of those involved and any immediate action taken.
  - A description of the impact on GGCP's beneficiaries, finances, operations, or reputation.
  - Measures implemented to manage the incident and prevent future occurrences.
  - Contact information for follow-up by the Charity Commission.

6.3 Reporting to Other Authorities

In addition to reporting to the Charity Commission, GGCP may need to report serious incidents to:
- Local authorities or the police for criminal incidents.
- Data protection authorities (e.g., the Information Commissioner's Office) in cases of significant data breaches.
- Funders or other stakeholders if required by grant agreements or contracts.

7. Incident Management and Response

7.1 Immediate Action and Safeguarding

- GGCP will take immediate action to safeguard beneficiaries, staff, and the public from harm in cases involving health and safety or safeguarding risks.
- Where necessary, affected individuals will be provided with appropriate support, and GGCP will review policies and procedures to prevent reoccurrence.

7.2 Internal Investigation

- GGCP will conduct an internal investigation following any serious incident to determine the root cause and assess whether policies and controls need to be improved.
- The investigation findings and any recommended actions will be documented and presented to the Board of Trustees.

7.3 Implementing Corrective Actions

- Corrective actions may include updating policies, enhancing controls, or providing additional training to staff and volunteers.
- Any changes made as a result of a serious incident investigation will be reviewed regularly to ensure ongoing effectiveness.

8. Record-Keeping

GGCP will maintain detailed records of all serious incidents, including:
- The initial report and information gathered.
- Correspondence and reports submitted to the Charity Commission or other authorities.
- Investigation findings, actions taken, and follow-up reviews.
- These records will be securely stored to protect the privacy of individuals involved and will be reviewed periodically to identify potential patterns or recurring risks.

9. Confidentiality

All parties involved in a serious incident report will maintain confidentiality, sharing information only with individuals directly responsible for managing or investigating the incident. GGCP will also protect the privacy of beneficiaries and other individuals involved.

10. Review and Learning

Following the resolution of any serious incident, GGCP will:
- Review lessons learned to improve its policies, procedures, and incident response protocols.
- Implement any necessary changes or training to reduce the likelihood of similar incidents occurring in the future.
- Share key learnings with the Board of Trustees to enhance organisational resilience.

11. Policy Review

This policy will be reviewed annually by the Board of Trustees to ensure continued compliance with Charity Commission requirements, relevancy to GGCP's operations, and responsiveness to emerging risks.

12. Charity Commission Guidance Reference

This policy aligns with the Charity Commission's guidance on serious incident reporting, ensuring that GGCP meets its duty to protect its beneficiaries, assets, and reputation. Trustees and staff should review the Charity Commission's "Serious Incident Reporting" guidance to understand the requirements and process in greater detail.

13. Contact Information

For questions or further information on GGCP's serious incident reporting processes, please contact:
- Chair of Trustees: Mrs Jan MacDonald (01978 852342 or playgroup@allsaints-pri.wrexham.sch.uk)
- Responsible Individual: Mr Richard Hatwood (01978 852342 or headteacher@allsaints-pri.wrexham.sch.uk)