



Serious Incident Reporting Procedure

Purpose

The purpose of this procedure is to provide guidance for Lost Chord UK (LCUK) in complying with Charity Commission guidelines on reporting serious incidents. It outlines the steps for identifying, reporting, and managing serious incidents to ensure transparency, accountability, and compliance with our regulatory obligations.

Scope

This procedure applies to all trustees, staff members, musicians, volunteers, and individuals associated with LCUK who may become aware of a serious incident.

Definition of Serious Incidents

Serious incidents are adverse events that significantly threaten, or have the potential to threaten, the:

1. Charity's assets, beneficiaries, staff, or volunteers.
2. Reputation, sustainability, or public trust in the charity.
3. Achievement of the charity's purpose.

This includes but is not limited to incidents involving fraud, financial mismanagement, safeguarding concerns, regulatory breaches, or any event with the potential to cause significant harm or financial loss to the charity.

Procedure for Reporting Serious Incidents

Step 1: Identification

Any individual associated with LCUK who becomes aware of a serious incident must report it as soon as reasonably possible. This includes:

- Trustees
- Staff
- Volunteers
- Musicians
- Beneficiaries
- Service users
- Donors
- Ambassadors
- Suppliers
- Partners

Step 2: Immediate Action

Upon identifying a serious incident, the individual must take immediate action to prevent further harm and protect the charity's interests. This may include:

- Safeguarding beneficiaries.
- Securing evidence.
- Reporting to relevant authorities (e.g., the police, local authorities).
- Protecting the charity's assets.

Step 3: Internal Reporting

The individual who identifies the serious incident must promptly report it to the CEO, who will take responsibility for coordinating the charity's response.

Step 4: Internal Review

The CEO, with support from relevant staff members and trustees, will conduct an internal review to determine the seriousness and impact of the incident.

Step 5: Reporting to External Authorities

If required by law or regulation, the charity will promptly report the serious incident to the appropriate external authorities. The decision to report to external authorities should be made in consultation with legal counsel if necessary.

Step 6: Charity Commission Reporting

The CEO will ensure that the Chair of Trustees reports the serious incident to the Charity Commission in line with their guidelines and timeframes. The Charity Commission defines the specific criteria for reporting on their website.

Step 7: Ongoing Monitoring

The CEO and Board of Trustees will oversee the management of the serious incident, including the necessary actions to mitigate risks, protect beneficiaries, and ensure compliance.

Step 8: **Communication and Record-Keeping**

All communication related to the serious incident will be documented and maintained securely. A summary report may be required to maintain transparency and accountability with stakeholders.

Step 9: **Learning and Improvement**

After the incident has been managed, LCUK will review its processes to determine any lessons learned, identify areas for improvement, and make changes to prevent future serious incidents.

Step 10: **Review and Record-Keeping**

This procedure will be **reviewed annually**, and all records related to serious incidents will be securely maintained.

Last Review Date: 25.02.2024

Note: This procedure provides a framework for identifying, reporting, and managing serious incidents within Lost Chord UK, ensuring compliance with Charity Commission guidelines and our commitment to transparency and accountability.