

The Basement Door Safeguarding Policy and Procedure for Children and Young People 2022

Date of Policy (including appendices): December 2022

Date for Review (including appendices): December 2024

Who we are and what we do

The Basement Door (TBD) is a charity (1177033) which runs music events for children and young people both at TBD hosted gig nights and at community events such as festivals, fetes and parades. Children and young people from the ages of 12-22 can perform as musicians, join the backstage crew to learn and deliver sound tech, lighting tech and front of house functions or attend events for social purposes.

Our aim is to educate and support the development of all young people within the field of music. We provide them with an opportunity to thrive by offering young musicians the chance to develop their music and performance skills in a safe environment. We hold regular training sessions for the backstage crew which are run by TBD Managing Director and skills learned are put into practice at TBD hosted events and community events. Our events also provide social opportunities for young people in a safe space.

TBD hosted events operate in a drug free and alcohol-free environment.

We work closely with the local community. We partner with other charities and events in the local area to provide music stages and backstage crew.

Definitions

A child is defined (Children's Act 1989 and 2004) as anyone who has not yet reached their 18th birthday. Children therefore means children and young people throughout.

Abuse is defined as "a violation of an individual's human and civil right by any other person or persons."

Safeguarding policy statement

The Basement Door is committed to protecting children and young people from harm. We believe that everyone has a responsibility to promote the welfare of all children and young people to keep them safe and to practise in a way that protects them. This policy applies to all staff, trustees and adult volunteers, and contractors we work with. We also have a number of youth volunteers (under 18). The principles of this document are relevant to them, but we are also developing a youth volunteer policy which addresses our responsibilities, and supports them to be safe, and act appropriately in their volunteering activity for TBD.

We are inclusive of age, gender, race, sexual identity and orientation, religion, ability and disability, cultural and ethnic origin. We are committed to providing a safe and inclusive environment that safeguards and supports the well-being of all participants.

We recognise that some children and young people may be vulnerable because of the impact of discrimination, previous experiences, their level of dependency, communication needs or other issues. It is our belief that all children and young people have a right to be protected from discrimination that may harm their wellbeing and we are committed to offering all children and young people the same protection.

There is a separate policy for safeguarding adults at risk age 18+ which includes all adults that participate at events.

Meeting our commitment

We will support, guide, protect and listen to children and young people that attend our events.

We have an appointed nominated child protection lead and a member of the trustee board who takes the lead in safeguarding at the highest level of the charity.

We have clear and detailed safeguarding and child protection procedures.

We recruit safely, applying appropriate checks, and provide ongoing supervision and training in safeguarding and child protection. This includes our trustees.

We will ensure all staff and volunteers are trained in and can follow and implement the safeguarding and child protection procedures.

Personal data is stored securely and managed in accordance with the requirements of the Data Protection Act 2018. This includes photography, and use of images, and personal data on social media.

We will ensure that children and young people and their families know about these policies and what to do if they have a concern.

We work in a safeguarding culture, bound by a code of conduct that details how all staff, volunteers, children and young people are expected to behave and are supported to feel comfortable about sharing concerns.

How to report a concern

If:

- You have a concern about the safety or welfare of a child involved in TBD activities
- A child makes a disclosure to regarding their safety
- You have concerns about the behaviour of a staff member or volunteer towards a child

Report it immediately to the TBD Nominated safeguarding leads, and following that, as soon as possible, record your concern. Do not delay reporting your concern in favour of completing a written record.

- **Lead operational Nominated Safeguarding Person (NSP)**
Safeguarding officer - Mimi De Andrade
Email - mimi@thebasementdoor.org

- **Nominated Safeguarding Trustee (NST)**
Trustee - Natalie Jackson
Email - nat@thebasementdoor.org

- **Deputy NSP**
To be nominated (in case Lead NSP is not available)

It is not your role to investigate the concern, but it is your responsibility to refer to the nominated safeguarding leads. If for whatever reason you do not wish to report to TBD then phone the NSPCC helpline 0808 800 5000. The most important thing is that the child is “seen” and the concern is raised.

Role of the NSP (supported by the NST)

Make sure all safeguarding and child protection concerns involving children and young people who take part in TBD’s activities are responded to appropriately following our policies and procedures.

Receive and record information from anyone who has concerns about a child’s welfare.

Take the lead on responding to information that may constitute a child protection concern.

Liaise with and make referrals to statutory child protection agencies as necessary

- The Richmond Single Point of Access (SPA) team are available from 8am to 5.15pm Monday to Thursday and 8am to 5pm on Friday
- Contact number 020 8547 5008
- Out of house number 020 8770 5000

Ensure DBS checks are implemented for new staff or volunteers and are reviewed for existing staff.

Support vetting and appointment of volunteers and staff in line with recruitment procedures.

Maintain training to ensure knowledge of the relevant legislation and guidance.

Be responsible for ongoing induction and training on how to recognise abuse and report it.

Receive concerns raised about the conduct or behaviour of a staff member or volunteer towards a child, and in liaison with the trustees, refer that concern to the Local Area

Designated Officer (LADO) via the SPA. This is known as the duty to refer and is a legal requirement of the trustees.

The Legal Framework for Child Protection

Safeguarding children is everyone's responsibility. All staff, volunteers, musicians, and contractors involved in delivering TBD activity are required to acknowledge their individual responsibility for safeguarding and promoting the welfare of children. The legislative framework that covers this is as follows:

- The Children's Act 1989
- The Children Act 2004
- The Children and Families Act 2014
- Working Together to Safeguard Children 2018
- London Child Protection Procedures (5th Edition)
- Human Rights Act 1998
- The Equality Act 2010
- Data Protection Act 2018

Children must be at least 13 years old to provide consent for an information society service to process their personal data. Parents must provide consent if the child is under 13.

Safeguarding and child protection procedures

- Recruitment

All staff, including Trustees, are required to have a DBS check before working with the youth volunteers and young people that perform at TBD. In addition, we require references for all staff and volunteers. Artists or contractors involved with TBD activity are required to sign an agreement with TBD that they understand and agree to the contents of our safeguarding policy and code of conduct. There are no situations where an individual who is working for or acting in the capacity of a volunteer for TBD inappropriately collects, uses, stores or shares young people's personal data on their personal mobile devices. All communication must go through identified TBD e-mail or organisational social media (including What's App) and stored and managed by identified TBD staff.

- Recruitment for backstage and event volunteers

All volunteers (aged 12-22) are required to complete an application form.

For those under 18, we require parental consent to them volunteering. At this point we collect their parent's contact details and request permission to contact their child via a WhatsApp group message for attendance purposes. The What's App group is managed by identified TBD staff, and access to it can only be approved by them. We provide clear guidelines about the use of What's App, and the parameters of its use, and what can be shared on it. If the parents prefer, their number can also be added or they can be the main contact for their child.

- **Recruitment of onstage volunteers (musicians) playing at TBD events**

All musicians (aged 12-22) must sign an agreement which confirms their commitment to attend agreed events, to be available for sound checks and to promote the event to their friends and family. Musicians will be made aware of our safeguarding policy, and code of conduct, and their responsibilities to it.

They will be required to agree to an artist safeguarding agreement which makes clear the boundaries around interaction, photographs and other sharing of information on social media sites.

If they are aged under 18, their parents are required to provide their contact details and to give permission for TBD to contact their under 18's via Instagram or WhatsApp (where applicable) for potential gigs, performances and sound checks.

- **Door entry to TBD hosted events**

TBD hosted events are usually held in church buildings and community halls, for which we hold health and safety risk assessments. We run a cafe offering alcohol free refreshments.

All attendees are advised on the door, where payment and entry to the event occurs, of our no drugs, no alcohol policy and are asked to concede to a bag check where necessary. If a bag check is refused, the individual is refused entry to the event. Where a bag check takes place and drugs or alcohol are found the items are confiscated and recorded in our incident log of the event.

If weapons are found, the individual is refused entry and the police are notified. This will also be recorded in our incident log of the event.

At TBD events, there is always a minimum of two DBS checked staff to oversee safety of all children and young people attending.

- **Safeguarding at events**

At outdoor community events, TBD sets up a base camp where staff, volunteers and performers can congregate. A minimum of two DBS checked staff are always in attendance and are known to all participants.

At TBD events, there is a green room where musicians can leave their personal belongings. We will always avoid any situation where a children is left on their own with an adult. If that happens, staff members must always make another aware why and where they are, leaving doors open so that they remain visible. Separate changing areas, if required, are available.

- **Training**

All staff will be trained in safeguarding children and young people at induction and will be required to attend refresher courses every two years relevant to their responsibilities.

Reporting and referrals: How to report a disclosure or safeguarding concern

Staff have a duty of care to pass on information to Children's Social Care (Section 47 of the Children Act 1989). When there are concerns that a child is being harmed or abused, relevant information should be shared with Richmond and Kingston Single Point of Access. It is not TBD's role to assess whether harm or abuse has occurred. Our first duty is to share our concern with the NSP, who will then follow procedure and report to the SPA.

Report: to the NSP/NSC who will record the details of disclosure.

Record: what you have observed, what has been disclosed.

Refer: the NSP/NST will refer all cases where there is a concern about significant harm or risk of harm to the Richmond Single Point of Access.

- Duty to refer

Where concern is raised about the conduct or behaviour of a TBD employee or volunteer towards a child, the NSP/ NST must be informed and a referral made to the SPA.

In the wake of the murders of Jessica Chapman and Holly Wells the Bichard report recommended that the duty to refer was made a legal requirement in relation to safeguarding children and young people. The legal responsibility for this sits with the trustees who are required to refer anyone involved in the organisation (staff/volunteer) whose actions towards children have caused concern, or harm to a child. The Local Area Designated Officer (LADO) based in the local authority receives these concerns and investigates. This leaflet explains the function, and your duties to it.

<https://kingstonandrichmondsafeguardingchildrenpartnership.org.uk/practitioners/policies-and-procedures-87/lado-leaflet-166.php>

Consent to share information with the SPA

In all cases where a disclosure is made by a child, or a concern is observed during TBD activities, it is the duty of the staff/volunteer to report it to the NSP. The NSP will liaise with the board, and all decisions taken will be shared with them, and recorded. The NSP should obtain consent where appropriate from the parent/guardian of children to share information unless seeking permission will likely increase the risk. In all cases, regardless of consent being given, if there is risk of suffering, abuse or neglect, the NSP must act in the best interest of the child and refer accordingly. At all times the primary duty is to the child's safety and welfare.

If a child is in immediate danger, call 999 and complete a SPA referral to record the call.

All referrals and related correspondence will be stored securely (encrypted/ locked cabinet) as part of the child or young person's record.

Whistleblowing

All staff, as part of their duty of care, are responsible for raising concerns where they exist relating to child protection. This may include the attitude or actions of colleagues, poor or unsafe practice and potential failures in TBD's safeguarding arrangements.

All concerns will be treated in confidence and every effort will be made not to release the whistleblowers' identity if this is requested.

The NSPCC whistleblowing helpline is available for staff who do not feel able to raise concerns regarding child protection failures internally.

Staff can call: 0800 028 0285 or email help@nspcc.org.uk

Photography and Videography

The Data Protection Act 2018: Photographs constitute personal data and where it is possible to infer a person's religious beliefs, ethnicity or medical conditions from that photograph constitutes sensitive personal data.

We obtain parental consent for all photos and videos taken of our backstage, onstage and event volunteers at TBD events ahead of time. This includes obtaining written consent for this content to be published on our social media channels/marketing and those of third-party photographers/videographers social media/marketing where appropriate. We also make any audience members aware that filming and/or photography is taking place at an event and that their image may be used for TBD content. Where possible we aim to exclude content when an under 18 audience member is identifiable. We also offer audience members and our backstage, onstage and event volunteers the ability to opt out of having their image used at a TBD event by clearly identifying themselves as not wanting to have their image captured.

Any photographs or videos for the use of TBD should only be taken on an organisational device or by someone commissioned by TBD. There are no circumstances where personal mobiles or social media contacts such as FB/Instagram/Snapchat should be shared inappropriately between staff (inc. volunteers).

Young People aged 16-18

The law gives extra protection to young people who are over the age of consent but under 18. It is illegal to:

- to take, show, or distribute indecent photographs of a child (this is often called texting)
- to pay for or arrange sexual services of a child
- for a person in a position of trust to engage in sexual activity/ relationship with anyone under the age of 18 who is in the care of the organisation. More information at <https://learning.nspcc.org.uk/research-resources/briefings/preventing-abuse-positions-of-trust>

Anti-bullying policy - see appendix

Online Safety - see appendix

Safeguarding against Radicalism - see appendix
Serious Incident Reporting Policy – see appendix

APPENDIX

Definitions of Child Protection categories and abuse (Working Together to safeguard Children 2018):

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or failing to protect a child from that harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on a child's emotional development.

It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability as well as overprotection and limitation of exploration and learning, or presently the child participating in normal social interactions.

It may involve seeing or hearing the ill-treatment of another.

It may involve serious bullying (including cyber-bullying) causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some levels of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact including both penetrative and non-penetrative acts such as kissing, touching or fondling the child's genitals or breasts, vaginal or anal intercourse or oral sex.

They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to

behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet)

Child Sexual Exploitation (CSE)

CSE is a form of sexual abuse. A young person is forced or persuaded to take part in a sexual act (including sharing images) in exchange for something - this could include affection, gifts, drugs/alcohol, accommodation, friendship or money. The young person may be forced or threatened, or may believe they are in a consensual relationship with the other person.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing; shelter, exclusion from home or abandonment; failing to protect a child from physical and emotional harm or danger; failure to ensure adequate supervision including the use of inadequate caretakers; or the failure to ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to a child's basic emotional needs.

Code of Conduct: How we expect everyone at TBD to behave towards children and young people

We treat each other with respect and deserve to be treated respectfully. We do not tolerate bullying, either face to face or online and expect all members of our community to take part in lifting each other up, not knocking each other down.

- The safety and well-being of children is paramount and should be a priority.
- Staff should avoid spending time with a child on their own.
- Never give out your personal contact details and do not "friend" or "follow" children you are working with on social networking sites.
- Always behave appropriately and use appropriate language when working with the TBD volunteers and musicians.
- Listen and respect children at all times.
- Treat children and young people fairly and without prejudice or discrimination.
- Always act within professional boundaries: ensure all contact with children is essential to the events we are working on.

Code of Conduct for behaviour of staff and volunteers

In addition to our general expectation listed above, we expect our staff and volunteers to lead by example to ensure that everyone at The Basement Door feels welcomed, involved and valued.

This policy provides guidance on how our organisation uses the internet and social media, and the procedures for doing so. It also outlines how we expect the staff and volunteers who work for us, and the children who are members of the organisation, to behave online.

As an organisation, we commit to implementing this policy and addressing any concerns quickly and within these guidelines.

Aims

The aims of our online safety policy are:

- to protect all children involved with our organisation and who make use of technology, such as mobile phones and the internet as part of their involvement with the organisation
- to provide staff with policy and procedure information regarding online safety and inform them how to respond to incidents
- to ensure our organisation is operating in line with our values and within the law regarding how we behave online

Understanding the online world

As part of using the internet and social media, our organisation will:

- assess and manage the safety aspects - including what is acceptable and unacceptable behaviour for staff and children when using websites, social media including Facebook, TikTok, Instagram, Twitter and Snapchat apps and video conferencing platforms such as Zoom or Skype
- be aware of how staff in our organisation and the children they work with use social media both inside and outside of our setting
- ensure that we adhere to relevant legislation and good practice guidelines when using social media or video conferencing platforms
- arrange training for the staff responsible for managing our organisation's online presence
- Regularly review existing safeguarding policies and procedures to ensure that online safeguarding issues are fully integrated including:
 - Making sure concerns of abuse or disclosures that take place online are written into our reporting procedures
 - Incorporating online bullying (cyber bullying) in our anti bullying policy

Managing our online presence

Our online presence through our website or social media platforms will adhere to the following guidelines:

- all social media accounts will be password protected and at least two members of staff will have access to each account and password
- the account will be monitored by at least two designated members of staff in order to provide transparency, who will have been appointed by TBD trustees
- the designated staff managing our online presence will seek guidance from our designated safeguarding lead to advise on safeguarding requirements.
- we'll make sure children are aware of who manages our social media accounts and who to contact if they have any concerns about something that has happened online
- identifying details such as a child's home address, school name or telephone number should not be posted on social media platforms. any posts or correspondence will be consistent with our aims and tone as an organisation
- parents will be asked to give their approval for us to communicate with their children through social media, via video conferencing platforms or by any other means of communication – What's App groups are closed and access is controlled by three identified administrators, and clear guidelines are given to both parents and children on the use of online accounts and social media. All communication should be through TBD accounts.
- Parents will need to give written permission for photographs or videos of their child to be posted on social media platforms. All photographs used must follow data protection guidelines, and not include any personal and sensitive data.

What we expect of our staff

- staff should be aware of this policy and behave in accordance with it
- staff should seek the advice of the designated safeguarding lead if they have any concerns about the use of the internet or social media
- staff should not communicate with children via a personal account. All communication should only go through TBD accounts
- staff should not 'friend' or 'follow' children on their personal accounts on social media and should maintain the same professional boundaries online as they would in person when using TBD accounts.
- staff should ensure that any content posted on public TBD accounts are accurate and appropriate as children may "follow" them on social media.
- rather than communicating with parents through personal social media accounts, staff should choose a more formal means of communication such as face-to-face or email
- staff should avoid communicating with children via email or social media outside of normal office hours which are defined as 10am-10pm on most days, but may be extended on a gig night
- Emails or messages should maintain the organisations tone and be written in a professional manner; the same way you would communicate with fellow professionals, avoiding kisses (x's), slang or inappropriate language

- staff should not delete any messages or communications sent to or from TBD accounts
- staff should undertake all online safety training offered
- any concerns reported through social media should be dealt with the same way as a face-to-face disclosure, according to our reporting procedure
- at least one parent must be present during the delivery or any activities via video conferencing platforms at home
- staff and children must not engage in “sexting” or send pictures to anyone that are obscene. (see earlier reference to positions of trust)

What we expect of children

- children should be aware of this online safety policy and agree to the terms
- we expect children’s behaviour online to be consistent with the guidelines set out in our acceptable use statement

What we expect of parents

- parents should be aware of this online safety policy and agree to its terms
- parents should protect all children’s privacy online and consider carefully where they share content taken at events and who they are sharing it with
- we expect parents’ behaviour online to be consistent with the guidelines set out in our acceptable use statement and in our codes of conduct.

Using mobile phones or other digital technology to communicate

When using mobile phones (or other devices) to communicate by voice, video or text (including texting, email and instant messaging such as WhatsApp or Facebook messenger) we’ll take the following precautions to ensure children’s safety:

- staff should not use children’s personal mobile numbers and will instead seek contact through a parent, or the agreed closed WhatsApp group
- we’ll seek parental permission for contacting children directly to arrange events. Where consent is not given, we will communicate with the parents
- a method of accountability will be arranged, such as copies of texts, messages or emails also being sent to another member of staff
- smartphone users should respect the private lives of others and not take or distribute pictures or other people if it could invade their privacy
- staff must use an organisational phone for any contact with parents or children
- texts, emails or messages will be used for communicating information - such as arranging upcoming events, which kit to bring or time to arrive - and not to engage in conversation
- if a child misinterprets such communication and tries to engage a staff member in conversation, the member of staff will take the following steps:
 - end the conversation or stop replying
 - suggest discussing the subject further at the next practice or event
 - inform the lead safeguarding officer in the interests of transparency

- if concerned about the child, provide contact details for the designated safeguarding lead or appropriate agency and report any concerns using our reporting procedures

Form for reporting a disclosure

Reporting form - Incident and Concern form regarding a child's safety and welfare

Date:

Incident reported by:

People in attendance:

Name of child or young person:

Date of birth:

Date and time of incident:

Details of the Incident or Concern

Record the incident or concern accurately and factually.

What is the concern? Who is the concern for? Where did the incident happen? When did it happen? Where were any witnesses? Record the words used by the child or young person if they are describing the incident verbally.

What is the child's account/perspective of the incident?

Has their parent or carer been contacted?

Is there any other relevant factual information to be recorded, such as previous concerns?

Are there any other children at risk?

Action, sharing the concern:

Referral to SPA, police and other relevant bodies:

Date of referral:

Anti-Bullying Policy

The Basement Door works with children and young people aged 12-22 to support learning in an events environment whether you are backstage or onstage and those events provide children and young people with a safe place to socialise.

The purpose of this policy statement is:

- to prevent bullying from happening between children and young people who are part of our organisation or take part in our activities
- to make sure bullying is stopped as soon as possible if it does happen and that those involved receive the support they need
- to provide information to all staff, volunteers, children and their families about what we should all do to prevent and deal with bullying

This policy statement applies to everyone working on behalf of TBD, including senior management, the board of trustees, paid staff, volunteers, sessional workers and students.

Bullying Definition

Bullying includes a range of abusive behaviour that is often repeated and intended to hurt someone either physically or emotionally.

The behaviour may take the form of verbal abuse, physical abuse, emotional abuse and online (cyber bullying).

Bullying can be a form of discrimination, particularly if based on a child's disability, race, religion or belief, gender identify or sexuality.

Legal Framework

Bullying and Cyberbullying and online abuse - Communications Act 2003 and Malicious Communications Act 1998

Child protection - The Children Act 1989, Children Act 2004, Children and Social Work Act 2017

We believe that children and young people should never experience abuse of any kind.

We have a responsibility to promote the welfare of all children and young people, to keep them safe and operate in a way that protects them.

We recognise that:

- Bullying causes real distress and affects a person's health and development.
- In some instances, bullying can cause significant harm
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- Everyone has a role to play in preventing all forms of bullying (including online) and putting a stop to bullying

We will seek to prevent bullying by

- developing a code of behaviour that sets out how everyone involved in our organisation is expected to behave, in face-to face contact and online and within and outside of our activities
- Putting clear and robust anti-bullying procedures in place

Responding to Bullying

We will make sure our response to incidents of bullying take into account:

- the needs of the person being bullied
- the needs of the person displaying bullying behaviour
- needs of any bystanders
- our organisation as a whole.

Once addressed, we will review regularly to ensure that the problem has been resolved.

Diversity and inclusion

We recognize that bullying is closely related to how we respect and recognise the value of diversity.

We are proactive about:

- celebrating difference
- welcoming new members to TBD.

Safeguarding against Radicalism

As a charity that works with children and young people, we have a duty to support the Prevent strategy to safeguard and support those vulnerable to radicalism.

All staff and volunteers are responsible for safeguarding and we should all be aware of the signs that may indicate that there is a possibility of radicalism or other abuse.

If you are concerned about someone you should:

- **Notice** what has changed about them?
- **Check** with a colleague, fellow volunteer or manager, do they share your concerns?
- **Report** it to your designated safeguarding lead.

Serious Incident Reporting Policy

This policy applies to serious incidents as defined by The Charity Commission that may impact TBD staff, volunteers, service users or any other individuals impacted by the activity of TBD.

A serious incident is an adverse event, whether actual or alleged, which results in or risks significant:

- harm to the charity's beneficiaries, staff, volunteers or others who come into contact with the charity through its work;
- loss of the charity's money or assets;
- damage to the charity's property;
- harm to the charity's work or reputation.

"Significant" means in the context of TBD, taking into account staff, operations, finances and reputation.

- Reporting a serious incident

In the first instance, a serious incident may be reported to the Managing Director who must immediately report to the board of trustees. Incidents may also be reported directly to any individual trustee.

Trustees will report an incident to The Charity Commission, following their guidance if identified as a serious incident.

Understanding the serious incident reporting policy will form part of trustee induction and will be refreshed annually,

- Monitoring and Review

We will collate and evaluate the information from the incident and use it to minimise harm in the future.

We will ensure that all staff and volunteers are made aware of how we are developing and improving our services for the best interests of the charity and its beneficiaries.

- Relevant Policies and Procedures

This serious incident policy will be applied consistently in line with the other organisational policies such as:

Equality and Diversity
Financial Controls
Whistleblowing
Safeguarding (Vulnerable Adults/Children and Young People)