

LOTUS CARING HANDS (LCH)

Serious Incident Reporting Policy and Procedures

Charity Registration Number: 1132258

Registered Address: 40 Pomeroy Close, Amersham, Buckinghamshire, HP7 9BW

1. Purpose of the Policy

The purpose of this policy is to ensure that Lotus Caring Hands (LCH) complies with the Charity Commission's requirements for reporting serious incidents. This policy sets out how serious incidents are identified, managed, recorded, and reported.

2. Scope

This policy applies to all trustees, staff, volunteers, and anyone acting on behalf of LCH.

3. Definition of a Serious Incident

A serious incident is an adverse event that results in, or risks, significant harm to:

- Beneficiaries, staff, volunteers, or others
- The charity's assets, services, or reputation
- Public trust and confidence in the charity

Examples include (but are not limited to):

- Safeguarding incidents involving abuse or harm
- Fraud, theft, or significant financial loss
- Serious data protection breaches
- Criminal activity or investigation involving the charity
- Major governance failures
- Terrorism or extremist abuse of the charity

4. Reporting Responsibilities

All staff, volunteers, and trustees must report concerns immediately to the Chair or Designated Safeguarding Lead.

The Board of Trustees is responsible for deciding whether an incident is reportable to the Charity Commission.

5. Reporting Procedure

Step 1 – Immediate Action

Ensure the safety of individuals involved and take urgent action where required.

Step 2 – Internal Reporting

Report the concern to the Chair or Safeguarding Lead as soon as possible.

Step 3 – Assessment

The Trustees assess the seriousness, risk, and potential impact.

Step 4 – External Reporting

If required, a serious incident report will be submitted to the Charity Commission via the online reporting system.

Step 5 – Record Keeping

All incidents and actions taken must be documented and securely stored.

6. Timeframes

Serious incidents should be reported to the Charity Commission as soon as reasonably possible, normally within 24–72 hours of identification.

7. Confidentiality and Data Protection

Information must be handled sensitively and in accordance with data protection laws.

8. Learning and Review

Following any serious incident, the Trustees will:

- Review policies and procedures
- Identify lessons learned
- Implement improvements to prevent recurrence

9. Review of Policy

This policy will be reviewed annually or following any serious incident.

Approved by the Board of Trustees

Date: 26/12/2025

Review Date: 26/12/2025