

V-Aid (Victual Aid)

Serious Incidents Reporting Policy



**Serious Incidents Reporting Policy approved
by Trustees on 13/10/26**

The policy will be subject to an annual review.

Signed: *C. Lau* (Christin Lau on behalf of Trustees)

Serious Incidents Reporting Policy

1. Policy Statement

V-Aid (Victuals-Aid) is committed to responding appropriately to serious incidents that may affect people involved in its work, the charity's funds or assets, its operations, reputation or ability to carry out its charitable purposes. Serious incidents may arise through safeguarding, financial, operational, governance, health and safety, data protection or other circumstances.

This policy aligns with V-Aid's Safeguarding Policy and Whistleblowing Policy and supports trustees in fulfilling their legal duty to protect people from harm, respond appropriately to concerns, and maintain public trust and confidence through openness and accountability.

2. Scope

This policy applies across V-Aid's activities, including Community Humanitarian Response work, food production and distribution, volunteering and training, community-based activity, work with partner organisations and humanitarian activity in the UK or overseas.

It applies to trustees, staff, sessional workers, volunteers and others acting on behalf of V-Aid. Anyone who becomes aware of a potentially serious incident should raise it through the appropriate V-Aid reporting arrangements.

3. Definition of a Serious Incident

For the purposes of this policy, a serious incident is an adverse event, whether actual or alleged, which causes or risks significant harm to people, significant loss or damage to V-Aid's money or assets, significant damage to the charity's work or reputation, or otherwise seriously affects its ability to operate properly.

Whether an incident requires external reporting will depend on the circumstances and the relevant regulatory requirements at the time.

4. Examples of Serious Incidents

Potential serious incidents may include significant safeguarding concerns, serious injury or death connected with V-Aid's activities, fraud or significant financial loss, serious criminal activity, major data or cyber incidents, serious governance failures, significant reputational issues or major disruption to V-Aid's operations.

Not every incident or safeguarding concern will meet the threshold for regulatory reporting. Each situation will be considered according to its seriousness and circumstances.

5. Immediate Response to a Serious Incident

The immediate response should be proportionate to the nature of the incident and should prioritise the safety of people and the prevention of further harm or loss.

Appropriate action may include contacting emergency services, following safeguarding procedures, securing funds or information, preserving relevant records, informing appropriate senior personnel or taking other reasonable steps to control the situation.

Where safeguarding is involved, V-Aid's Safeguarding Policy must be followed and individuals should not carry out their own investigation into allegations of abuse.

6. Internal Reporting Procedure

Potential serious incidents should be reported internally as soon as reasonably possible so that appropriate action can be considered.

Safeguarding concerns should be reported in accordance with V-Aid's Safeguarding Policy. Other potential serious incidents should normally be raised with the CEO or an appropriate trustee or authorised person.

Where a concern involves the person who would normally receive the report, it should be raised with an appropriate trustee or through V-Aid's Whistleblowing Policy.

7. Reporting to the Charity Commission

The trustees will consider whether a serious incident meets the Charity Commission's reporting requirements. Where reporting is required, the trustees will ensure that an appropriate report is made in accordance with the guidance applying at the time.

Responsibility for preparing or submitting a report may be delegated where appropriate, but the trustees retain overall responsibility for regulatory oversight.

8. Reporting to Other Authorities

Depending on the nature of an incident, V-Aid may need to inform or cooperate with other appropriate bodies. These may include emergency services, safeguarding authorities, regulators, funders, insurers, financial institutions or partner organisations.

Information will only be shared where there is an appropriate reason or requirement to do so.

9. Confidentiality and Whistleblowing

Information relating to serious incidents will be handled sensitively and as confidentially as reasonably possible. Information may be shared where necessary to protect people, manage an incident, obtain professional advice or meet legal or regulatory requirements.

Concerns may also be raised under V-Aid's Whistleblowing Policy. V-Aid will not tolerate victimisation of anyone who raises a genuine concern in good faith.

10. Learning and Review

Where appropriate, V-Aid will consider whether an incident identifies lessons or improvements that could reduce future risk. This may include changes to procedures, training, supervision, risk controls or other arrangements where proportionate.

11. Roles and Responsibilities

The Board of Trustees retains overall responsibility for oversight of serious incidents and regulatory reporting.

Day-to-day management of an incident may be undertaken by the CEO, Safeguarding Officer, Operational Safeguarding Lead or another appropriate authorised person depending on the nature of the matter.

Staff, sessional workers and volunteers should report significant concerns through the appropriate internal arrangements.

12. Related Policies

This policy must be read alongside:

- Safeguarding Policy
- Whistleblowing Policy
- Health & Safety Policy
- Data Protection Policy
- Internal Risk Management Policy
- Complaints Policy

13. Policy Review

This policy will normally be reviewed annually and may be reviewed sooner where there is a significant incident, change in V-Aid's activities or relevant change in legislation or regulatory guidance.

14. Approval and Version Control

Approved by the Board of Trustees. This policy applies across all V-Aid operations and safeguarding environments.

Appendix A – Serious Incident Report Form

This form may be used to record and review a potential serious incident where appropriate. Safeguarding concerns should also be recorded and managed in accordance with V-Aid's Safeguarding Policy. Completed serious incident records should be provided to the appropriate person responsible for managing the incident and retained securely in accordance with V-Aid's Data Protection Policy.

Date report completed	
Name of person reporting	
Role (staff / volunteer / partner)	
Contact details	
Date of incident	
Time of incident	
Location of incident	
Is a child or adult at risk involved? (Yes / No)	
Names of individuals involved (if known)	
Description of the incident or concern	
How was the incident identified or reported?	
Immediate actions taken to ensure safety	
Safeguarding actions taken (if applicable)	
Was a safeguarding referral made? If yes, to whom?	
Were emergency services contacted? (Yes / No)	
Other external authorities informed	
Ongoing risks identified	
Actions required to reduce or manage risk	
Does this meet the Charity Commission serious incident reporting threshold? (Yes / No / Unsure)	
Has the Charity Commission been notified? (Yes / No / Pending)	
Name of CEO / Trustee reviewing the incident	
Outcome / decisions taken	
Date reviewed	
Follow-up actions required and timescales	