

Serious Incident Reporting Policy

1. Policy Statement

Park Street Performing Arts Centre (PSPAC) is committed to creating a safe, transparent, and accountable environment for everyone involved in our work — including staff, volunteers, participants, audience members, and beneficiaries.

We recognise our duty to report serious incidents promptly, in line with Charity Commission guidance, safeguarding laws, and our own ethical standards.

2. Purpose

The purpose of this policy is to:

- Define what constitutes a “serious incident” within our charity.
- Outline responsibilities for reporting, recording, and responding.
- Ensure incidents are addressed effectively and lessons are learned.

3. Scope

This policy applies to:

- All staff, trustees, committee members, volunteers, freelance artists, contractors, and students engaged by PSPAC.
- All activities and events, including rehearsals, performances, tours, workshops, and outreach projects, whether in-person or online.

4. Definition of a Serious Incident

A **serious incident** is any adverse event that results in significant harm to people, property, reputation, or operations, or places the charity at significant risk. This includes but is not limited to:

a. Safeguarding Incidents

- Abuse or mistreatment of a child or vulnerable adult involved in our activities.
- Allegations or concerns about staff, volunteers, or trustees that pose safeguarding risks.

b. Health & Safety

- Serious accidents or injuries during rehearsals, performances, or events.
- Dangerous occurrences that could have caused harm.

c. Financial or Governance Issues

- Significant loss or misuse of charity funds.
- Fraud, theft, or conflicts of interest.

d. Reputational Damage

- Media coverage that could severely impact public trust in the charity.

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- Unlawful or unethical behaviour by individuals representing the charity.

e. Other

- Data breaches involving sensitive personal information.
- Discrimination, harassment, or bullying claims of a serious nature.

5. Roles & Responsibilities

- **All Staff, Volunteers & Contractors**
 - Must report any serious incident immediately to a line manager or the Designated Safeguarding Lead (if safeguarding-related, please see safeguarding policy).
 - Provide factual, accurate accounts without speculation.
- **Managers / Project Leads**
 - Ensure incidents are recorded and escalated to Board of Trustees.
- **Board of Trustees**
 - Ultimately responsible for ensuring incidents are reported to the Charity Commission and, where necessary, other statutory agencies (police, local authority, Information Commissioner's Office).

6. Reporting Procedure

1. Immediate Response

- Ensure the safety of all individuals involved.
- Call emergency services if necessary.

2. Notify a Senior Responsible Person

- Contact your line manager or the Designated Safeguarding Lead immediately.

3. Complete an Incident Report Form

- Provide clear, factual details:
 - Date, time, and location of the incident.
 - People involved.
 - Description of what happened.
 - Immediate actions taken.

4. Internal Escalation

- The delegated senior staff member will decide if the incident is "serious" as defined in section 4.

5. External Reporting

- If required, report to:

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- **Charity Commission** (serious incident reporting form).
- **Police** (criminal offences).
- **Local Authority Safeguarding Board** (child or adult safeguarding concerns).
- **Information Commissioner's Office** (data breaches).

7. Confidentiality

All reports will be handled sensitively and only shared with those who need to know to take action. Personal data will be handled in line with GDPR requirements.

8. Record Keeping

The charity will maintain records of serious incidents including:

- Incident details.
- Actions taken.
- External reports made and outcomes.
- Lessons learned and policy changes implemented.

9. Learning & Review

After each serious incident, the senior management team will conduct a review to:

- Identify root causes.
- Implement measures to prevent recurrence.
- Share key learning points with staff and trustees (where appropriate).
- Serious incidents will be reviewed by Trust and Management Team quarterly.

This policy will be reviewed annually by the Board of Trustees or sooner if required by law or guidance updates.