

## YogaMobility Serious Incident Reporting Policy

This policy outlines the procedures for identifying, reporting, and managing serious incidents within our charity. It ensures compliance with the Charity Commission's guidelines and promotes transparency and accountability.

This policy applies to all trustees, other volunteers, free-lancers and third-party representatives of the charity.

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

- Harm to the charity's beneficiaries, 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.

Any incident that causes an injury or harm should be investigated. For serious incidents it may be necessary to have it formally investigated, or even be investigated by external authorities. However, even if it is only minor and only requires an informal review, the following process should be followed.

- Identify what happened and the extent of any injury or harm.
- Assess if there is a serious incident, or other, reporting requirement.
- Identify the cause and, in particular, if a mistake was made by someone and/or there was a weakness in policy or procedures.
- Identify what reasonable steps should be taken to prevent or at least mitigate the risk of it happening again, who should take these steps and a timescale for doing so.

The responsibility for reporting serious incidents rests with the charity's trustees. Trustees may delegate the task to a professional adviser, but they retain ultimate responsibility for ensuring timely and accurate reporting.

Incidents that must be reported include, but are not limited to:

- Fraud, theft, or significant financial loss.
- Significant harm to beneficiaries or volunteers.
- Major governance issues.
- Any other incident that could seriously impact the charity's reputation or operations.

The main categories of reportable incident are:

- protecting people and safeguarding incidents – incidents that have resulted in or risk significant harm to beneficiaries and other people who come into contact with the charity through its work
- financial crimes – fraud, theft, cyber-crime and money laundering.
- large donations from an unknown or unverifiable source or suspicious financial activity using the charity's funds.
- other significant financial loss.

- links to terrorism or extremism, including ‘proscribed’ (or banned) organisations, individuals subject to an asset freeze, or kidnapping of staff.
- other significant incidents, such as – insolvency, forced withdrawal of banking services without an alternative, significant data breaches/losses or incidents involving partners that materially affect the charity.

Examples of what should and should not report are contained in the Charity Commission (England & Wales) Serious Incident Examples Table. A copy of this is lodged with the Secretary.

- As soon as a serious incident is identified, it must be reported to the Charity Commission via email at [rsi@charitycommission.gsi.gov.uk](mailto:rsi@charitycommission.gsi.gov.uk). The report should include:
  - What happened.
  - How the charity is dealing with the incident.
  - Any steps taken to prevent a recurrence.
- Follow up reports should be provided as the situation develops and when the incident is resolved.

If there is an immediate threat of harm or serious damage to property Emergency Services should be contacted immediately by dialling 999. The Police should be informed in the event of suspected or actual criminal activity, serious injury or death or if an incident poses a significant risk to public safety, such as a bomb threat or large-scale disturbance.

All serious incidents and any that might be criminal in nature or result in a claim or complaint are to be reported to the Board and our insurers. We will seek advice from professional advisers, where appropriate to do so.

**Other Regulators.** In addition, there may be a requirement to notify other UK regulators depending on the nature of the incident. Below is a non-exhaustive list of some.

- **Disclosure and Barring Service (DBS):** if an individual has been dismissed or removed from working with children or vulnerable adults (or would have been if they had not left first) because they harmed or posed a risk of harm or there are concerns that an individual may pose a risk of harm to children or vulnerable adults.
- **Local Authority Environmental Health Department:** For incidents in certain sectors like retail, warehousing, and offices.
- **Care Quality Commission (CQC):** If the incident occurs in a healthcare setting, such as a hospital, care home, or clinic