

## CRESCONOVA ACADEMY

### SERIOUS INCIDENT REPORTING POLICY

#### Version control

Date	Action	Next review
	New policy	
	Policy reviewed and approved by Board	

#### 1. Purpose and Scope

- 1.1 This policy sets out how Cresconova Academy defines, identifies, reports, and responds to serious incidents that arise in the course of its operations.
- 1.2 The policy applies to all staff, contractors, volunteers and trustees (collectively “Personnel”).
- 1.3 It covers incidents that occur:
- 1.3.1 At Cresconova Academy-organised activities (including at third-party venues).
  - 1.3.2 During any online activities undertaken with Cresconova Academy.
  - 1.3.3 In non-curricular programmes, enrichment workshops and maker-space-type sessions ([cresconova.org](http://cresconova.org)).

#### 2. Definition of a “Serious Incident”

- 2.1 A serious incident is an event (actual, alleged or suspected) that has occurred, is occurring, or may occur and that:
- 2.1.1 Poses significant risk of harm to a student, staff member, volunteer or other person connected with Cresconova Academy (e.g., abuse, injury, safeguarding breach).
  - 2.1.2 Threatens Cresconova Academy’s operations, assets, reputation, finances or its ability to deliver programmes.
  - 2.1.3 Invokes legal, regulatory or criminal consequences; including referral to police, local authorities or relevant UK statutory bodies.
- 2.2 Examples include (but are not limited to):

- 2.2.1 Serious safeguarding concerns or allegations (abuse, exploitation, neglect).
- 2.2.2 Significant injury or medical emergency during activities.
- 2.2.3 Criminal acts involving participants or personnel.
- 2.2.4 Major data breach or cyber-security incident affecting personal information.
- 2.2.5 Loss of critical IT systems, facilities or safety systems.
- 2.2.6 Serious reputational harm triggered by publicised complaints or litigation.
- 2.2.7 Fraud, theft, significant financial loss or misconduct by personnel.

*(This list is indicative — judgment should be applied to circumstances that cause similar levels of actual or potential harm.)*

### **3. Reporting Responsibilities and Principles**

- 3.1 All Personnel must report any serious incident, or any matter that might reasonably be regarded as serious, without delay.
- 3.2 Reports should be accurate, factual, timely and complete.
- 3.3 Staff must not withhold or delay reporting because the full facts are not yet known.
- 3.4 Confidentiality must be preserved consistent with legal and safeguarding obligations, and personal information handled in accordance with Cresconova Academy's data protection policy.
- 3.5 There will be no retaliation or reprisal against anyone who reports a serious incident in good faith.

### **4. Reporting Process**

#### **4.1 Immediate Reporting**

- 4.1.1 If a serious incident involves immediate danger or criminal activity, call emergency services (999) first.
- 4.1.2 Notify your line manager as soon as it is safe to do so.

#### **4.2 Initial Internal Notification**

- 4.2.1 Within 24 hours of becoming aware of an incident, the person who first identifies it must complete a Serious Incident Report Form and submit it to the Designated Leads for Serious Incidents, Barbara Yu ([barbarayu@yh2capital.com](mailto:barbarayu@yh2capital.com)) and Harriet Deakin ([harrietdeakin@yh2capital.com](mailto:harrietdeakin@yh2capital.com)).
- 4.2.2 If the incident involves a safeguarding concern, the Designated Safeguarding Leads must also be informed immediately.

### **4.3 Incident Form Requirements**

- 4.3.1 The report should include:
- (i) Date/time/location of the incident.
  - (ii) Names and roles of those involved or witnesses.
  - (iii) Description of what happened (facts only).
  - (iv) Immediate actions taken.
  - (v) Known or anticipated consequences.
  - (vi) Recommendations for next steps.

## **5. Response and Escalation**

- 5.1 The Designated Lead for Serious Incidents (or their deputy) will:
- 5.1.1 Review the report promptly.
  - 5.1.2 Determine if further action or escalation is required (e.g., referral to statutory agencies, police, local authority safeguarding teams, regulators).
- 5.2 For safeguarding concerns involving a child or vulnerable person, Cresconova will ensure compliance with UK statutory safeguarding pathways, including the Local Authority Designated Officer (LADO) where applicable.
- 5.3 Significant incidents may be escalated to:
- (i) Charity Commission (if relevant under charity governance rules).
  - (ii) Law enforcement or child protection services.
  - (iii) Insurers, legal advisors or data protection authorities.

## **6. Record Keeping and Confidentiality**

- 6.1 All serious incident reports must be logged centrally and stored securely by the Executive Team.
- 6.2 Records should contain all relevant documentation, actions taken, communications, and follow-up reviews.
- 6.3 Personal data and sensitive information must be protected, and access limited to those who need to know.

## **7. Review and Learning**

- 7.1 Serious incidents will be reviewed by senior leadership to identify:
- 7.1.1 Lessons learned.
  - 7.1.2 Opportunities to improve policies, procedures or training.
- 7.2 Where appropriate, changes will be made to prevent recurrence.

## **8. Related Policies**

8.1 This policy works alongside:

- 8.1.1 Safeguarding and Child Protection Policy;
- 8.1.2 Data Protection and Privacy Policy;
- 8.1.3 Health & Safety Policy; and
- 8.1.4 Missing Child Policy.