**Serious Incident Reporting – Charity Commission**

The Charity Commission requires serious incidents to be reported via their online reporting tool, which can be accessed [here](https://rsi.charitycommission.gov.uk/web/register/report-a-serious-incident).

Before populating the online report, familiarise yourself with the types of question that will be asked, as we have been advised by the Charity Commission that it isn’t easy to cut and paste data into their online form. Save your information as you progress through the online form.

The following information is requested once you sign in:

Is this a new incident - yes

Do you have authority from your trustees to report the incident (you should ensure you have received this before doing so).

The next screen requires the charity registration details and the contact details of the reporting individual

The next screen asks what the reporting individuals link to the charity is (trustee, employee, volunteer, etc)

The next screen asks you to describe the incident (select - other significant incident – data breach)

The next question asks which trustees have been informed (it is good practice to notify all trustees)

There are then a series of questions about the incident:

* when the incident took place or was it over a period of time – (enter over a period of time)
* is the incident ongoing or over – answer ongoing
* when the incident started (31/07/2025)
* when the charity became aware of the incident (22/08/2025 – or when you were notified)
* where the incident took place in the UK (respond England)
* whether you know or suspect that a crime has been committed (Don’t know)
* whether you have reported the incident to other regulators and to provide any reporting reference (ICO and reference if received)
* has the charity prepared or released any media handling/press lines in relation to the incident (no)
* if you are reporting on behalf of more than one charity - No

There are then a series of questions about the specific details of the incident

The first screen asks you to choose one option to describe the other type of significant incident that you are reporting – we selected:

*An incident has occurred involving one of your charity's partners in the UK or internationally which has materially affected your charity, its staff, operations and/or reputation*

The next question asks for the partner’s name - Access Personal Checking Services Ltd (APCS) and to state their registered charity number (N/A)

It then asks for the incident to be described – we have described the incident type as *other significant incident.*

The tool then asks for a brief description of the incident (use the information provided to the ICO here).

The tool then asks to provide a short summary of the impact of the incident on the charity (For example, how has it affected the charity's staff, operations, finances and/or its reputation?)

Example response: *Approximately XX members of staff have had their personal data compromised. This includes their official documents such as driving licence, passport, date and place of birth. They could be subject to identity theft and phishing emails.*

It then requires a short summary of the steps that have been taken or are being taken to deal with the incident.

Example response: *We have paused all disclosure applications to APCS. We will contact all staff directly affected and have notified other staff. We will offer them guidance on what they can do to protect themselves.*

It then requires you to confirm what action has been taken to prevent future incidents from occurring.

We have noted that this was a supplier issue and not our data breach.

Finally, you are asked to confirm that the charity trustees are satisfied that the action taken in response to the incident gives them assurance that it has been properly managed, the appropriate organisations and/or statutory bodies have been notified and adequate procedures are in place to manage any live risks to the charity and the people who come into contact with it through its work?

Yes

And to confirm that the information provided in this service is true and correct.