

Meopham Parish Council

St Johns Centre, Wrotham Road, Meopham, Kent, DA13 0AA - Tel: 01474 813779

Email: enquiries@meopham-pc.gov.uk

Website: www.meopham-pc.gov.uk



Incident Reporting Procedure

1. Definitions

Incident – Any unplanned event, accident, occurrence or situation that has already taken place and has affected, or could have affected, the Council, its employees, councillors, volunteers, contractors, visitors, members of the public, property, assets or operations.

Risk/Complaint – A concern, hazard, issue or dissatisfaction that has been identified but has not resulted in an incident. Risks should be managed through the Council's Risk Management processes, while complaints should be dealt with in accordance with the Council's Complaints Procedure.

2. Purpose

This Incident Reporting Procedure sets out the process for reporting, recording, investigating and responding to incidents affecting Meopham Parish Council, its employees, councillors, volunteers, contractors, visitors and members of the public. The procedure should be read alongside the Council's other policies and procedures, including but not limited to the Health and Safety Policy, Safeguarding Policy, Privacy Notice, Data Protection Policy, and Pitfield Green CCTV Policy. It provides a consistent framework for recording and managing incidents, while any specific actions arising from an incident will be addressed under the relevant policy or procedure.

Meopham Parish Council has a duty under the Local Government Act 1972 to manage its affairs properly and to take reasonable steps to protect persons and property under its control. Effective incident reporting supports the Council in meeting its legal obligations, maintaining public confidence, improving safety, identifying trends and reducing future risks.

This procedure applies to all Council premises, facilities, activities, events and services operated or managed by Meopham Parish Council.

3. Scope

An incident is any event or occurrence that:

- Causes injury, illness or harm to a person.
- Results in damage to Council property or assets.
- Involves vandalism, theft, criminal damage or anti-social behaviour.
- Creates a health and safety concern.
- Involves abusive, threatening or violent behaviour towards councillors, staff, volunteers or members of the public.
- Results in a near miss where injury or damage could have occurred.
- Involves a data protection breach or cyber security incident.
- Requires intervention by emergency services.

4. Reporting an Incident

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Any councillor, employee, volunteer, contractor or member of the public who becomes aware of an incident involving Meopham Parish Council property, services or activities should report it as soon as reasonably practicable.

Reports should be made to:

The Parish Clerk, Assistant Parish Clerk; or

In the absence of the Parish Clerk/Assistant Clerk, the Chair of the Parish Council.

Where an incident presents an immediate danger to life, safety or property, emergency services should be contacted first by dialling 999.

5. Immediate Response

Upon becoming aware of an incident, the following actions should be taken where appropriate:

- Ensure the safety of all persons involved.
- Contact emergency services if required.
- Prevent further injury, damage or loss where it is safe to do so.
- Preserve any evidence that may be required for investigation.
- Record relevant details as soon as possible.
- Notify the Parish Clerk without delay.

No person should place themselves at risk when responding to an incident.

6. Recording the Incident

The Parish Clerk shall maintain an Incident Register.

The following information should be recorded where available:

- Date and time of the incident.
- Location of the incident.
- Names and contact details of persons involved.
- Description of the incident.
- Details of any injuries or damage.
- Actions taken at the time.
- Names of any witnesses.
- Whether emergency services attended.
- Whether CCTV footage is available.
- Any follow-up actions required.

Incident reports should be completed as soon as possible after the event.

7. CCTV and Evidence

Where Meopham Parish Council CCTV footage exists, the Parish Clerk or authorised officer shall review and secure any relevant recordings in accordance with the Council's CCTV Policy.

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CCTV footage will normally be retained as per the CCTV Policy (Section 8 Retention of Footage) unless it is required for:

- A police investigation.
- Evidence relating to vandalism or criminal damage.
- Legal proceedings.
- Insurance claims.

Any retained footage shall be securely stored and only disclosed to authorised persons or relevant authorities where lawful to do so.

8. Investigation

The Parish Clerk shall determine whether a formal investigation (below) is required or whether no further action is needed.

The purpose of an investigation is to:

- Establish the facts.
- Identify any immediate or underlying causes.
- Assess whether policies or procedures were followed.
- Identify lessons learned.
- Recommend corrective or preventative measures.

Where appropriate, statements may be obtained from witnesses and supporting evidence gathered.

Meopham Parish Council may seek advice from external organisations, insurers, legal advisers or regulatory bodies where necessary.

9. Reporting to the Council

Significant incidents shall be reported to the Meopham Parish Council at the next available meeting, subject to confidentiality requirements and data protection legislation.

Examples of significant incidents include:

- Serious injury or illness.
- Criminal damage or vandalism.
- Violence or threats towards staff or councillors.
- Major property damage.
- Data breaches.
- Matters likely to attract public interest or media attention.

Where necessary, reports may be considered in confidential session.

10. Reporting to External Authorities

Meopham Parish Council will report incidents to the appropriate authority where required by law or where it is considered necessary.

This may include:

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- Police.
- Fire and Rescue Service.
- Health and Safety Executive.
- Insurers.
- The Information Commissioner's Office.
- Local Authority departments.
- Other relevant regulatory bodies.

Only information necessary for the relevant purpose will be shared.

11. Data Protection and Confidentiality

All incident records shall be handled in accordance with the Parish Council's Data Protection Policy, Privacy Notice and CCTV Policy.

Information relating to incidents shall:

- Be kept secure.
- Only be accessible to authorised persons.
- Be retained only for as long as necessary.
- Not be disclosed without lawful authority.
- Report to Meopham Parish Council – Full Council

Personal information shall be processed in accordance with UK GDPR and the Data Protection Act 2018.

12. Follow-Up Actions

Following an investigation, the Parish Clerk shall ensure that any necessary actions are implemented, which may include:

- Repairs to Council property.
- Improvements to security measures.
- Amendments to risk assessments.
- Staff or Councillor training.
- Policy reviews.
- Recommendations to Meopham Parish Council.

The effectiveness of any actions taken should be monitored and reviewed.

13. Review of Procedure

This procedure will be reviewed every 4 years or sooner if required due to:

- Changes in legislation.
- Changes in Council operations.
- Recommendations arising from incidents.
- Updated guidance from relevant authorities.

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Incident Reporting Flow

Incident Occurs



Ensure Safety and Contact Emergency Services if Required



Report to Parish Clerk in consultation with the Chair



Identify the Correct Person to Complete the Investigation



Complete Incident Report Form



Secure Evidence (including CCTV if applicable)



Investigation Conducted



Report Findings and Actions



Implement Corrective Measures



Close and Archive Record

Adopted at Full Council on 30 June 2026 Minutes F.C.50.