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| **WEST SUSSEX COUNTY COUNCIL**  **CHILDREN AND FAMILY SERVICES**  **NEED TO KNOW PROCESS AND REFERRAL FORM**  **FOR CHILDREN AND CARE LEAVERS** |

Given the context in which we operate, it is inevitable that incidents will occur that need to be escalated to executive officers for information and/or action. This Need To Know process has been designed for such occasions and should be completed at the earliest opportunity following the incident occurring. Ideally, same day as event review update 48 hours, review 5 days. To assist decision-making on when to evoke this process, guidance is provided below. However, managers should not be constrained by this if an extraordinary event occurs that needs to be escalated.

On receipt of the information an executive officer will satisfy themselves that necessary action is being taken or planned and decide whether further escalation outside the department, either to elected Members, the Chief Executive, regulators, Government offices or the press team is required.

* Death or serious injury of a child or care leaver known to Children’s Services
* Death or serious injury of an adult who is either known to a service or that may have care and support needs regardless of whether those needs are currently being met.
* If a child dies or is seriously harmed, and where the Local Authority suspects that a child has been abused or neglected (Ofsted notification).
* Incidents that may trigger media interest including children who commit or are victims of serious crimes.
* Cases referred to the Home Office through the National Referral Mechanism as trafficking and / or modern slavery is suspected.
* Missing child, where Head of Service has established escalation is required, (Child Looked After after 24 hours and non-Child Looked After 72 hours).
* Missing family subject to Child Protection processes.
* Allegations of organisational or institutional abuse.
* Large scale concerns relating to a West Sussex provider where there is risk of closure, including those providers that are subject to the provider concerns process, in serious breach of CQC regulations and where there is provider failure.
* Any issue that may pose a significant reputational or financial risk to the Council.

Where there is more than one Service involved with the family there should be a discussion as to which manager should be responsible for completing the Need to Know.

All Need to Knows for **Children’s Services** are the responsibility of the case manager and should be sent by e-mail to:-

* Director of Children’s Services
* Relevant Head of Service
* Head of Safeguarding
* Head of Quality Assurance and Practice Improvement

CC’d to:

* Strategic Partnership Lead for Complex High Risk Adolescents
* PA to Director of Children’s Services (for tracking purposes).

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| **Andrew Fraser** | |  | |
| Director of Children’s Services | | Revised: March 2019 | |
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