**‘Need to Know’ Process Chart**

**During normal office hours**: All notifications that fit the criteria should be made as soon as practicable. The Manager should be notified on the same day by frontline staff. Need to Know form to be completed by worker with their manager.

**Outside normal office hours**: Emergency Duty Team should inform the senior manager on call as soon as practicable. The senior manager on call will make a decision, based on the seriousness of the event, about whether to escalate through immediate notification to the Operational Director, or initiate the "Need to Know" process on the next working day.

**Frontline manager** to pass ‘Need to Know’ to their Head of Service or covering Head of Service. The e-mail notification using the template below should include the words 'NEED TO KNOW' in the subject heading. The e-mail should be marked as urgent and sent to the responsible Head of Service.

**Allegations Management:** In all cases that may involve actions by staff or carers that have or may result in harm to children or young people, Managers after consultation with their Head of Service are responsible for informing the Local Authority Designated Officer (LADO).

The Receiving **Head of Service** is responsible for onward notification of events to their Director, but they may determine that an incident does not meet the Need to Know threshold. To include copying in the ‘Need to Know’ inbox on Global.

On receipt of a Need to Know notification the **Director** will decide about the need to notify other Directors and/or the Chief Executive's office. They will also determine whether or not there is a need to inform the Lead Member, Communications Team and/or Human Resources

**NB**: In the event of an emergency or a very serious incident, direct contact should always be made with a Head of Service who will then speak to a member of the senior management team by telephone, or in person. The initial contact should be followed by e-mail.

**Updates:** As the situation develops, it will be necessary to provide regular updates to the Head of Service for onward circulation. Updates should be provided whenever there has been a significant change to the situation, at an agreed point or at conclusion/resolution.

**Recording:** For issues linked to an individual child, young person or family member then the ‘Need to Know’ should be uploaded to the recording platform (LiquidLogic/Capita) and attached as a document with a case note. Redaction should be undertaken if the form makes reference to another child or family. Where the issue links to a member of staff this will need to form part of HR records and should be recorded in the next supervision.

**Closure:** When a situation has been resolved, this needs to be confirmed with the operational director by e-mail and the message copied to the 'Need to Know' e-mail box.