

Management Action Note 007

Serious Incident notification (Need to Know).

Context

It is important that senior managers and senior Councillors are briefed at the right time about the right issues. There are two main reasons for this. Firstly, so that they are aware of serious incidents regarding the safety, welfare and/or education of a child or young person and are able to oversee the proper management of those risks in accordance with statutory responsibilities.

Secondly, effective organisations ensure that the senior team is always well briefed about important issues in advance so that they are well placed to respond to enquiries from other Councillors, the press or partner agencies.

Sometimes it is a matter of fine judgement whether an issue is sufficiently serious to inform the Service Director for Safeguarding and Family Support, however there are a number of circumstances where the Service Director should **always** be informed. If you are in any doubt, always discuss it with your line manager or the senior manager on duty.

Policy and procedure

The Need to Know policy has been significantly revised to incorporate a more extensive set of circumstances where a notification would be required, and to add clarity. The policy has been published [online](#).

All incidents falling into the category for escalation will require an immediate notification to the Service Director on the **same working day**. This would usually be completed by the social worker and/or Team Manager and submitted via the relevant Head of Service.

The previous Need to Know form has been replaced with a new form reflecting the requirements of the revised policy. The form has been published [online](#).

Once completed, the form should be sent to NTK@herefordshire.gov.uk. Please note that if the notification relates to a child missing from care / subject to a CP plan / highly vulnerable, missing for more than 72 hours, please copy in missingchildren@herefordshire.gov.uk

Useful links:

- Tri-X online policies and procedures: [Herefordshire Children's Services Procedures Manual \(proceduresonline.com\)](#)
- Serious Incident Notification (Need to Know) Policy: [Link](#)
- Serious Incident Notification (Need to Know) Categories at a glance: [Link](#)
- Serious Incident Notification (Need to Know) form: [Link](#)

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