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. 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.
* 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 open to services (LAC after 24 hours and non LAC 72 hours)
* Missing family subject to Child Protection processes
* Allegations of organisational or institutional abuse.
* Large scale concerns relating to an Enfield 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 to:-

* Relevant Head of Service
* Tony Theodoulou
* Anne Stoker
* Paul Sutton
* Clara Seery
* Maria Anastasi
* Carol Watson
* Julia Mountain

All Need to Knows for **Adult Services** should be completed or agreed by the Team Manager/Service Manager of the team completing the form. The form should be sent to:-

* Relevant Head of Service
* Bindi Nagra
* Tony Theodoulou
* Sharon Burgess
* Denise Cook-Smith
* Carol Watson

Tony Theodoulou

Executive Director of People

28th November 2018

From: Service: Date:

|  |  |
| --- | --- |
| SUBJECTS OF NEED TO KNOW, 1) Name2) Date of birth3) Address4) Is this a child, care leaver or vulnerable adult5) Client ID number |  |
| **INCIDENT OR ISSUE, which has led to the Need to Know**  |  |
| **BRIEF BACKGROUND, e.g.**1) Reason for and length of authority’s involvement2) Names and roles of staff involved3) Court orders in place (stipulate the legal status of the child)4) Other agencies involved |   |
| **Analysis of risk including the relevant issues that you are worried about and any specific safety factors.**  |  |
| **What needs to happen: (future action)**What will happen (if runaway returns please include arrangements in place for independent debriefing)What will happen if the case goes to court etc. |  |
| **Key information for members / press office if needed.** |  |
| **NEXT UPDATE e.g.**1) When expected2) For what reason |  |