Appendix A - The “need to know” system checklist

|  |  |
| --- | --- |
| Situations where the Director should be briefed | Additional notes |
|  |  |
| Deaths and serious injury |  |
| Death or serious injury of a child looked after by West Berkshire Council | Highest priority |
| Death or serious injury of a child on the Child Protection Register | Highest priority |
| Death or serious injury of any other client \* | Highest priority |
| Death or serious injury of any client where there have been problems of non-engagement or refusal to accept service input\* | Highest priority |
| Death, when not clearly of natural causes, of any client\* | Highest priority |
| Any death or serious injury on West Berkshire Council premises \* | Highest priority |
| Death or serious injury in unusual circumstances of any client receiving a service from Children’s Services or Community Services. | Highest priority |
| Death or serious injury in unusual circumstances of any client in accommodation or receiving a service provided by the independent sector for whom West Berkshire Council is financially responsible | Highest priority |
| Death or serious injury in unusual circumstances of any resident or user of independent sector services even if they are not West Berkshire clients – if the same unit or service is also responsible for care provision to West Berkshire clients. | Highest priority |
| Death or serious injury of any member of West  Berkshire Council staff or staff seconded or working as a consultant for us. | Highest priority |
| Missing clients |  |
| Children on the Child Protection Register | Discuss with Service Manager to determine risk level. |
| Children Looked After considered to be at risk | Discuss with Service Manager to determine risk level. |
| Adults in our establishments at the point where police are called | Contact Service manager before police are called. |
| Adults in private or voluntary sector placements for which West Berkshire Council are responsible – at the point when police are called | Contact Service manager before police are called. |
|  |  |
| Accidents, injuries, violent incidents |  |
| Any major accident to a client or member of staff, or violent incident involving a member of staff – as defined in the West Berkshire Council Accident/Adverse Incident Reporting procedure. | Highest priority |
|  | |
| Fire, flood, burglary, vandalism | |
| Serious problem in any West Berkshire premises | Property Services may also need to be notified |
| Serious problem in any premises providing care to West Berkshire clients including out of county placements | Usually initially notified through Business Development Manager, otherwise Accreditation staff or Contracts staff |
|  | |
| Controversies | |
| Case situations (including forthcoming court hearings and inquests) where there may be local or national publicity, controversial issues, or political implications | May be notified via press liaison officers or Legal Services |
| Controversial service problems or complaints likely to be raised with the Director by clients, Members of  Parliament, Members, Town or Parish Councillors etc. | May be notified via press liaison officers or  Legal Services |
|  | |
| Staff, foster carers, adult placement carers, Consultants working on our behalf etc | |
| Missing – see also Lone Working policy | Highest priority |
| Allegations of gross misconduct | Highest priority – not necessary to notify Press liaison officers |
| Suspension of staff under disciplinary procedures | Not necessary to notify Press liaison officers |
| Any formal investigation and/or arrest for offences that may impinge on their ability to carry out their job | Not necessary to notify Press liaison officers |
| Employment Tribunals | Not necessary to notify Press liaison officers |
| Any other issue with serious and real potential to damage the Council’s reputation or service performance | Not necessary to notify  Press liaison officers – Director will do so where required |

(\*note this does not include deaths/incidents in WBC Care Homes or expected client deaths unless the circumstances are unusual or risk attracting undue press interest.)