Appendix A - The “need to know” system checklist

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| Situations where the Director should be briefed  | Additional notes  |
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| 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.  |
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| 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  |
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| 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  |
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| 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  |
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| 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.)