

### **MANAGEMENT ACTION NOTE 03: Serious Incident Notifications (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 Head of Service (Deputy Chief Officer), however there are a number of circumstances where the Head of Service should always be informed.

If you are in any doubt, always discuss it with your line manager or the senior manager on duty.

Our Serious Incident Notification policy was updated and re-published in 3 February 2020.

It can be found, together with the Serious Incident Notification form in the documents library of our online policies and procedures website, [here](#).

#### **What has changed?**

The new policy extends the range of categories of incident that the Head of Service must be informed of.

A new Serious Incident Notification form has been introduced that must be used for all notifications and updates – **destroy all locally stored versions of old templates.**

Completed Serious Incident Notification Forms should be sent securely to [darryl.freeman@devon.gov.uk](mailto:darryl.freeman@devon.gov.uk) and copied to [helen.stevens@devon.gov.uk](mailto:helen.stevens@devon.gov.uk)

#### **Useful links:**

[Serious Incident Notification Policy](#)  
[Serious Incident Notification categories](#)  
[Serious Incident Notification form](#)

Actions Agreed	Manager Responsible
1. The Head of Service (or the Chief Officer in the absence of the Head of Service) MUST be notified of all serious incidents indicated within the policy.	All practitioners and managers
2. If unsure whether the criteria for notification is met, practitioners/managers should discuss the particular circumstances with their line manager.	All practitioners and managers
3. Senior Managers and Locality Directors will ensure that all necessary follow-up or remedial activity is completed.	Senior Managers / Locality Directors
4. The Head of Service will maintain a record of all notifications received and report periodically to the Chief Officer and the Children's Services Leadership Team.	Head of Service

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Head of Children's Social Care (Deputy Chief Officer)  
Children's Services

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