

## 2: Need to know principles for EDT social workers<sup>1</sup>

Social Work operates in an organisational and political context. Serious cases that occur can attract serious news attention - so it is important to be aware of cases that may need to be handled with extra sensitivity, including knowing when to make senior, strategic managers aware of them.

These principles are intended to be used by EDT social workers to inform their decisions making about when to consult on call managers about serious incidents, with a view to deciding whether to ensure the appropriate service Director is made aware of the situation.

- Death or serious injury to a child, young person or vulnerable adult who is or has been known to Islington Social Services - such incidents should always be escalated.
- Death or serious injury to a child, young person or vulnerable adult who is not known to Islington Social Service – this should be dealt with as above, especially in the case of the death of a child which should always be escalated. In other situations, if the case is likely to attract a significant amount of attention, it is likely that it will need to be escalated - but discussion may be helpful to decide whether or not to do so on the following working day.
- Serious offences committed by staff members, or serious illegal activity that comes to light outside of working hours. Clearly, the first issue needs to be ensuring that vulnerable children and adults are safe. However, as with other issues above it is important to think about whether a senior manager might need advance warning of the incident in question in case they are called upon to respond to questions about it.
- Any matter likely to attract media/press attention

### Principles

- does the case involve serious injury or death to a client known to the council?
- is there likely to be press or other media attention on the case?
- is it likely that a senior manager may need advance warning of a situation so that they can respond effectively and clearly?

If you say yes to 2 or more of the above questions, then further discussion with the team manager or on call manager is likely to be needed.

### Contacting Appropriate Senior Managers

- **Childrens Director** – via on call senior manager
- **Mental Health Director** – via senior MH trust manager on call system
- **Adult's Manager** – contact 'Gold' rota director via list held with Contact Islington. CI will call designated Director who will call EDT worker back.

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<sup>1</sup> Agreed by Cathy Blair (Director, Childrens Services) & Simon Galczynski (Director Adult Services 2013)