

Reporting of serious incidents protocol

The following is the procedure for reporting and escalating serious incidents to senior management. A serious incident is defined as the death or near death of a child in the borough and the procedures apply whether or not the child is known to CFHS.

This process should happen as soon as information is known and phone used, with follow up emails.

The process should be complete within 2 hours.

An incident is reported to CFHS via the MASH or EDT (out of hours) or the allocated social worker



MASH/EDT to check to see if the family are known to CFHS



Notification made to the CSCP under the Death or Serious Injury protocol (via email)



MASH/EDT/social worker notifies Head of Service for CIN or Corporate Parenting (or covering HoS) and in their absence Director of CFHS via email and phone



Head of Service notifies Director and relevant Service Manager by phone/ with follow up email (include other HOS in email)



Director notifies (Executive) Director of Children's Services, (include Director of Resilience if out of hours), Chief Executive, Council Leader, Lead Member for Children's Services, ward councillors (where appropriate) and the Camden Press Office by phone, with follow up email.

