**Need to Know – Form C**

**Informing the Director about Other Serious or Significant Incidents or Issues.**

1. **What is the Need to Know About?**

|  |  |
| --- | --- |
| **Nature of Incident or Issue** | **Please Tick** |
| Complaint: Complex or progression beyond stage 1 |  |
| Children’s Homes monthly update |  |
| Service provision: significant interruption |  |
| Performance issue: significant decline |  |
| Other issue causing reputational risk. |  |

1. **Concise Description of issue or Incident** (to also include, where relevant, current or anticipated impact (e.g. where a pattern of notifications from a children’s homes might lead to an Ofsted visit/inspection, or service interruption might lead to complaints from service users, to member enquiries or escalations from partners) and whether or not the issue or incident is already known to significant others (e.g. senior corporate colleagues, elected members/MPs, partner agencies at a senior level, regulatory bodies).
2. **What actions have been taken** (where relevant) **and what ‘next steps’ are planned?**
3. **Media Interest:** Is there current, or likely immediate, media interest in the incident/issue? If so, has the Council’s Media Team been alerted (email - press.office@hullcc.gov.uk)
4. **Director’s Comments/Advice**
5. **Completion and Submission**

**Name of Person Completing Form:**

**Job Role of Person Completing Form:**

**Date of Completion & Submission:**

**Updates of the ‘Need to Know’**

Please use the space below to provide relevant updates on serious and significant incidents and issues as and when this is needed. Additional ‘Updates’ can be added to the form as required.

**Update 1:**

**What has happened since the initial ‘Need to Know’?** (Brief details)

**Date of update:**

**Name & Role of Person Providing Update:**

**Update 2:**

**What has happened since the most recent update?** (Brief details)

**Date of update:**

**Name & Role of Person Providing Update:**