

## **GMP and Manchester Children's Services**

### **Serious Incident Notification Processes**

In order to improve communication around serious and significant incidents involving cases that require a social work response, or where children's social care are known to have involvement, the following has been agreed:

Notification of the incident/key issues will be notified by telephone call as quickly as possible to the Director of Children's Services (DCS) or the Strategic Lead for Children's Social Care. This will enable children's services to notify appropriate elected members and senior council officers before, for instance, media reporting of any incident and will ensure appropriate representation at any partnership meetings that are required, including Gold and Silver meetings.

This notification will be in addition to the usual referral processes to MASH or locality based Children's Social Work teams.

**During office hours (Monday to Friday 08.30 – 16.30) notifications to be routed through the Director for Children's Services office – telephone 0161 234 3804**

**During non office hours notifications to be made to:**

**Paul Marshall, Director of Children's Service - tel: 07812231072**

**Amanda Amesbury, Children's Social Care – tel: 07872026302**

In managing the media interest around such cases the Communication Teams at MCC and GMP should be informed as soon as possible so that plans can be developed. The teams will share the plans and wherever possible provide an alert to media coverage that is expected.

**Greater Manchester Police** operates a 24 hour Policing response with local operational delivery through the Hub Commander at Inspector level. Tactical and strategic command is delivered through a duty Superintendent rota and again is available 24 hours a day.

To contact the duty Hub Commander or the rota Superintendent between 0700 – 2300hrs, contact is through the Divisional Hub on 0161 856 6078.

After 2300hrs, contact is through the Operational Communications Room on 0161 872 5050.

**Other Key contacts are:**

**GMP Press Office (office hours) 0161 856 2220**

**Out of hours via on call mobile 07500 607030**

**MCC Press Office 0161 234 1010**

**Out of hours Emergency Duty Service 0161 234 5001**