

## Assistant Director Need to Know, Expectations & Timescales

### Issues to be reported to Jayne Ivory, Assistant Director Children's Social Care

This list is not exhaustive but covers the key issues to raise with me. Clearly, some will be by phone or email other issues may wait until 1:1. However, for any issues related to risk, please phone me

#### Need to Know

Issue	Timescale	By Whom
Staff off sick.	When off for over two weeks.	SM
Allegations against staff, or elected member	Within one working day.	SM/PM
Child death – open case or closed case	Immediately	SM/PM
Child death - not known	Within one working day.	SM/PM
Significant or serious injury /self harm event / exposure to risk, to child known	Immediately	SM/PM
Children missing (whereabouts not known) If subject to CP Plan or Child in Care.	Next working day (after 24 hours).	SM/PM
Children Missing from care for over 24 hours	Next working Day	SM/PM
Children Looked After by another authority missing from placement (for over 24 hours) in Wigan or involved in serious incident	Next working Day	SM/PM
Notification that a young person identified as a MAPPa level 3 case is moving into the borough	Within one working day.	SM/PM
CP unallocated.	Within one working day	SM
Cases not able to be allocated.	Within one week	SM
Praise or positive feedback. (also refer to Complaints Manager for logging)	As soon as practical – within five working days.	SM
Incidents/complaints which risk averse public/media attention.	As soon as practical – within three working days.	SM
Children out of school – excluded or no school place.	When out of school for more than two weeks.	SM
Staff who have been significantly injured by H&S incident.	Within one working day.	SM/PM
Staff injured by or at significant risk from service user.	Within 1 working day.	SM/PM

Change to CP visiting frequency	Within five working days.	SM
Legal threat- Judicial Review, litigation	Within one working day	SM/PM
Late ICPC, late RCPC, late CLA Review	Same day	SM
Children subject to CP plan missing for more than 24 hours	Next working day (after 24 hours)	SM/PM

## Expectations & Timescales

**This list is not exhaustive but covers the key expectations around set timescales to be followed**

Issue	Action	Timescale
MP, Member or written complaints via DCS	Draft response, based on Deputy Director good practice guide	Five working days
Caseload data	Monthly caseload monitoring, collated for teams	Weekly
Supervision Audit	Audit of team manager supervision records	Quarterly
Budget Meetings	Monthly attendance at Area budget meeting	Monthly
Alert to Press Office / contact with press	SM to brief AD on issue that may attract press coverage. AD will discuss alerting press office with DCS	Within one working day

**In the event that the Assistant Director is on leave, it is agreed Service Managers use their judgement as to what to raise with the covering AD, rather than adhere rigidly to the above.**