



SaferMK Partnership critical incidents information sharing protocol

Definitions

A critical incident is one that could pose a serious risk to the public or one that has caused or is likely to cause major public concern or alarm. Such an incident will be relevant to the SaferMK Partnership where there is a risk of crime, disorder or serious anti-social behaviour.

A critical incident is urgent in the multi-agency context if immediate action may be required by the partnership in order to resolve identified issues.

Process

Critical incidents could be reported to any one of the following agencies:

Thames Valley Police
Buckinghamshire and Milton Keynes Fire and Rescue Authority
Milton Keynes Council
National Probation Service
Thames Valley Community Rehabilitation Company
Milton Keynes Clinical Commissioning Group

Any of these agencies may receive sensitive information about a matter of public concern – e.g. planned violent disorder, a sequence of assaults or the potential release of a previously dangerous offender. It is vital to balance the need to maintain confidentiality and the requirement under Section 115 of the Crime and Disorder Act to share information to prevent crime and disorder in the area.

The agency receiving the information should assess whether or not this represents a critical incident. Each partner agency should have a method for carrying out such an assessment. If it does class as a critical incident under the definition above the Head of Community Safety should be informed immediately and the referring agency should convene a critical incident (or gold) meeting at the earliest convenience.

If the referring agency considers the matter to be urgent a short statement of concern should be sent to the Head of Community Safety who will disseminate this in confidence to SaferMK Partnership members including the Chair together with the ward councillors and parish council clerks for the affected area(s). Each SaferMK Partnership member will be responsible for further distribution, ensuring that the principles of proportionality and confidentiality are fully observed.

If the matter is considered to be serious but not urgent dissemination of information may wait until after the serious incident or gold meeting has taken place. During this meeting appropriate representatives of partner agencies may be invited according to the policies of each agency. Communications with partners and, if appropriate, a press release may be agreed at that meeting. The SaferMK Support Team will then inform SaferMK members, relevant ward councillors and parish councils as stated above.

In the absence of the Head of Community Safety the SaferMK Partnership will be notified in advance to the appropriate contact.

Should the critical incident occur out of business hours, the out of hours contact for Milton Keynes Council should be contacted. The Head of Community Safety should be copied in to any correspondence.

Feedback and intelligence sharing

The communication agreed by the referring agency or at the serious incident or gold meeting will indicate to whom feedback should be made. Normally this will be direct to the referring agency but it may on occasions be routed through the SaferMK Support team.

Review

This protocol will be reviewed by the SaferMK Partnership on an annual basis, the next review will be July 2015.

Flow chart Communication of critical incidents through the SaferMK Partnership

