

Salford  
**Safeguarding  
Children Board**

# **Escalation Procedure**

**Date of implementation: 15<sup>th</sup> May 2014**  
**Date of Review: 15<sup>th</sup> May 2016**

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## **1. Context**

- 1.1 This procedure has been developed in line with the guidance set out in *Working Together to Safeguard Children, 2013*. This procedure is to ensure partner agencies have a quick and straightforward means of resolving professional differences in view of specific cases, in order to safeguard the welfare of children and young people.
- 1.2 Effective working together depends on resolving disagreements to the satisfaction of workers and agencies, and a belief in a genuine partnership and joint working to safeguard children.
- 1.3 Problem resolution is an integral part of professional cooperation and joint working to safeguard children. Professional disagreement is only dysfunctional if not resolved in a constructive and timely fashion.
- 1.4 When practitioners are not working well together this may have an impact on a child's development or even place the child at risk of harm. Examples where practitioners have concerns about the welfare of children may arise where they perceive other practitioners:
  - Not recognising need or the signs of harm
  - Not sharing information about a child's welfare
  - Not accepting referrals for services
  - Not delivering services according to the threshold of need
  - Not co-operating in delivering planned interventions
- 1.5 At no time must professional disagreement undermine the safeguarding of a child. The child's welfare and safety must remain paramount throughout.
- 1.6 Where a practitioner does identify a concern then that practitioner/agency has responsibility for communicating such concerns through agreed child protection procedures on the same working day.
- 1.7 Disagreements could arise in a number of areas, but are most likely to arise around determining the level of need, roles and responsibilities, and the need for action and communication.

## **2. Resolving Disagreements**

- 2.1 Initial attempts should be taken to resolve the problem; the aim should be to resolve difficulties at practitioner/case worker level between agencies.
- 2.2 When there is recognition that there is a disagreement over a significant issue, which impacts on the safety and welfare of a child, the practitioners must identify explicitly what the problem is and have clarity about the nature of the disagreement and what the practitioners aim to achieve.
- 2.3 Differences in status and/or experience may affect the confidence of some workers to pursue concerns and challenge through the escalation process.

- 2.4 If unresolved, the problem should be referred by the practitioner to their line manager or lead for safeguarding (for school staff this will be the designated person) who in turn is expected to discuss with their opposite number in the other agency.
- 2.5 A clear record must be kept at all stages by all parties to the disagreement. In particular this must include written confirmation between the parties about an agreed outcome of the disagreements and how any outstanding issues be pursued.

### **3. Escalation**

- 3.1 If the issue remains unresolved the practitioner's Manager should contact the Operational/Service Manager for the service about which there is a concern. This should be done at the earliest opportunity. The Operational/Service Managers will also be available for discussion on urgent or sensitive cases.
- 3.2 The Safeguarding and Quality Assurance Unit (0161 603 4350) will offer consultation and advice on cases and will intervene to help resolve issues if that is appropriate.
- 3.3 To document the issues you wish to raise please use the **Escalation Notice** to record information and forward to the manager dealing with your concerns (**Appendix 2**).
- 3.4 Ensure it is copied to appropriate Service Manager (or equivalent) **within 2 working days**.

### **4. Monitoring by SSCB**

- 4.1 The SSCB has a statutory role to ensure that arrangements are in place to safeguard children. This includes having a specific interest in how well agencies work together.
- 4.2 Therefore the Service Manager (or equivalent) should forward a copy of each escalation notice to the SSCB Business Manager. These will then form the basis of a report by the Business Manager to the SSCB Executive Committee setting out issues in escalation and the consequences for policy.

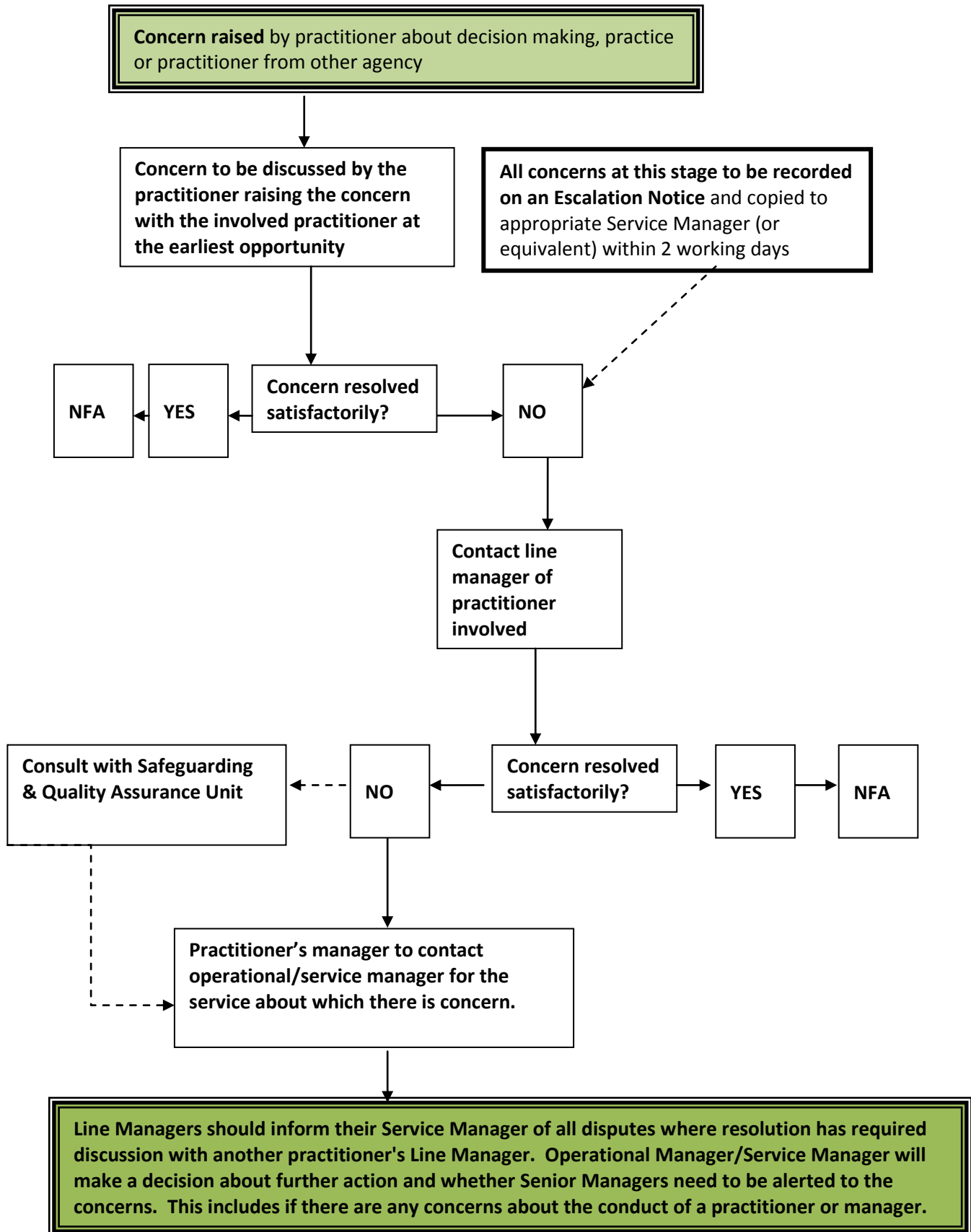
### **5. Following the use of the Escalation Procedure**

- 5.1 It may be useful for individuals to debrief following some disputes in order to promote continuing good working relationships and enhance learning.
- 4.2 When the issue is resolved, any general issues should be identified and referred to the SSCB Business Manager who will liaise with the relevant SSCB sub group chairs for consideration to inform learning and improvement.

#### **Please note:**

Where concerns are identified about the practice of other practitioners, this should be discussed by the concerned practitioner with their own line manager/Safeguarding lead. Consideration should also be given to consulting with the Local Authority Designated Officer (LADO), especially if these concerns are suggestive of a pattern of behaviour that is not in the best interests of the child.

**Appendix 1 – flow chart**



**Appendix 2 – Escalation Notice**

Name of Child/Young Person:	D.O.B

Please document any information of concern.

Signed:.....Role.....

Dated:.....

Who has a copy of this notice been sent to? .....

**Return to;  
SSCB Business Manager  
Sutherland House  
Swinton  
M27 6AY**