Salford Safeguarding Children Partnership

Effective challenge and escalation

Effective partnership working is vital in order to ensure that outcomes for children and families are central to all assessment, planning and intervention. This includes the need to consider differing views and experiences which evidence the value of exchanging ideas and developing critical thinking in regards to how best to achieve improved outcomes. There will be times when disagreements occurred and require informal and possible lead to formal escalation. There needs to be a clear process in place to achieve and evidence this.

Principles in practice:

- Challenge is positive and should always be focused on the desired outcome for the child and family.
- The safety and wellbeing of the child is always paramount.
- It is the responsibility of each individual professional and agency to progress challenge if they are not in agreement with the outcome of any aspect of assessment, planning or intervention (any level of need and support)
- Challenge should be restorative and relationship based. Language should therefore be respectful and where possible discussions with the relevant practitioners should take place first.
- Challenge and escalation should be resolved in a timely manner.
- Challenge must be evidenced based and recorded on the child's file, including details or how the resolution improved outcomes for the child and/or family.
- If you have an immediate concern regarding the safety of a child, this should be reported to the Bridge.

Ensure your safeguarding lead is consulted with throughout the escalation process. Please attempt to resolve any disagreements informally, before initiating the Formal process. Inform the Lead Professional / IRO / child protection/ young person's plan coordinator or Chair of multi-agency meeting for information and monitoring.

Greater Manchester Whistleblowing Guidance

Go straight to level 3-5 if resolution requires this level of response.

Stage 1

Stage 2

Stage 3

Practitioner - Practitioner

Disagreement raised by practitioner either in writing or verbally. Attempt to resolve as soon as possible. Inform the <u>Lead Professional</u> / chair at this stage.

<u>Timescales</u>

Discuss with vour designated lead for safeguarding at each stage. **Timescales** should be agreed at each stage, ensuring the outcome for the child is dictating the agreed timescales. Each stage should not exceed 10 working days.

A Clear record should be kept by everyone at all stages

Line Manger - Line Manger

Escalate to your line manager. Your line manager should contact their equivalent in the other agency

Formal Escalation

If stage 2 does not resolve the disagreement, the SSCP Resolution Notice (Appendix 1) should be used and the escalated to next level of management in the organisation.

Formal escalation should proceed through the management hierarchies of the involved agencies.

Salford Safeguarding Partnership should be informed once the disagreement has reached stage 3. sscp@salford.gov.uk until the matter is resolved. SSCP will use formal escalation to review themes and support practice

Salford Safeguarding Child Partnership

tage 4

If the disagreement cannot be resolved between the agency management in a timescales paramount to the outcome for the child, the matter will be formally referred to the Safeguarding Children Partnership via the updated resolution notice.

The SSCP will utilise the role of the independent advisor to achieve resolution.

Professional Challenge / Outcome Resolution Notice





Date of Notification		
Name of Child/Young Person		
D.O.B		
NHS Number/ P Number		
Outcome Resolution Notice Completed by:		
Name		
Role		
Agency/Team		
Contact Details		
Notification has been sent	1.	
to:	2. cc'd in sscp@salford.gov.uk	
Summary of disagreement		
Evidence of the informal challenge that has taken place at stages 1-2 and the outcome of this challenge		
Desired outcome for the child and / or family. Please include details of what it is your are requesting happens as a result of this challenge		

Stage	Date Outcome Resolved	Supporting Evidence Embed written confirmation between parties about the agreed outcome
Stage 3		
Stage 4		

Salford Safeguarding Children Partnership challenge and escalation single point of contact (SPOC) list.

point of contact (SPOC) list.	
Service	Contact Details
Achieve Substance Misuse Service - part	Alicia Murphy 0161 357 1318
of GMMH	Alicia.Murphy@gmmh.nhs.uk
Adult Social Care	worriedaboutanadult@salford.gov.uk
Addit Social Care	0161 631 4777
Cheshire and Greater Manchester	CGM.Salford@interservejustice.org
Community Rehabilitation Company	0161 451 5350
Child in Need/Child Protection Team/	cpcinad@salford.gov.uk
Children with disabilities	0161 603 4555
Early Help	North.locality@salford.gov.uk
	Contact to be made to the school,
	college, nursery/pre-school to
Education	clarify Designated Safeguarding Lead
	arrangements
	John Fenby 0161 271 0753
Adult Mental Health Services – part of	John.Fenby@gmmh.nhs.uk
GMMH (not Six Degrees)	Anne Marie Lord 0161 271 0753
Givilvii i (not dix Degrees)	Anne-Marie.Lord@gmmh.nhs.uk
Greater Manchester Mental Health	Helen Williamson 0161 358 2094
Foundation Trust	
Foundation Trust	Helen.Williamson@gmmh.nhs.uk All escalations to GMP must include a
	telephone call to ensure the correct
	officer is being contacted.
	0161- 856 5425 DI Martin Ashurst- 11070@gmp.pnn.police.uk- Op
Greater Manchester Police	Gulf, Op Arctic.
Greater Marichester Police	DI Gareth Jenkins- Gareth.jenkins@gmp.police.uk-
	Complex Safeguarding
	DI Alison Barber- Alison.barber@gmp.police.uk - Safeguarding and threats to life
	DCI Amanda Delamore-
	Amanda.delamore@gmp.police.uk – Pro Active CID
	(Line manager for the above)
Leaving Care (Next Steps)	nextstepsadmin@salford.gov.uk
	0161 607 1888
Looked After Children Team	lac@salford.gov.uk
	0161 779 7800
N. C. I.B. I. C. O. I.	christine.araya@justice.gov.uk
National Probation Service	Tel: 0161 451 5359.
	CC: manjit.byrne@justice.gov.uk
NHS Salford Clinical Commissioning	safeguarding.nhssalford@nhs.net
Group	0161 212 4413
Salford Royal Foundation Trust	safeguardingteam@srft.nhs.uk
Cancia regain canadion made	0161 206 3803
Salford Safeguarding Unit	cpru@salford.gov.uk
Canora Careguarding Offic	0161 603 4350
Strategic Housing	Housing.Strategy@salford.gov.uk
The Bridge Partnership	worriedaboutachild@salford.gov.uk