

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:

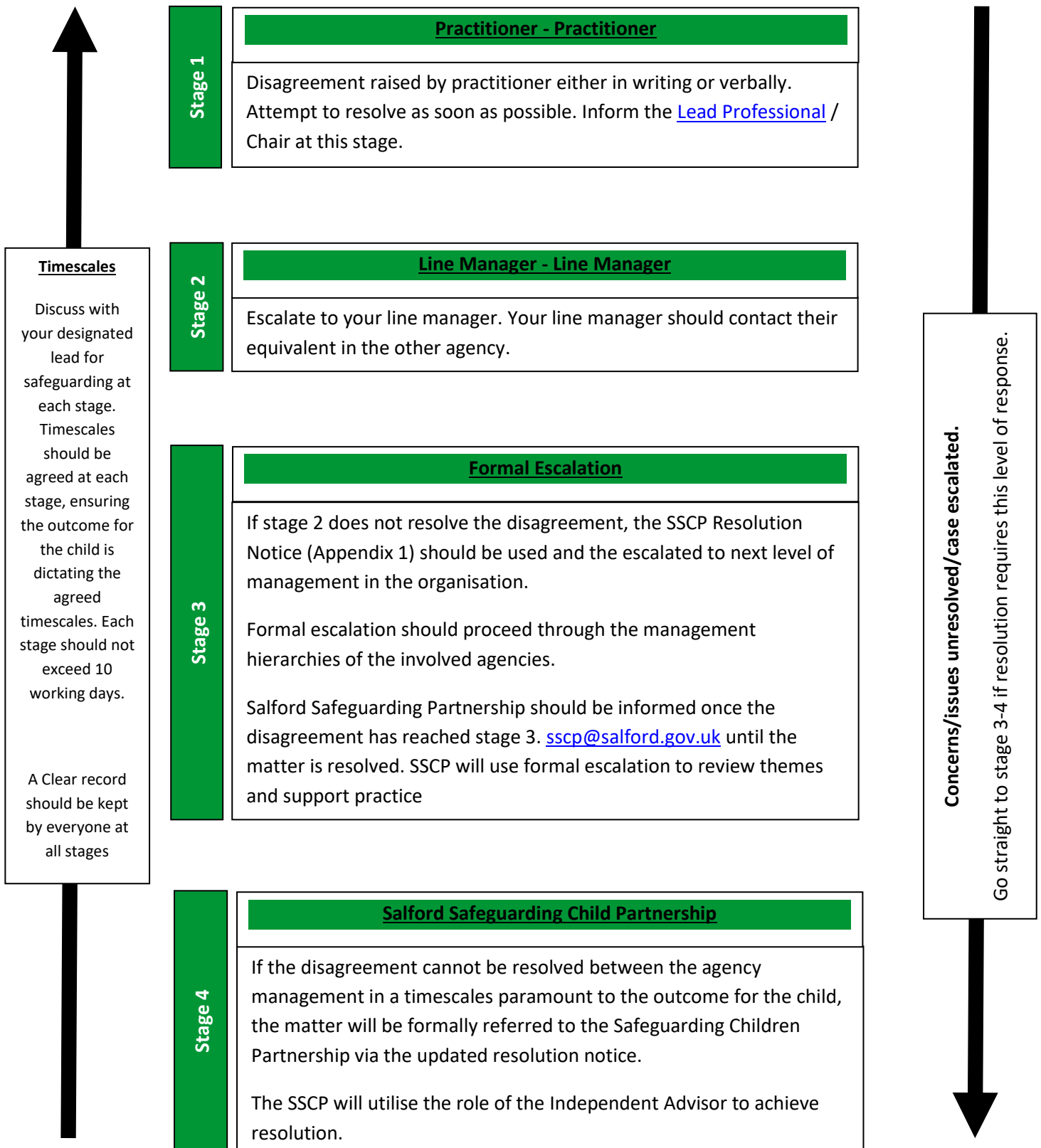
- Challenge is positive and should always be focused on the desired outcome for the child and family.
- The safety and wellbeing of the child is always paramount.
- It is the responsibility of each individual professional and agency to progress challenge if they are not in agreement with the outcome 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.

This be used in line with other relevant [policies and procedures](#) in Salford and the Greater Manchester Safeguarding Procedures Manual on:

- [Resolving Professional Disagreements/Escalation Policy](#)
- [Whistleblowing Guidance](#)

Effective Challenge and Escalation Procedure



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

Service	Contact Details
Achieve Substance Misuse Service - part of GMMH	Alicia Murphy 0161 357 1318 Alicia.Murphy@gmmh.nhs.uk
Adult Social Care	worriedaboutanadult@salford.gov.uk 0161 631 4777
Cheshire and Greater Manchester Community Rehabilitation Company	CGM.Salford@interservejustice.org 0161 451 5350
Child in Need/Child Protection Team/ Children with disabilities	cpcinad@salford.gov.uk 0161 603 4555
Early Help	North.locality@salford.gov.uk
Education	Contact to be made to the school, college, nursery/pre-school to clarify Designated Safeguarding Lead arrangements
Adult Mental Health Services – part of GMMH (not Six Degrees)	John Fenby 0161 271 0753 John.Fenby@gmmh.nhs.uk Anne Marie Lord 0161 271 0753 Anne-Marie.Lord@gmmh.nhs.uk
Greater Manchester Mental Health Foundation Trust	Helen Williamson 0161 358 2094 Helen.Williamson@gmmh.nhs.uk
Greater Manchester Police	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 Gulf, Op Arctic. 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
National Probation Service	christine.araya@justice.gov.uk Tel: 0161 451 5359. CC: manjit.byrne@justice.gov.uk
NHS Salford Clinical Commissioning Group	safeguarding.nhssalford@nhs.net 0161 212 4413
Salford Royal Foundation Trust	safeguardingteam@srft.nhs.uk 0161 206 3803
Salford Safeguarding Unit	cpru@salford.gov.uk 0161 603 4350
Strategic Housing	Housing.Strategy@salford.gov.uk
The Bridge Partnership	worriedaboutachild@salford.gov.uk 0161 603 4500

Please contact sscp@salford.gov.uk for any updates that are required to the SPOC list.

APPENDIX 1

Professional Challenge / Outcome Resolution Notice

THIS DOCUMENT MUST BE SENT/STORED SECURELY

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 to:	1. 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 you 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		

