

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 <u>policies and procedures</u> in Salford and the Greater Manchester Safeguarding Procedures Manual on:

- Resolving Professional Disagreements/Escalation Policy
- Whistleblowing Guidance

Effective Challenge and Escalation Procedure

Stage 1

Stage ?

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.

Discuss with

Timescales

your 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.

<u>Line Manager - Line Manager</u>

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

Formal Escalation

age 3

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

Stage 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.

Go straight to stage 3-4 if resolution requires this level of response.

Salford Safeguarding Children Partnership challenge and escalation single 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 Copiel Core	worriedaboutanadult@salford.gov.uk		
Adult 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,		
Education	college, nursery/pre-school to		
Eddodion	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		
	Anne-Marie.Lord@gmmh.nhs.uk		
Greater Manchester Mental Health	Helen Williamson 0161 358 2094		
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 Maneriester Folice	DI Gareth Jenkins- <u>Gareth.jenkins@gmp.police.uk-</u>		
	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)		
Leguing Care (Next Ctane)	nextstepsadmin@salford.gov.uk		
Leaving Care (Next Steps)	0161 607 1888		
Looked After Children Team	lac@salford.gov.uk		
Looked After Children Team	0161 779 7800		
	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		
- Camera regardanti i radi	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		
5 1	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 Comple	ted 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 to of this challenge	hat has taken place at stages 1-2 and the outcome			
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		