

# Escalation Policy

Status:	<b>STATUTORY</b>
Responsible Person:	Headteacher
Responsible Governor:	Full Governing Body
Ratified by Chair of Governors	September 2017
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Review date:	July 2019

Signed ..... M Neale Chair of Governors

Date 19 September 2018

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## ESCALATION POLICY

### RESOLUTION OF PROFESSIONAL DISAGREEMENTS ABOUT SAFEGUARDING CHILDREN

#### INTRODUCTION

Occasionally situations arise when professionals in one agency feel that the actions, inactions or decisions of one agency do not adequately safeguard a child.

Disagreements may relate to

- The nature and level of a child's needs;
- The nature and severity of risk to a child; and/or
- The most appropriate way to reduce the risk to a child;
- The tasks that would be responsible to the roles of particular professionals; and/or
- The appropriate sharing of information.

All professionals have a duty to challenge the practice of other professionals if they are concerned that this is placing one or more children at risk of harm. At every stage of the process all decisions must be recorded in writing and shared with relevant personnel, including the professional who raised the initial concern.

When the disagreement is resolved the agencies involved must agree a written statement of the outcome, including any consequent action to be taken.

If this process discloses gaps or weaknesses in the policies and procedures of St Helens Safeguarding Children Board this must be brought to the attention of the chair of the Board.

Any professional who considers that a child is at immediate risk of significant harm must ensure that concerns are escalated in a timely manner on the same working day. In all other circumstances professionals should attempt to resolve disagreements within one working week.

#### ALL AGENCIES

All professionals across the borough working with children, young people and families need to know what to do about a case where they are worried that professionals are not working well together and as a result a child is not making good enough progress or is at risk.

Every agency should have their own procedures in place for how to deal with concerns within their own setting. On those occasions where concerns need to be raised with another agency, workers should ensure this happens as soon as possible and that discussions are clearly recorded. If the worker with the worker from the other agency cannot reach resolution then this will be progressed to line manager.

For cases involving Social Care the concerns should be discussed initially with the social worker, If this does not resolve the problem the Team Manager should be alerted – by phone or in writing within one working day.

If the comparable line managers cannot achieve resolution and the issue remains unresolved then an escalation notice will be necessary.

**The Escalation Notice** will record information and document the issue raised and this will be forwarded to the Service Manager or agency equivalent) **within 5 working days. A copy of this notice will be sent to the LSCB Business Manager Alas House, Corporation Street, St Helens.**

The Operational and Service Managers will also be available for discussion on urgent or sensitive cases.

The Safeguarding Children Unit will continue to offer consultation and advice on cases and will intervene to help resolve issues if that is appropriate.

However Safeguarding Children Unit managers will always follow up cases where there are immediate concerns about a child – they will not be left until a Service Manager is available. If the comparable Service Managers cannot achieve resolution then the issue will be referred to the comparable agency Directors If resolution is not achieved then this will be referred to the Director of Children's Services who will make the final binding decision.

### STAGE ONE – CONSULTING THE LINE MANAGER

Any professional who feels that a decision made by another agency is inappropriate or unsafe should initially consult their manager/supervisor to clarify their thinking and to identify the desired outcome. This should be done on the same working day that the disagreement arises.

All managers/supervisors should be aware that some professionals may need support to pursue disagreements, particularly when there are significant differences in status or experience.

### STAGE TWO – DISCUSSION BETWEEN THE PROFESSIONALS

The professionals who disagree should discuss the issues, identify the areas of agreement and disagreement and agree the extent to which the area of disagreement is relevant to the issue of risk to the child. Every effort should be made to resolve the disagreement at this level.

### STAGE THREE – ESCALATION TO LINE MANAGER

If the problem is not resolved at Stage Two the two professionals should each notify their manager/supervisor who will discuss the issues with the equivalent manager/supervisor in the other agency.

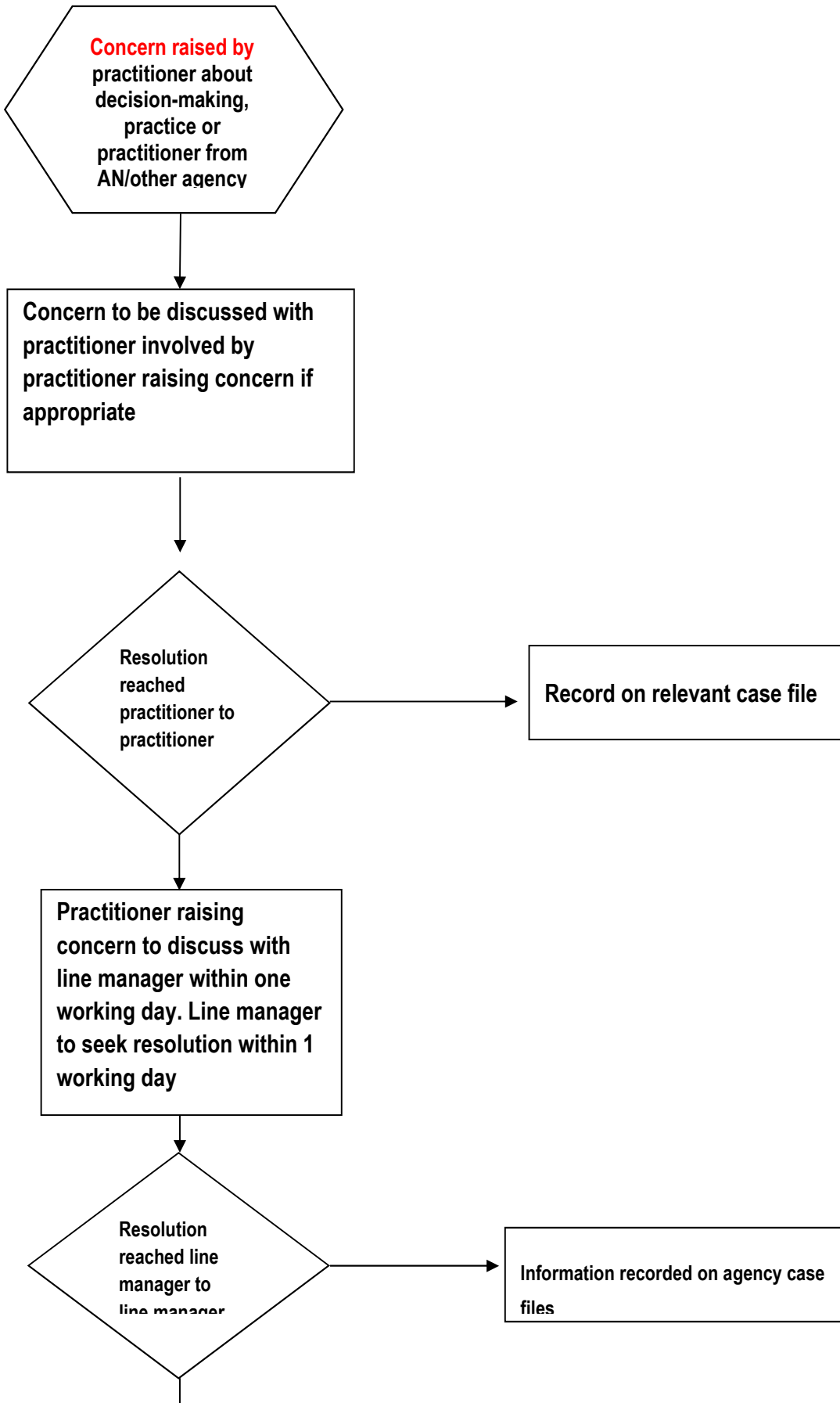
### STAGE FOUR – ESCALATION TO SAFEGUARDING LEADS OR SENIOR MANAGER

If the problem is not resolved at Stage Three each manager/supervisor will report to their respective named or designated safeguarding lead or service manager. These two managers will attempt to resolve the disagreement.

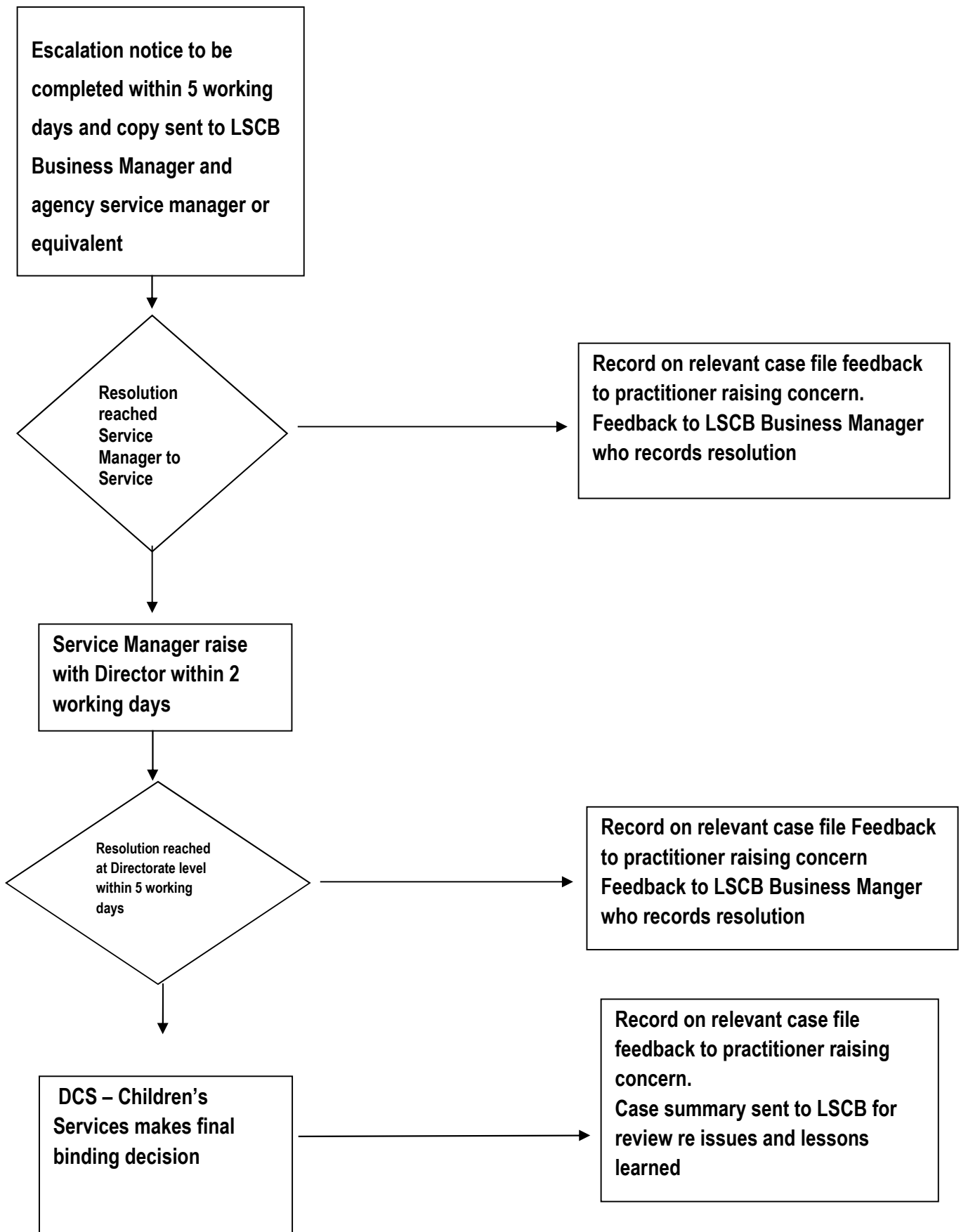
### STAGE FOUR – MEDIATION BY A THIRD PARTY AGENCY

Wherever possible operational disagreements must be resolved by the agencies directly involved in the case. When resolution cannot be achieved at Stage Four the case should be referred to the business coordinator of St Helens Safeguarding Children Board, who will notify the chair of the Board. The chair will identify a Board member from an uninvolved agency to chair a meeting of senior managers with operational responsibility for the case. This meeting will provide a final opportunity to reach a decision. The chair of this meeting will report back to the chair of the Safeguarding Children Board.

DISPUTE RESOLUTION PRIOR TO INVOKING THE ESCALATION PROCEDURE



ESCALATION PROCESS



ESCALATION NOTICE TEMPATE

Agency issuing Escalation Notice	Agency receiving Escalation Notice

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

Please document any information of concern.

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

Dated:.....

Copy to LSCB.....Date

<b>Date of resolution</b>	<b>Level of resolution</b>
<b>Issues raised</b>	<b>Lessons learnt</b>



**ESCALATION RESOLUTION TEMPLATE**

**This is to be completed once the Escalation is resolved and sent to the Business Manager (Safeguarding Children Board)**

<b>Name of Child</b>	
<b>Parents</b>	

<b>Lead Practitioner &amp; Agency</b>				
<b>Continuum of Need</b>				
<b>Procedures Case Managed</b>				
<b>Stage of Escalation</b>				
<b>Stage Escalation Resolved</b>				
<b>Timescales adhered to Stage 1</b>		No Please supply reason		
<b>Timescales adhered to Stage 2</b>				
<b>Timescales adhered to Stage 3</b>				
<b>Main reason for escalation</b>	Threshold Conflict	Communication	<b>Need for Action</b>	Roles & Responsibilities
<b>Action</b>				

Name of referrer:

Practitioners Informed:

Date form completed:

Method of delivery (delete as appropriate):

## **CONNECTING POLICIES FOR SAFEGUARDING PURPOSE**

Penkford School believes it is very important that policies relating to Safeguarding issues, across the school, are read in conjunction between one another. The Policies in question have been listed below.

**Safeguarding Policy**

**Child Protection Policy**

**Safer Recruitment Policy**

**Health & safety Policy**

**Drug Policy**

**First Aid Policy**

**Anti bullying Policy**

**Behaviour Policy**

**Positive Handling and Guidance Policy**

**Attendance Policy**

**E-safety Policy**

**Lone Worker Policy**

Signed (Chair of Governors) .....M Neale ...

Date . 19 September 2018

Next Policy Review Date .....July 2019