



SAFEGUARDING ESCALATION POLICY

JUNE 16

Introduction

- 1.1 The purpose of this policy is to ensure that all partner agencies working within the Wigan Borough 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 multi agency working depends on resolving disagreements to the satisfaction of workers and agencies, and a belief in a genuine partnership and joint working to safeguard children. Problem resolution is therefore an integral part of professional cooperation and joint working to safeguard children. Professional disagreement is only dysfunctional if not resolved in a constructive fashion and in accordance with the level of risk of significant harm considered to be presented (see process flowchart on page 5).
- 1.3 At no time must professional disagreement detract from ensuring a child is safeguarded. The child's welfare and safety must remain paramount throughout. Attempts at problem resolution may leave one worker/agency believing that a child/children may be at risk of significant harm. This person/agency has responsibility for communicating such concerns through agreed child protection procedures on the same working day. Disagreements could arise in a number of areas, but are most likely to arise around determining levels of need, roles and responsibilities, and the need for action and communication.
- 1.4 This policy outlines the role of the agency Safeguarding Lead in managing professional differences/ conflicts in relation to safeguarding practice. It also provides a framework that facilitates the formal involvement of the Wigan Safeguarding Children's Board (WSCB) agency representatives and the WSCB Independent Chair.
- 1.5 This policy has been developed in line with the guidance set out in Working Together to Safeguard Children, 2010 and is intended to resolve conflict in cases of a serious nature.

2 Resolving professional disagreements

- 2.1 Initial attempts between front line practitioners should be taken to resolve the problem; the aim should be to resolve difficulties at practitioner/case worker level between agencies. This should normally be between the people who disagree, via a face to face meeting or telephone conversation unless the child is at immediate risk.
- 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 respective workers must identify explicitly what the problem is and have absolute clarity about the nature of the disagreement and what the respective workers aim to achieve. Initial attempts should be taken to resolve the problem. It should be recognised that differences in status and/or experience may affect the confidence of some workers to pursue this unsupported. All discussions should be recorded on the service users file. (Use Appendix 3 and complete the relevant sections.)
- 2.3 If the issue remains unresolved, this should be referred to the practitioner's respective line manager/supervisor. If the practitioner disagrees with the line manager's decision they need to escalate that via their own management structure. For safeguarding, within schools this will be the named 'designated

person'. These individuals are expected to discuss with their opposite number in the other agency. Some examples of such roles are below:

- Social Worker - Line Manager
- Community Midwife – Named Nurse
- Hospital Nursing Staff, School Nurse and Health Visitor – Named Nurse
- Hospital Doctor - Named Doctor
- Community Mental Health Team - Line manager
- Staff in schools - designated person in school with Safeguarding Responsibility or school Head Teacher.

Please note that **this is not** an exhaustive list.

- 2.4 A clear record must be kept at all stages, by all parties, in particular this must include written confirmation between the parties about an agreed outcome of the disagreements and how any outstanding issues be pursued (via use of Appendix 3).
- 2.5 Disagreements within multi agency meetings e.g. Strategy meetings, Core Group Meetings, should be recorded by each respective agency and by the Chair of the meeting within the meeting minutes. Dissent re: whether a child should be made subject to a Child protection Plan at either Initial or Review Child Protection Conferences should be explicitly noted by the Chair during the meeting and should be recorded in the minutes of the meeting. The person who does not agree with the decision needs to take responsibility to activate the Escalation Policy.

3 Where professional disagreements remain

- 3.1 If professional disagreements remain unresolved following discussions between respective managers the matter must be referred to the WSCB representative for each agency involved to ensure timely resolution.
- 3.2 In the unlikely event that the steps described above do not resolve the issue and /or the discussion has raised significant policy issues, it should be referred to the WSCB Safeguarding Business Development Manager, who will determine a course of action, e.g. recommending to the WSCB Executive Group the development of a new WSCB protocol / policy, or informing the WSCB Independent Chair of the remaining inter agency disagreement, as per the flow chart.
- 3.3 A clear record should be kept at all stages, by all parties. In particular this must include written confirmation between the parties about an agreed outcome of the disagreement and how any outstanding issues will be pursued, (please see Appendix 3 for proposed template to be used by all agencies).

4 Following the use of the Escalation Policy

- 4.1 It would likely be useful for individuals involved in such disputes to be debriefed, in order to ensure clear lines of communication and promote continuing good working relationships.
- 4.2 All matters of conflict which have been brought to agency WSCB Members attention should be reported to WSCB. A proforma document should be completed by the parties involved and should be sent to the Monitoring and Evaluation Officer within the Safeguarding Unit, People Directorate. Quarterly analysis of these incidents of conflict will enable any thematic issues which have arisen to be identified and what action should subsequently be taken, e.g. develop a new joint working protocol, deliver training to a particular element of the workforce, (see Appendix 4 for the proforma document).

5 Reference documents

- Appendix 1 Escalation Flow Chart.
- Appendix 2 Agency Named Safeguarding Lead, WSCB Members and WSCB staff contact details
- Appendix 3 Agency report re: recording conflict and resolution on service users file
- Appendix 4 Proforma for conflicts which have been resolved at WSCB agency representative level
- WSCB Child Protection Procedures (can be found via www.wiganlscb.com)
- Bi-annual Reviews of Serious Case Reviews re: the risk of unresolved professional disagreement (can be found via www.wiganlscb.com)

This protocol will be reviewed after the first quarter of implementation, and annually thereafter.

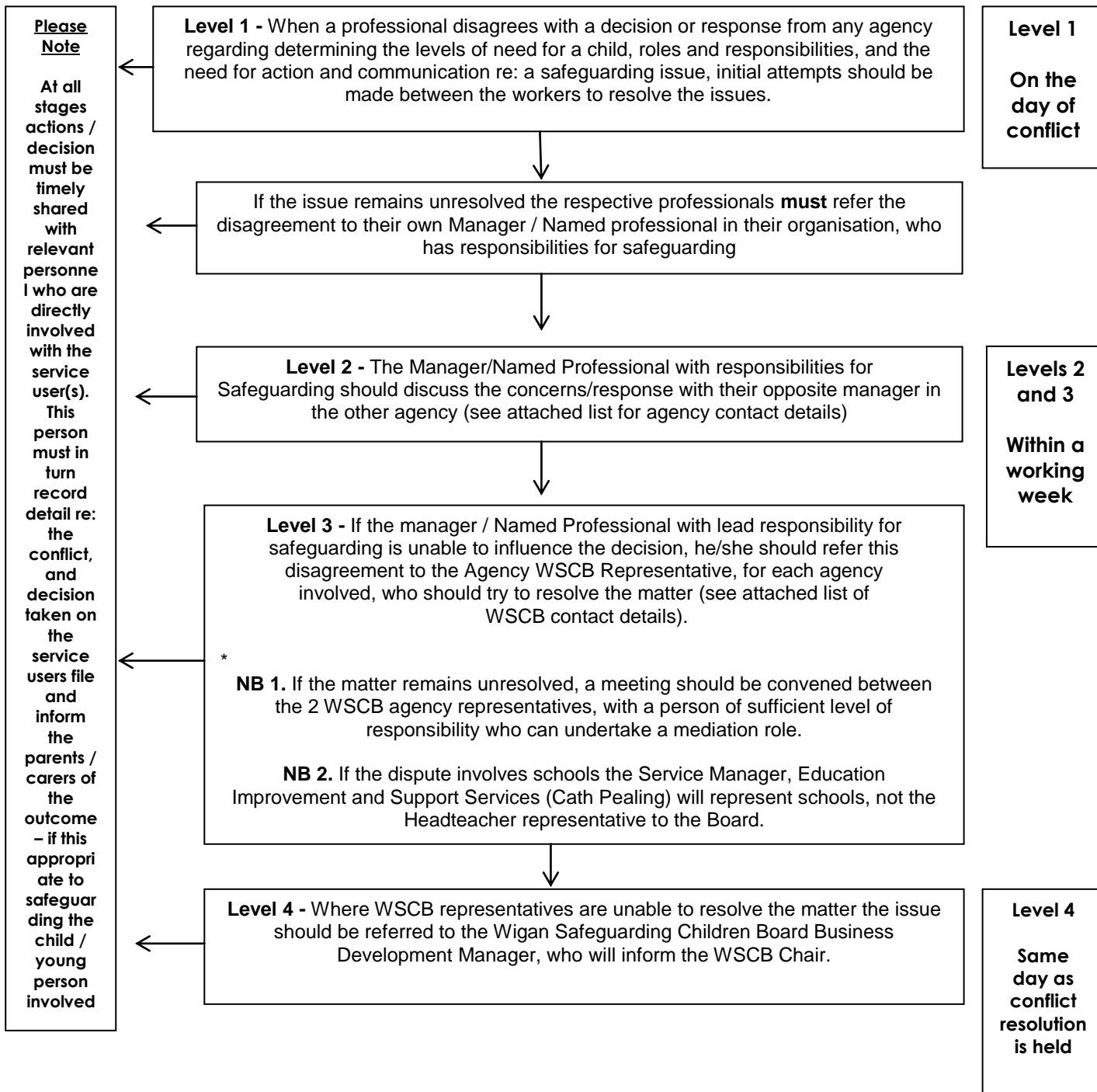
This policy was approved by the Pastoral & Worship Committee on 14th June 2016

Signed: _____
Chair of Pastoral & Worship Committee

Date of next review: June 2017

Resolution of Professional Disagreements in Work Relating to Safeguarding Children, Young People and their Families

WHEN ANY PROFESSIONAL CONSIDERS A CHILD IS AT IMMEDIATE RISK OF SIGNIFICANT HARM, THEN THE INDIVIDUAL MUST ENSURE THEIR CONCERNS ARE ESCALATED ON THE SAME WORKING DAY USING ESTABLISHED CHILD PROTECTION PROCEDURES



* Proforma document should be sent to the Safeguarding Unit, People Directorate, for quarterly analysis, enabling identification of thematic issues and lessons learned, to inform further action to be taken by WSCB. This quarterly report should remain as a standing agenda item for the WSCB Executive Group.

Agency Safeguarding Lead Contact Details – Level 1

- **Team Manager of your Social Worker**
01942 828451
- **Children's Duty Social Care Team Managers**
01942 828300 (ask for the team manager that is on duty)
- **Youth Offending Team**
YOT Manager 01942 487126

Agency Safeguarding Lead Contact Details - Level 2

- **Gateway Services Service Managers** (Social Care staff need to contact their Service Manager as a first step)
Locality 1 01942 486097
Locality 2 / Vulnerable Groups 01942 487080
Locality 3 01942 487975
Locality 4 01942 200899
Locality 5 01942 486344
- **People Directorate Safeguarding**
Service Manager, Partnerships and Safeguarding
01942 489680
- **Education Settings**
Service Manager, Education Support, Organisation and Capital Development
01942 486146
- **Wigan and Leigh Homes**
Safeguarding Lead
07919308813
- **Greater Manchester Police, Wigan Division**
Response Inspector
0161 856 7221
- **ALW Division Bridgewater Community Healthcare NHS Trust**
Named Nurse for Child Protection
01942 481161
- **Wigan, Wrightington and Leigh Acute Trust (WWL)**
Named Nurse
01942 778782
- **Boroughs Partnership**
Named Nurse
0151 244 4588
- **Probation**
Probation Reception who will identify the appropriate manager 0300 0478 700
- **Wigan and Leigh Drug and Alcohol Recovery Service, GMW**
Acting Head of Service, Wigan and Leigh
01942 487570
- **CAFCASS**
Service Manager
07917 233 441

WSCB Members - Level 3

James Winterbottom	Interim Director, Children and Families
Jayne Ivory	Assistant Director, Children and Families
Will Blandamer	Assistant Director, Reform and Transformation
Councillor Jo Platt	Portfolio Holder for Children and Young People's Services
Jill Hyde	Headteacher, Ince C of E Primary School
Supt Jackie Pendlebury	Greater Manchester Police, Wigan Division
Derek Dempster	Gtr Manchester Fire Service
Claire Davies	District Manager Executive, Greater Manchester Probation Service
Nichola Osborne	Assistant Director Designated Nurse, Wigan Borough CCG
Trish Anderson	Chief Officer, Wigan Borough CCG
Caroline Williams	General Manager, Children & Families Services Directorate, Bridgewater NHS Trust
Dr Umesh Prabhu	Medical Director, Wrightington, Wigan & Leigh (WWL) NHS Trust
Dr Sham Khan	Designated Doctor, Wrightington, Wigan & Leigh (WWL) NHS Trust
Chris Masikane	Assistant Director of Operations, 5 Boroughs Partnership
Jane Pilkington	NHS England
Mike Grimes	Director of Housing Needs, Wigan & Leigh Homes
Representative	Service Manager, CAFCASS
Kay Bardgett	Executive Director, Wigan Leisure & Culture Trust

If the dispute involves schools the Service Manager for Education Support, Organisation and Capital Development will represent schools, not the Head teacher representative to the Board.

WSCB Staff Details – Level 4

Kath Nelson WSCB Independent Chair
Nuala O'Rourke Service Manager, Partnerships and Safeguarding
Lynsey Swift WSCB Business Analyst and Coordinator

Tel: 01942 486025

Agency Report Re: Recording Inter Agency Conflict and Resolution on a Service Users File

Name of child / young person:

DOB:

Address:

Name of Practitioner, Role and Agency:

Brief details re: inter agency disagreement:

Was this disagreement responded to at Level 1 of WSCB Escalation Policy? If so how was a resolution agreed?

If not, who was the individual (at Level 2 of the WSCB Escalation Policy) within your agency that you referred the disagreement to?

What was the outcome of this inter agency discussion at Level 2 of the WSCB Escalation Policy?

Was the conflict referred to your agency Board representative at Level 3 of the WSCB Escalation Policy? If so, what was the resolution?

Have you informed the parents/carers of the child/young person of this disagreement and the resolution?

If not, is this due to safeguarding the child/ young person?

**Pro-forma for reporting conflicts which have been resolved at
WSCB agency representative level to WSCB**

Name of child / young person:

DOB:

Address:

Name of Board Members, Roles and Agencies involved:

Brief details re: inter agency disagreement

Methodology used to resolve the complaint

Does this case give rise to any lessons learned? (Please circle)	Yes	No
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If yes, please detail

Do these lessons learned indicate the need for the following:-
(please circle Yes or No for each of issues below)

A requirement for staff training	Yes	No
Development of a new WSCB Protocol	Yes	No
Inform Commissioner of the Service	Yes	No
If yes, which service is this with regard to?		

Further discussion at a particular WSCB Sub Group If yes, which one?	Yes	No
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Further discussion at the WSCB Board / Executive If yes, which one?	Yes	No
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Please e-mail your completed form to the WSCB Team at wscb@wigan.gov.uk