



**Wirral Safeguarding Children Board**

# **Multi-Agency Escalation Procedure**

**July 2015**

## INTRODUCTION

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This procedure has been developed by the Wirral Safeguarding Children Board (WSCB) to be used when resolving professional disagreements in relation to the safeguarding needs of children and young people. Disagreements over the handling of concerns reported to Children's Services and other agencies can impact negatively on positive working relationships and consequently on the ability to safeguard and promote the welfare of children.

***It is not designed to replace the statutory complaints processes established within individual partner agencies.***

All professionals in Wirral working with children, young people and families need to know what to do about a referral or case where there are concerns or disagreement on the referral pathway for a child (ren). This includes contacts and referrals to the Gateway and Central Advice and Duty Service and on current allocated cases to a Lead Professional.

Every agency has safeguarding procedures in place within their own agency that details lines of responsibility and accountability for case management. 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. In most cases the Lead Professional should be the first contact and if that does not resolve the concerns their manager should be contacted **within one working day**.

All agencies are responsible for ensuring that their staff are competent and supported to escalate appropriately intra-agency and inter-agency concerns and disagreements about a child's wellbeing.

Concern or disagreement may arise over another professional's decisions, actions or lack of actions in relation to a referral, an assessment or an enquiry. Professionals should attempt to resolve differences through discussion and/or meeting within a working week or a timescale that protects the child from harm (whichever is less).

## WIRRAL MULTI-AGENCY ESCALATION PROCESS

### 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**

<p><b>Please Note:</b></p> <p>At all stages actions / decisions must be timely shared with relevant personnel who are directly involved with the service user(s).</p> <p>This person must in turn record detail re: the conflict, and decisions taken on the service users file and inform the parents / carers of the outcome – if this appropriate to safeguarding the child / young person involved.</p>	<p><b>STAGE 1</b> - When a professional disagrees with a decision or response from any agency regarding determining the levels of need for a child, roles and responsibilities, and the need for action and communication re: a safeguarding issues, initial attempts should be made between the workers resolve the issues.</p>	<p><b>Stage 1</b> On the day of conflict</p>
	<p>If the issue remains unresolved the respective professionals must refer the disagreement to their own manager/ named professional in their organisation, who has responsibilities for safeguarding. It is the responsibility of the practitioner escalating the concern to inform their line manager and safeguarding lead of the need to escalate the case further.</p>	<p><b>Escalation to Stage 2 must be within one working day of the conflict</b></p>
	<p><b>STAGE 2</b> – The manager / named professional with responsibilities for safeguarding should discuss the concerns / response with their opposite manager in the other agency</p>	<p><b>Stage 2</b> Within one working week of the conflict</p>
	<p><b>STAGE 3</b> – if the manager / named professional with lead responsibility for safeguarding is unable to influence the decision, he / she should refer this disagreement to the agency WSCB representative, for each agency involved, who should try to resolve the matter (See attached list of WSCB contact details). NB. 1. If the matter remains unresolved, a meeting should be convened between the two WSCB agency representatives, with a person of sufficient level of responsibility who can undertake a mediation role. NB. 2. If the dispute involves school the appropriate consultant headteacher will represent the school.</p>	<p><b>Stage 3</b> Within a working week of Stage 2 completing.</p>
<p><b>STAGE 4</b> - Where WSCB representatives are unable to resolve the matter the issue should be referred to the WSCB Business Manager, who will inform the WSCB Executive and Chair</p>	<p><b>Stage 4</b> Within one day of Stage 3 conflict resolution</p>	

\*Proforma document should be sent to the WSCB Business Manager for analysis, enabling identification of thematic issues and learning, to inform further action to be taken by WSCB. This quarterly report will remain as a standing agenda item for the WSCB Executive Group.

## PROFESSIONALS RESOLVING DISAGREEMENT – STAGE ONE

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Most disagreements can be resolved between professionals by having a conversation about the reasons for the conflict and reaching an agreement without needing to escalate further. Disagreements resolved at Stage One do not need to be recorded here and the WSCB do not need to be informed. Agencies however should record the disagreement and resolution in their own records. It is the responsibility of professionals to inform their managers if they are unable to resolve the disagreement.

## SAFEGUARDING LEADS – STAGE TWO

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Please contact the WSCB Business Manager [davidrobbins@wirral.gov.uk](mailto:davidrobbins@wirral.gov.uk) for assistance if you are escalating to Stage Two and you do not know who the safeguarding lead is for the organisation you wish to contact. It is managers responsibility to attempt to resolve the disagreement between the two agencies.

## WSCB MEMBERS – STAGE THREE

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If the team managers, safeguarding leads (or equivalent) are unable to resolve the concerns they should be escalated by a senior manager to the agencies WSCB Board representatives who will convene a conflict resolution meeting to mediate. WSCB members are listed below. Please contact [davidrobbins@wirral.gov.uk](mailto:davidrobbins@wirral.gov.uk) for direct contact details.

Simon Garner	Corporate Safeguarding Manager
Lisa Arthey	Head of Specialist Services, CYPD
Amanda Bennett	Designated Doctor-Safeguarding Children
Sandra Christie	Director of Quality and Nursing, Community Trust
Debbie Hammersley	Designated Nurse-Safeguarding Children (CCG)
Lisa Cooper	NHS England
Jill Galvani	Director of Nursing and Midwifery Wirral University Teaching Hospital
Sheila Clark	Area Service Manager, Connexions
Deborah Gornik	Head of Targeted Services, CYPD
Bev Morgan	Representing voluntary agencies
Steve Dainty	Primary Schools Representative
Paula Waring	Special Schools Representative
Phil Sheridan	Secondary Schools Representative
Lorna Quigley	Interim Chief Operating Officer NHS Wirral CCG
Paula Simpson	Head of Quality and Nursing, Community NHS Trust
Avril Devaney	Director of Nursing, CWP
Jane Harvey	Public Health Consultant, NHS Wirral
Rosie Goodwin	Assistant Chief Executive, Merseyside Rehabilitation Committee
Richie Davies	Superintendent, Merseyside Police
Catherine Court	Deputy Principal, Wirral Metropolitan College
Paul Murphy	Group Manager, Merseyside Fire and Rescue
Anne Steel	Head of Housing, Wirral Methodist HA

Michelle Evans	Service Manager, CAF/CASS
Julie Webster	Head of Public Health
Celine Gafos	Restorative Practice Senior Locality Manager
Jane Harvey	Public Health Consultant
Marie Orrell	Head of LDU National Probation Service

## **WSCB CHAIR – STAGE FOUR**

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If the concern remains unresolved at Stage 3 the relevant WSCB Board members will escalate the case to the Chair of the WSCB for a determination to be made. Members should contact [davidrobbins@wirral.gov.uk](mailto:davidrobbins@wirral.gov.uk) if they wish to do this.

## **WSCB SUPPORT**

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David Robbins WSCB Business Manager 0151 6664314 [davidrobbins@wirral.gov.uk](mailto:davidrobbins@wirral.gov.uk)  
Secure email: [david.robbins@wirral.gcsx.gov.uk](mailto:david.robbins@wirral.gcsx.gov.uk)

**PROFORMA FOR REPORTING CONFLICTS WHICH HAVE BEEN RESOLVED  
AT STAGE 2 AGENCY REPRESENTATIVE LEVEL**

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<b>Name of child/ young person:</b>	
<b>DoB:</b>	
<b>Address:</b>	
<b>Name of Practitioner, Role and Agency:</b>	

<b>Brief details about the inter agency disagreement:</b>	
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<b>What attempts were made to resolve the disagreement at Stage 1?:</b>	
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<b>Who was the individual (at Stage 2) within your organisation you referred the disagreement to?</b>	
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<b>What was the outcome of this inter agency discussion at Stage 2 of the Escalation Procedure? Was the disagreement resolved?</b>	
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<b>If not, was the disagreement referred to your agency Board representative at Stage 3 of the WSCB Escalation Policy?</b>	
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<b>Have you informed the parents/carers of the child / young person of this disagreement and the resolution?</b>  <b>If not, is this due to safeguarding the child / young person?</b>	
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Please e-mail a copy of your completed form to David Robbins WSCB Business Manager ([david.robbs@wirral.qcsx.gov.uk](mailto:david.robbs@wirral.qcsx.gov.uk))

**PROFORMA FOR REPORTING CONFLICTS WHICH HAVE BEEN RESOLVED  
AT WSCB STAGE 3 REPRESENTATIVE LEVEL**

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<b>Name of child/ young person:</b>	
<b>DoB:</b>	
<b>Address:</b>	
<b>Name of Manager who escalated concern at Stage 2, Role and Agency</b>	
<b>Name of Board members, Roles and Agencies involved</b>	

<b>Brief details about the inter agency disagreement:</b>	
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<b>What was the methodology used to resolve the disagreement?:</b>	
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<b>Does this case give rise to any lessons learned? If yes, please detail</b>	
<b>Do these lessons learned indicate the need for the following: (please answer Yes or No for each of issues below)</b>	
<b>A requirement for staff training?</b>	<b>(yes or no)</b>
<b>Development of a new WSCB Protocol?</b>	<b>(yes or no)</b>
<b>Further discussion at a WSCB sub group?</b>	<b>(yes or no) If yes which one?</b>
<b>Further discussion at the full WSCB Board?</b>	<b>(yes or no)</b>

<b>Does the case require escalating to Stage 4?:</b>	<b>if yes please email <a href="mailto:david.robbs@wirral.gcsx.gov.uk">david.robbs@wirral.gcsx.gov.uk</a> for escalation to the Chair of the WSCB</b>
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**Please e-mail a copy of your completed form to David Robbins WSCB Business Manager ([david.robbs@wirral.gcsx.gov.uk](mailto:david.robbs@wirral.gcsx.gov.uk))**