

STAGES OF ESCALATION

1

Discussion between front line workers

Any professional concerned about a decision/action should contact the professional who made the decision/action. Often differences are based on misunderstanding of agency policy or lack of communication and as such can be resolved quickly and informally.

If the matter cannot be resolved - concerns should be discussed between the team or managers of each agency

2

Discussion between team or managers

Each agency team/operational manager to discuss concerns and evidence, what outcome they would like to achieve and negotiate a resolution. The aim should be to reach agreed action for the child.

If the matter cannot be resolved - concerns should be discussed between the service managers or named safeguarding leads. Feedback should be given to all parties.

3

Escalate to Service Managers or Named Safeguarding Leads

Escalate to relevant Service Managers/Named Safeguarding Leads to agree a way forward. A multiagency reflective group consultation or at minimum a case meeting should be held involving relevant staff to find an agreed resolution. Whether resolved or not, lead agency manager should notify the CSCP of identified policy/practice issues using Escalation Notification Form.

If unresolved the case should be escalated to senior managers. Feedback should be given to all parties

4

Escalate to Senior Managers or Designated Safeguarding Leads

Escalate to the relevant senior management (minimum HoS) or Designated Safeguarding Lead for review and discussion to achieve a resolution and address known barriers. Lead agency should update the Escalation Notification Form of remaining issues or outcome.

If unresolved the case should be escalated to the CSCP Executive for a final decision. Feedback should be given to all parties.

5

Escalate to Safeguarding Partner Executive

Escalate to the CSCP Executive who will determine a way forward - this may include conflict resolution, further legal advice, independent review etc. At this stage the outcomes for the child should be clear and issues relating to policy and practice should be taken forward. The Executive will notify the CSCP Independent Scrutineer. The lead agency will update the Escalation Notification Form. Feedback should be given to all parties.