



ESCALATION POLICY

POLICY ON INTER AGENCY CONFLICT RESOLUTION

Lincolnshire Safeguarding Children Board expects members of staff working directly with families to share information appropriately, and work to plans agreed in all relevant forums for example CAF/Team around the child meetings, Children In Need, Child Protection reviews and Children In Public Care reviews. Good practice includes the expectation that constructive challenge amongst colleagues within agencies and between agencies provides a healthy approach to the work. Where members of staff from any agency feel concerns regarding a child are not being addressed it is expected that the escalation process should be used until a satisfactory conclusion is achieved.

Individual agencies are responsible for ensuring completion of recommendations/planned actions and where these actions are not completed or not within timescales this should be explained at reviews and new plans/alternative plans devised with timeframes.

At various times during the joint involvement or management of a case professional differences of opinion/judgement emerge, and the following guidance is designed to assist agencies and staff in resolving such differences.

At every point all agency staff should ensure discussions and outcomes are recorded on appropriate agency records and on child's files as relevant.

Step 1

Differences of opinion or judgement should be discussed amongst frontline professionals to attempt to achieve a shared understanding and agree a local resolution, in line with the plan, or to ensure a plan is developed if needed. Care should be taken to agree a way of managing conflict, which allows children and families to understand the issues under discussion.

Step 2

Where issues remain unresolved each professional should discuss the issues with his or her own individual line manager/supervisor who can agree to support a resolution process with the professionals concerned and/or with the supervisor/line managers. Consultation with senior managers within each organisation can be used if this would be felt to assist resolution. Care should be taken to agree a way of managing conflict, which allows children and families to understand the issues under discussion.

Step 3

Each LSCB agency has a senior liaison officer who can be contacted to assist as appropriate including via agency escalation pathway, negotiating/agreeing a way forward in the way described above.

Step 4

Senior Liaison officers can advise that a case should be referred to the inter agency case review group for interagency consideration of the contentious matter. At this point the group may take recommendations for individual agencies to review performance/involvement, or for policy or procedural developments.

Examples of where this policy can be used

1. Where one professional disagrees with the action of another around a particular course of action, such as closing involvement.
2. Where one worker or agency considers another worker or agency has not completed an agreed action for no acceptable or understood reason.
3. Where one agency considers that the plan is inappropriate and that a child's needs are not being best met by the current plan. This could include a disagreement that a particular agency does not feel it needs to be involved, but another does.
4. In particular that a member of staff or an agency consider that the child's safeguarding needs are better met by a child protection plan and have requested that a case conference be called and feel that this has been refused.

NOTES

- a) All staff and agencies are duty bound to take urgent action to escalate matters if immediate safeguarding issues for a child are evident.
- b) Distinction should be made regarding differences of professional opinion or conflict and direct complaints relating to the behaviour or conduct of another worker. Depending on the nature or seriousness of the complaint, members of staff should discuss their concerns with supervisors/managers and where relevant refer to the procedure relating to allegations against those working with children.

Please note that if you are uncertain who in your line management structure you should approach, your SLO will advise on this issue:

Senior Liaison Officers:	
Agency	Role
Adult Safeguarding	Head of Adult Safeguarding
CAFCASS	Service Manager
Children's Services	Head of Service (North Kesteven)
Children's Services (Education)	Safeguarding Officer for Schools
Schools	Designated Teacher for Child Protection
Crown Prosecution Service	Head of Lincoln Trials Unit
East Midlands Ambulance Service	Head of Clinical Governance
Lincolnshire Police	Head of PPU
NHS Lincolnshire	Consultant in Public Health Medicine
LPFT	Deputy Director of Nursing & Clinical Governance and/or Consultant Nurse Safeguarding Children & Vulnerable Adults
ULHT	Chief Nurse (deputy: Named Nurse, Safeguarding Children)
LPCT	Head of Family & Lifestyle Services and/or Designated Nurse
Strategic Health Authority	Lead, Vulnerable Children/CAMHS & Safeguarding
Lincolnshire Fire and Rescue	Youth Engagement Manager
MAPPA	MAPPA Co-ordinator
NSPCC	Children's Services Manager
Probation Service	Assistant Chief Probation Officer – Offender Management
Road Safety Partnership	Development Manager
Secure Unit	Manager
SSAFA	Senior Social Worker
Supporting People	Head of Supporting Housing
Voluntary Sector	Chief Executive, YMCA
Youth Offending Service	Head of Youth Offending Service
Boston Borough Council	Housing and Property Manager
East Lindsey District Council	Business Manager (Health, Arts & Events)
Lincoln City Council	Director of Development & Environmental Services
South Holland District Council	Interim Head of Economic & Community Development
South Kesteven District Council	Corporate Head of Partnerships & Organisational Improvement
Cultural Development Team Leader	West Lindsey District Council
Head of Communities (Lead Officer for Safeguarding Children)	North Kesteven District Council

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