Escalations of Concerns and Professional Disagreements about Decisions



To be used at Team Meetings – 7 MINUTE BRIEFING

General approach to escalation/disagreement

If professionals are unable to resolve differences within an agreed timescale, disagreements must be escalated to senior Children Services' staff (CS Service Manager or Head of Service for Quality Assurance & Practice)

Agency professionals are expected to take their concerns to their line management, in accordance with their own procedures

Every effort must be made to resolve issues at the lowest possible level

For disputes relating to decisions not to hold Initial
Child Protection Conferences following S47 Enquiries
please see the HSCP Procedures 4.5.3

If matters cannot be resolved in an agreed timescale, the concerns should be escalated as a matter or urgency to the HSCP Service Manager who can determine what further responses (if any) are required



Most day to day concerns will require **agencies** liaising with a **CS Team Manager** e.g.

- A detective sergeant in the Joint Child Protection Investigation Team
 - A senior health visitor/nurse/GP
 - Designated senior manager

If agreement cannot be reached the concerns must be referred within one working day through line management to the equivalent of Service Manager/Detective Inspector/Head Teacher or other Designated Professional Each escalation will be responded to within one working day

Alternatively and more commonly in Health services, input maybe sought directly from the Designated Doctor or Nurse for Child Protection

CLEAR RECORDS of any discussions and outcomes must be maintained by all agencies involved