

Welton St. Mary's Church of England Primary Academy



Our Vision

As an inclusive Christian community we value each person, seeking to release everyone's full potential as promised by Jesus Christ. We seek to provide a safe, inspiring and creative learning environment providing opportunities for all to flourish. Through challenge, support and care, we strive for excellence in all that we do; always building on the foundations of shared values with consistently high expectations rooted in God's love. Together we are encouraged to be agents of positive change in this world.

'May the God of hope fill you with all joy and peace as you trust in him, so that you may overflow with hope by the power of the Holy Spirit.' Romans 15:13

Wisdom Hope Community Dignity

Escalation Policy

Approved February 2025
Review Annually (following
updated LSCP protocol)



ESCALATION POLICY

POLICY ON INTER AGENCY CONFLICT RESOLUTION

Lincolnshire Safeguarding Children Partnership (LSCP), The Children Act (2004) and Working Together to Safeguard Children set out expectations that people working directly with families, whether this is with the child or parent, work to multi-agency plans and processes. This could range from Early Help and the Team Around the Child process to more complex Child in Need, Child Protection and Looked After Children (LAC) processes.

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.

Escalation can be via telephone, face-to-face or internet meeting. All escalations should be recorded to ensure that the procedure is effective, transparent and for LSCP auditing purposes. Escalation via email is not recommended as effective multi-agency working requires professional challenge in a suitable format and escalation is to resolve conflict and areas of concern relating to children and their families, a priority need. Any escalation should follow the steps below within the timescale stated.

Step 1 – Direct professional to Professional Discussion

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. This must occur with an acknowledgement and mutually agreed plan of action, including timescales within 48 hours (2 working days)



Step 2- Direct Manager to Manager Discussion

If step 1 does not resolve the issue then each professional should discuss the issue with their line manager or safeguarding supervisor. The line manager should review the concerns and ensure that they are justified and meet the purpose of this protocol. The line manager should then liaise with the other professional's line manager in an attempt to reach a resolution. Consultation with senior managers within each organisation can be used if this would be felt to assist resolution. The discussion between managers must occur within 5 working days of step 1, with a mutually agreed plan of action including timescales.



Step 3 Direct SLO to SLO Discussion

If step 1 and 2 do not reach a mutually agreeable resolution then the agencies' LSCP Senior Liaison Officer (SLO) should be contacted immediately to liaise with the other agency's SLO or assist as appropriate to resolve the conflict. A mutually agreeable plan of action including timescales should be in place within 48 hours (2 working days). This may involve a resolution meeting to ensure the learning points are recorded and brought forward.



Step 4 – Urgent resolution required – LSCP Independent Chaired Meeting

If the SLO's cannot resolve the issue that is causing conflict between professionals and agencies then a meeting should be convened with an independent chair selected from the LSCP partner organisations where the agencies can discuss the case and conflict issue in a chaired and minuted meeting, with resolution being agreed and recorded. The meeting should take place asap with a date set within 24 hours of step 3.

Step 4 –Non-urgent and/or lessons learned

Senior Liaison Officers can advise that the learning points from a non-urgent case should be referred to the next LSCP Policy and Procedures, education and Training (PPET) sub group for interagency consideration. The group may make recommendations for individual agencies to review performance and /or involvement, or for LSCP policy and procedural review and development.

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.
5. There is disagreement over the sharing of information and or provision of services by an agency.

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