



# Escalation Policy

**2018 - 2020**

<b>Agreed by:</b>	Governing Body
<b>Review date:</b>	November 2020

## 1 Introduction

---

Occasionally situations arise when a professional feels that the actions, inactions or decisions of another professional or agency do not adequately safeguard a child. Disagreements may relate to:

- The nature and level of a child's needs;
- The nature and severity of risk to a child;
- The most appropriate way to reduce the risk to a child;
- The tasks that would lie within the roles and responsibilities of particular professionals; or
- The appropriate sharing of information.

All professionals have a duty to challenge the practice of other professionals if they are concerned that this is placing one or more children at risk of harm.

At every stage of the process all conversations and decisions must be recorded in writing and shared with relevant personnel, including the professional who raised the initial concern.

When the disagreement is resolved the agencies involved must agree a written statement of the outcome, including any consequent action to be taken. Each agency will place a copy of the statement on the child's record.

## 2 Procedure

---

Any professional who considers that a child is at immediate risk of significant harm must report their concerns to the Children Advice and Support Service (or the Emergency Duty Team) immediately. It may be appropriate to follow the procedure below as well, for example if the disagreement is between a referrer and the CASS team.

Professionals should attempt to resolve disagreements within one working week.

The professionals who disagree should discuss the issues, identify the areas of agreement and disagreement and specify the extent to which the area of disagreement is relevant to the issue of risk to the child. Where possible the disagreement should be defined with reference to the Right Service Right Time threshold descriptors.

### **Stage One - escalation to individual line manager**

The two professionals should each notify their manager/supervisor who will discuss the issues with the equivalent manager/supervisor in the other agency. If the professional is self-employed they should escalate the issue to the safeguarding lead for the relevant service. Every effort should be made to resolve the disagreement at this level.

### **Stage Two - escalation to safeguarding lead or senior manager**

If the problem is not resolved at Stage One each manager/supervisor will report to their respective named or designated safeguarding lead or service manager:

- If one of the agencies is children's social care, the Head of Service will deal with this stage (see the list of key senior officers in children's social care at **Appendix 2: Key Senior Officers in the Directorate for People (children's social care and safeguarding)**);

- If one of the professionals is self-employed, the safeguarding lead will deal with this stage as well as Stage Two;
- If one of the agencies is a school The Head Teacher/Principal will deal with this stage as well as Stage Two;
- If the disagreement is between two schools, or between a self-employed professional and a school, it will progress directly from Stage One to Stage Five;
- The two managers will attempt to resolve the disagreement.

### **Stage Three – Escalation to Second Tier Officers**

If the problem is not resolved at Stage Two each manager/supervisor will report to their respective second tier officer:

- If one of the agencies is children’s social care, the Assistant Director will deal with this stage (See the list of key senior officers in children’s social care at **Appendix 2: Key Senior Officers in the Directorate for People (children’s social care and safeguarding)**);
- If one of the professionals is self-employed, the safeguarding lead will deal with this stage as well as Stage Two;
- If one of the agencies is a school the Head Teacher/Principal will deal with this stage as well as Stage Two.

### **Stage Four – Escalation to Chief Officer**

If the problem is not resolved at Stage Three each manager/supervisor will report to their respective second tier officer:

- If one of the agencies is children’s social care, the Executive Director for Children’s Services will deal with this stage (See the list of key senior officers in children’s social care at **Appendix 2: Key Senior Officers in the Directorate for People (children’s social care and safeguarding)**);
- If one of the professionals is self-employed, the safeguarding lead will deal with this stage as well as Stage Three;
- If one of the agencies is a school The Head Teacher/Principal will deal with this stage as well as Stage Three.

### **Stage Five - Mediation by a Third Party Agency**

Whenever possible operational disagreements must be resolved by the agencies directly involved in the case. When resolution cannot be achieved at Stage Four the case should be referred to the Business Manager of Birmingham Safeguarding Children Board, who will notify the chair of the Board. The chair will identify a Board member from an uninvolved agency to chair a meeting of senior managers with operational responsibility for the case. This meeting will provide a final opportunity to reach a decision.

The chair of this meeting will report back to the chair of the Safeguarding Children Board.