



Havering Adult Safeguarding Board

Escalation Policy

November 2019

1. Introduction

- 1.1 Effective working together depends on an open approach and honest relationships between agencies. Problem resolution is an integral part of professional co-operation and joint working to safeguard adults.
- 1.2 Occasionally situations arise when workers within one agency feel that the actions, inaction or decisions of another agency do not adequately safeguard an adult. This inter-agency policy defines the process for resolving such professional difference and should be read alongside The Care Act (2014) and the London Multi-Agency Adult Safeguarding Procedures (2015) and relevant internal policies on escalating matters of concern.
- 1.3 Disagreements can arise in a number of areas, but are most likely to arise around:
 - **levels of need**
 - **roles and responsibilities**
 - **the need for action**
 - **progressing plans and communication.**
- 1.4 Where professionals consider that the practice of other professionals is placing adults at risk of harm, they must be assertive, act swiftly and ensure that they challenge the relevant professionals in line with this policy.
 - The safety of vulnerable adults is the paramount consideration in any professional activity.
 - Resolution should be sought within the shortest timescale possible to ensure the adult is protected.
 - As a guide, professionals should attempt to resolve differences through discussion within one working week or a timescale that protects the adult from harm (whichever is shortest).
 - Disagreements should be resolved at the lowest possible stage
- 1.5 **If the adult is thought to be at immediate harm, the designated safeguarding lead in your agency should be informed immediately.**
- 1.6 Any worker who feels that a decision is not safe or is inappropriate can initially consult their supervisor/manager to clarify their thinking if required. They should be able to evidence the nature and source of the concerns and should keep a record of all discussions.
- 1.7 Individuals may wish to refer to the Escalation Policy for their organisation to clarify the approach required.
- 1.8 Concerns relating to decisions, suspected wrongdoing or dangers at work within an agency, should be raised in line with each agencies' policies for dealing with such matters, including but not limited to those setting out the arrangements for *whistleblowing*.

2. Stages of Resolution

2.1 Stage One: Discuss with the other worker

2.2 The people who disagree have a discussion to resolve the problem. This discussion must take place as soon as possible and could be a telephone conversation or a face to face meeting. It should be recognised that differences in status and/or experience may affect the confidence of some workers to pursue this unsupported.

2.3 Stage Two: Escalate to line manager

2.4 If the problem is not resolved, the worker should contact their supervisor/ manager / named safeguarding professional within their own agency who should have a discussion with the equivalent supervisor/ manager in the other agency.

2.6 Stage Three: Escalate to senior managers

2.7 If the problem is not resolved at Stage Two, the supervisor/ manager reports to their respective manager or named/ designated safeguarding representative. These two managers must attempt to resolve the professional differences through discussion.

2.8 If there remains disagreement, the expectation is that escalation continues through the appropriate tiers of management in each organisation until the matter is resolved. The respective agency members on the Havering Safeguarding Adult Board (SAB) should be engaged in seeking resolution before the case is raised with the HSAB Chair.

2.9 Stage Four: Resolution by HSAB Chair

2.10 If it has not been possible to resolve the professional differences within the agencies concerned (and after the agency SAB members have been involved), the matter should be referred by the concerned agency to the Chair of the SAB, who may either seek to resolve the issue direct with the relevant senior managers, or convene a Resolution Panel.

2.11 The agency raising the dispute must e-mail the details through to lscbtraining@havering.gov.uk

2.12 The Resolution Panel must consist of a senior officer from three agencies who are members of the Executive Board of the SAB. The senior officers must include the agencies concerned in the professional differences.

2.13 The Panel will receive representations from those involved in the dispute and will collectively resolve the professional differences concerned.

3. Additional Notes

- 3.1 At all stages of the process, actions and decisions must be recorded in writing on the adult's file and shared with relevant personnel, to include the worker who raised the initial concern.

4. Escalation Policy Flowchart

