



**LSCB**

Bath & North East Somerset  
Local Safeguarding Children Board

# **Escalation Policy for Resolving Professional Disagreement**

Date approved by LSCB	9th September 2015
Author	Trina Shane and Mary Kearney-Knowles
Date of Review	May 2016
Date for review	September 2018
Detail of review amendments	Appendix A report pro-forma altered to table format to enable completion

## Introduction

Occasionally situations arise when practitioners/workers in one agency feel that the decision made by a worker from another agency on a child protection or child in need case is not a safe decision. Disagreements could arise in a number of areas, but are most likely to arise around:

- Levels of need
- Roles and responsibilities
- The need for action
- Communication

The safety of individual children is the paramount consideration in any professional disagreement and any unresolved issues should be addressed with due consideration to the risks that might exist for the child.

All workers should feel able to challenge decision-making and to see this as their right and responsibility in order to promote the best multi-agency safeguarding practice. This policy provides workers with the means to raise concerns they have about decisions made by other professionals or agencies by:

- a. avoiding professional disputes that put children at risk or obscure the focus on the child
- b. resolving the difficulties within and between agencies quickly and openly
- c. identifying problem areas in working together where there is a lack of clarity and to promote the resolution via amendment to protocols and procedures

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 children.

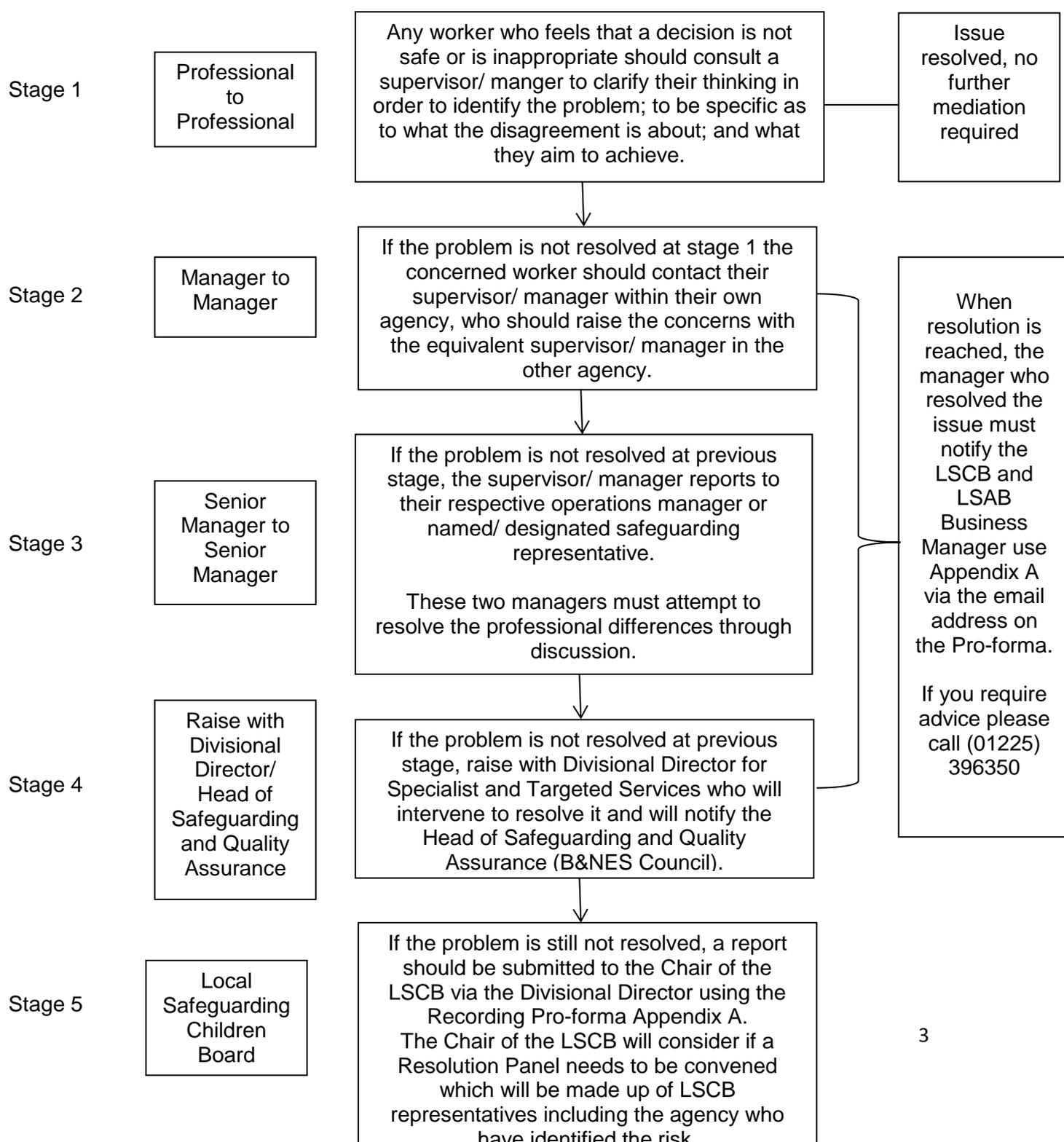
Resolution should be sought within the shortest timescale possible to ensure the child is protected. Disagreements should be resolved at the lowest possible stage however if a child is thought to be at risk of immediate harm discretion should be used as to which stage is initiated.

**If the disagreement is between you and your manager then you should consider using your agency's whistle-blowing process.**

## Stages of the Policy

The procedure is set out in the flowchart below. It is important that as a practitioner/worker you are involved at each stage of the process, as you will be able to provide the detail around the issues and know the case well enough to ensure a proper discussion takes place.

If you consider a child is at imminent risk of harm and another agency disagrees you should use discretion as to which stage is initiated after consulting with your line manager or safeguarding lead.



Initial attempts should be taken to resolve the problem at the lowest possible level. This would normally be between the people who disagree. It should be recognised that differences in status and/or experience may affect the confidence of some workers to pursue this unsupported. When the resolution is reached Appendix A should be completed and sent to the LSCB and LSAB Business Manager via the secure email address.

If, at the end of stage 4 a resolution is not achieved, then a report should go, via the Divisional Director and the LSCB and LSAB Business Manager, to the Chair of the LSCB.

If the LSCB convenes a Resolution Panel, the panel must consist of LSCB representatives from three agencies (including the agencies concerned in the professional differences, where possible).

The panel will receive representations from those concerned in the professional differences and make a decision as to the next course of action, resolving the professional differences concerned.

## **Timescales**

Some matters may be resolved very quickly, and this will be determined locally by the complexity of the issues. In all cases, the matter will be resolved as speedily as possible, and the primary focus will be on ensuring that the safety and welfare of the child concerned is assured whilst discussions take place.

## **Additional notes**

At all stages of the process actions and decisions must be recorded in writing and shared with relevant personnel, to include the worker who raised the initial concern. In particular this must include written confirmation between the parties about an agreed outcome of the disagreement and how any outstanding issues will be pursued.

It may be useful for individuals to debrief following some disputes in order to promote continuing good working relationships.



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## Appendix A

### B&NES Safeguarding Children Board Escalation Policy for Resolving Professional Disagreement

#### Recording Pro-forma

Please send for the attention of the LSCB and LSAB Business Support Manager and Divisional Director for Specialist and Targeted Services if required to: [Safeguarding.AdministrationTeam@bathnes.gcsx.gov.uk](mailto:Safeguarding.AdministrationTeam@bathnes.gcsx.gov.uk)

<b>Case Details</b>	<b>Date of Original Escalation:</b>
Child's Name:	D.O.B:
Address:	

Agencies/ Workers involved			
Names	Designation	Agency	Contact Details

<b>Nature of Professional Disagreement</b>
<b>Attempts to resolve issue</b>
Dates:
Outcome:
<b>Unresolved Dispute and Referral to LSCB Chair</b>
<b>Date of Referral:</b>
<b>Chairs Decision to Convene a Resolution Panel: Yes or No</b>
<b>Outcome of LSCB Resolution Panel</b>