

# Cheshire East Safeguarding Adults Board Multi-Agency Escalation Procedure



- *for resolving inter-agency professional challenges when working with adults at risk of abuse or neglect*

Date – October 2020  
REVIEW – Oct 2022

# CESAB Multi-agency Escalation Procedure

## Introduction –

When working with practitioners from other agencies there will at times be differences of opinion or concerns about professional practice in relation to an adult at risk of abuse or neglect.

Throughout our work the safety and wellbeing of the adult at risk is the primary concern, and professional disagreements must not obstruct this.

***If you feel that a practitioner or an agency is not acting in the best interests of the adult at risk you have a responsibility to respectfully challenge the practitioner or agency, and escalate that concern if resolution is not achieved.***

All agencies are responsible for ensuring that their staff are supported and know how to appropriately escalate and resolve intra-agency and inter-agency concerns and challenges about an adult at risks wellbeing and the response to their safeguarding needs.

***This procedure is not designed to replace the statutory complaints processes established within individual partner agencies.***

## PRINCIPLES TO SUPPORT RESOLUTION

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It is important that practitioners feel empowered and supported within their agencies to challenge aspects of practice that they do not feel are in the best interests of the adult at risk. When trying to resolve a difference of professional opinion or concern about practice practitioners should work within the following principles:

- ✓ The safety and wellbeing of the adult at risk is paramount, and should they be considered to be at significant risk an adult safeguarding referral should be made to the local authority.
- ✓ Keeping the thoughts and wishes of the adult at risk at the centre of all professional discussions.
- ✓ Ensuring that the right conversations are had with the right people at the right time.
- ✓ Challenges must be resolved in a timely manner.
- ✓ Concerns, actions, responses and outcomes must be recorded.

## CONTEXT

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Difference of opinion or concerns about practice between practitioners and agencies can arise at any stage in the adult safeguarding process and between any of the agencies involved. This procedure is to ensure partner agencies have a quick and straightforward means of resolving any concerns, in order to safeguard the adult at risk. Effective working together depends on resolving different professional perspectives to the satisfaction of workers and agencies, and a belief in a genuine partnership and joint working to safeguard adults. Problem resolution is an integral part of professional cooperation and joint working to safeguard adults at risk. Professional challenge can be positive, it demonstrates that professionals are willing to consider different perspectives and escalate matters that

they do not feel will result in positive outcomes for the adult. It is only dysfunctional if not resolved in a constructive and timely fashion.

**Each agency should have a recording system that can demonstrate use of the Escalation Procedure from Step 1-3. Alongside an entry in the adults record, agencies should be able to report to CESAB the outcomes of escalations at Steps 2 & 3. CESAB will maintain a record of all escalations and outcomes at Step 4, but may request from time to time information from its partners about the outcomes of escalations at Steps 2 and 3.**

## PROFESSIONALS RESOLVING DISAGREEMENTS – STEP ONE

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Most disagreements can be resolved between professionals by having a conversation about the reasons for the difference of opinions and without having to escalate the matter further. If resolution is reached at **STEP 1** the SAB does not need to be informed. However, the matter should be recorded within each agency's records. When concerns arise, the worker should attempt to raise the issue with the other agency **within one working day**. If the matter remains unresolved it is the individual's responsibility to notify the Safeguarding Lead/Line Manager who should address the matter on behalf of their staff member.

## SAFEGUARDING LEADS/LINE MANAGERS – STEP TWO

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The respective parties must identify explicitly what the problem is and have absolute clarity about the nature of the professional challenge and what the respective workers aim to achieve. Please contact the CESAB Business Unit (details in Appendix 4 below) if you require contact details for the Safeguarding Lead in the organisation you are raising the escalation with.

## CESAB BOARD MEMBERS – STEP THREE

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If Safeguarding Leads, Team Managers (or equivalent) are unable to resolve the concerns they should be escalated by a Senior Manager to the CESAB Board representative who will arrange a meeting to seek resolution. Please follow the links below to find details of CESAB Board members

## CESAB INDEPENDENT CHAIR – STEP FOUR

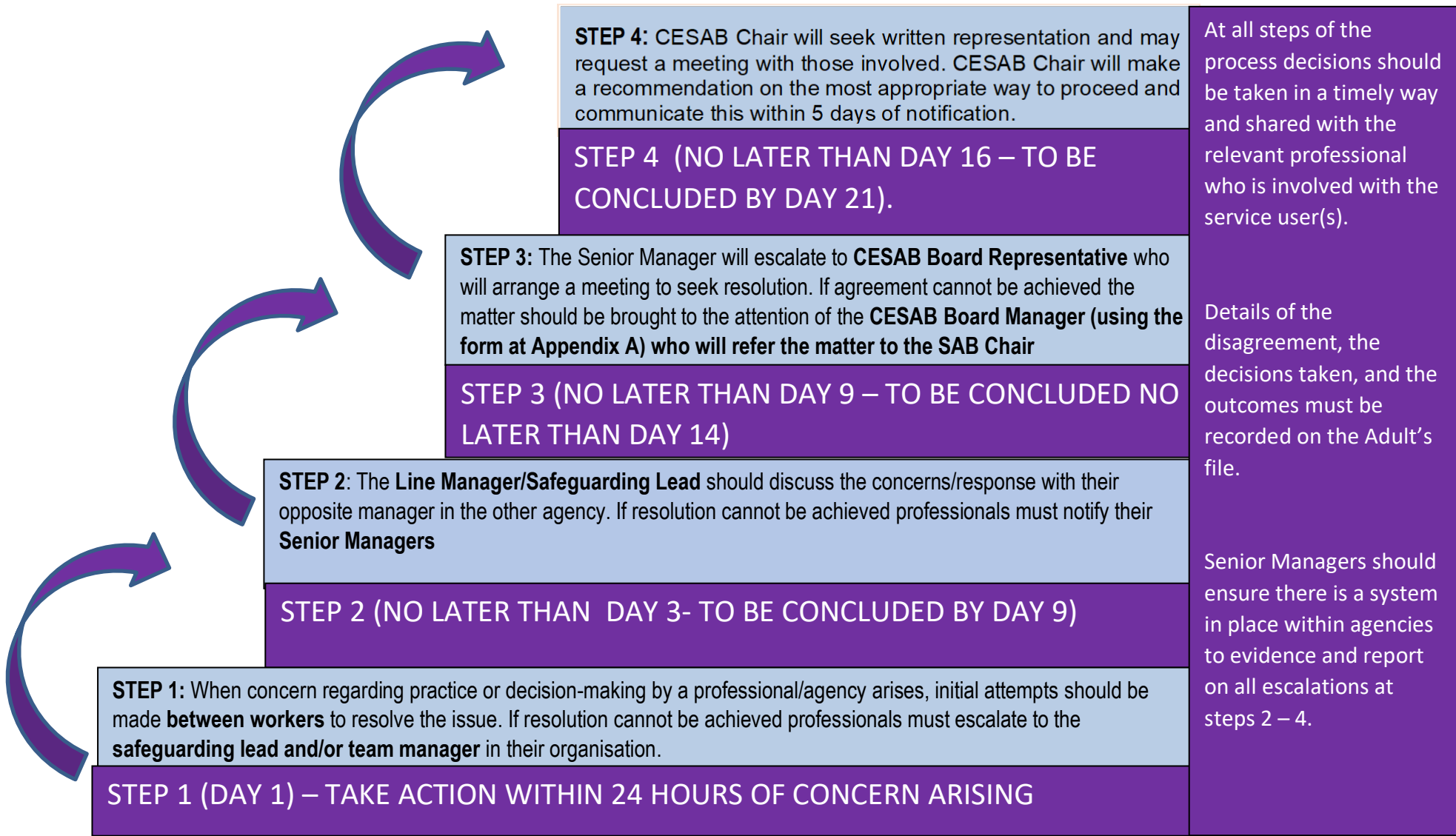
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If concerns persist following Step 3 the matter must be raised, via the form at Appendix A, to the SAB Business Manager. They will in turn notify the Independent Chair of the Board. The Independent Chair will seek written representation initially and may request a meeting with those involved at all levels of service delivery to seek their views and solutions to the concerns raised.

The SAB Independent Chair will make a recommendation on the most appropriate way to proceed and this will be communicated to all involved within 5 working days of the issue being brought to their attention.

*It is recognised that within Voluntary, Charity and Faith sector organisations the designated/named safeguarding professional may be the same worker as the professional identifying the concern in Step 1. The escalation procedure and timeframes outlined within this document should nevertheless be adhered to.*

# CESAB Escalation Process





**Appendix A**

**Form for submitting cases for escalation and resolution to CESAB (Step 4)**

<b>Name of Adult at risk:</b>	
<b>Date of Birth:</b>	
<b>Address:</b>	
<b>Name of Manager who escalated concern at Step 2, Role and Agency:</b>	
<b>Name of Manager who escalated concern at Step 3, Role and Agency:</b>	
<b>Date that Step 3 was concluded</b>	
<b>Name of Board Members, Roles and Agencies Involved:</b>	

<b>Brief details about the inter agency disagreement:</b>	
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<b>What was the methodology used to resolve the disagreement?</b>	
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<b>Please submit this referral to:</b>	Cheshire East SAB via <a href="mailto:LSAB@cheshireeast.gov.uk">LSAB@cheshireeast.gov.uk</a>
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