

APPENDIX

Key Contacts

Wandsworth Children's Services

Multi-Agency Safeguarding Hub
(MASH) 020 8871 6622
Out of Hours 020 8871 6000
Safeguarding Standards Service

020 8871 7208

LADO 020 8871 7440

Safeguarding Leads

Education 07929862210

Early Years' Service
020 8871 8799

Adult Services 020 8871 7707

Metropolitan Police

CAIT 020 7232 6358

Other Useful Contacts

NSPCC Helpline 0808 800 5000

ChildLine 0800 1111

Central London Community Health (0-19 Service)

0330 058 1679

The Mental Health Trust (including CAMHS)

Named Nurse for Safeguarding
Children 020 3513 6848 / 07959 413
718

Named Doctor 020 3513 5000

St Georges Healthcare NHS Trust

Community Services

Named nurse for Safeguarding
Children 020 8812 4102

St Georges Acute Services

Head of Safeguarding
07787 843 655

Named Nurse for Safeguarding
Children 020 8725 5237

Named Doctor for Safeguarding
Children 020 8725 1984

Named Midwife for Safeguarding
Children 020 8725 1984

SW London Clinical

Commissioning Group Health (CCG)

Designated Doctor for Safeguarding
Children 07951 587 607

Designated Nurse for Safeguarding
Children 07515 192 239

Named GP for Safeguarding Children
0773 607 0327

INTER-AGENCY ESCALATION POLICY

The Resolution of Professional Inter-Agency Disagreements about Safeguarding Children



To contact Wandsworth Safeguarding Children Partnership
(WSCP) or for further advice and information visit our website:

www.wscp.org.uk

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Introduction

Occasionally concerns or disagreements arise over another professional's actions, lack of action or decisions in relation to safeguarding a child.

Disagreements may arise around: Referrals / Access to Services / Thresholds and Assessments / Roles and Responsibilities / Progressing Plans / Communication

This Policy aims to resolve professionals' differences in line with the London Child Protection Procedures. All professionals have a duty to act assertively and proactively to ensure that a child's welfare is kept the paramount consideration in all professional activity to ensure their needs are met appropriately.

All agencies are responsible for ensuring that their staff are competent and supported to challenge and escalate appropriately when they have concerns / disagreements with another professional's practice which places children at risk of harm.

Resolution should be sought within the shortest timescale possible to ensure the child is protected. Disagreements should be resolved at the initial stage if possible, however if a child is thought to be at risk of immediate harm the designated safeguarding lead in your agency should be informed immediately who will need to inform Wandsworth Head of Safeguarding Standards of the concerns. Consideration to be given to refer the case to MASH if appropriate.

Stages of the policy

Professionals should attempt to resolve differences through discussion within ONE WORKING WEEK or a timescale that protects the child from harm (whichever is shortest).

Stage 1: Involving Your Line Manager

Any worker who feels that a decision is not safe or is inappropriate should initially consult a supervisor/ manager to clarify their thinking in order to identify the problem, to be specific as to what the disagreement is about, and to identify the desired outcome. Individuals may wish to refer to the Escalation Policy for their organization.

Stage 2: Involving the worker from other agency/ service

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. There may be instances where disparity in perceived status or experience may inhibit the ability of some workers to resolve the disagreement without support.

Stage 3: Escalate line manager to line manager

If the problem is not resolved at stage two the worker should contact their supervisor/ manager within their own agency who should have a discussion with the equivalent

supervisor/ manager in the other agency. If the case involves a Child Looked After or subject to a child protection plan, the IRO/ CP Coordinator should be informed.

Stage 4: Escalate to named/ designated safeguarding leads or senior manager

If the problem is not resolved at stage three the supervisor/ manager reports to their respective senior line manager or named/ designated safeguarding representative. These two managers must attempt to resolve the professional differences through discussion.

Stage 5: Escalate to members of WSCP Executive / assistant directors / directors

If the problem is not resolved at stage four the senior manager or named/ designated safeguarding representative reports to their respective Head of Service/ Assistant Directors/ Members of the WSCP Executive who must attempt to resolve the professional differences through discussion.

Requesting a Child Protection Conference

A Child Protection Conference should be convened, if requested by a professional, supported by a senior manager/ named or designated professional. If the disagreement about the decision to hold the conference between agencies continue, the matter should be referred to the WSCP. Please refer to London Child Protection Procedures for more details.

Stage 6: Resolution by Wandsworth Safeguarding Children Partnership (WSCP) through a Chaired meeting

When a resolution has not been achieved at stage five, the Chair of WSCP should be approached to identify a Board member from an uninvolved agency to chair a meeting that include the most senior managers with operational responsibility for the case. This meeting will review the issues at hand and provide a final opportunity for the involved agencies to ensure that there is a full understanding of the issues before the final decision is made.

The Chair of this meeting will then report on issues arising from this process to the Safeguarding & Continuous Learning Sub Committee of the WSCP

Keeping Records

At all stages of the process, actions and decisions must be recorded in writing and shared with relevant officers including the worker who raised the initial concern. A written confirmation of the agreed outcome of the disagreement and what action to be taken to be shared. If gaps are identified in policies and procedures, this must be reported to the Chair of the WSCP