



Escalation Procedure

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1.0 Introduction

1.1 Escalation can be defined as a process of challenging a decision made or the actions or omissions of another professional or organisation.

1.2 This policy aims to ensure that all Chrysalis Care employees have appropriate means of resolving professional differences to ensure that the safety and protection of children remains the highest priority in all instances.

Differences of professional opinion may arise as a result of:

- A lack of understanding of professional roles and responsibilities.
- Differing opinions about the level of need and threshold for intervention.
- Disagreement regarding decision-making and the actions to be taken at multiagency meetings.
- Unacceptable levels of organisational drift and delay.
- Lack of action from individual professionals.
- Disagreement regarding the provision of services for adults at risk, children and their families.

2.0 Principles

- The safety of individual children or adults at risk is the paramount consideration in any professional difference or disagreement. All Chrysalis Care staff should feel able to challenge decision-making to safeguard children and adults and to promote effective multi-agency working.
- Effective multi-agency working relies upon a transparent relationship between organisations. Resolving disputes is an integral part of healthy challenge, professional cooperation and joint working.
- If a child or adult at risk is considered to be at risk of significant harm the stages below should be followed expeditiously, within the same working day.

- The Designated Safeguarding Lead for the setting should ensure accurate records are made of the contact and actions undertaken at every stage of the escalation process outlined below

3.0 Internal Partners

3.1 If a disagreement occurs internally between Chrysalis Care employees in relation to a safeguarding matter, it may be referred to the relevant Registered Manager and where necessary, the Responsible individual Group for consideration and guidance.

4.0 External Partners

4.1 If professional agreement cannot be reached with another agency, organisation or professional the dispute can be escalated using the following staged approach:

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| Stage 1 | Inform the agency or professional directly of the concern and confirm this in writing. Provide a clear rationale for the professional difference or disagreement and the desired resolution. The rationale, proposed resolution and the response must be dated and documented clearly in the child, young person or adult's records. |
| Stage 2 | The Registered Manager (who is also the Designated Safeguarding Lead (DSL)) or the Responsible Individual to raise the matter with the professional's line manager verbally and confirm this in writing. |
| Stage 3 | The Registered Manager/DSL of the agency should escalate the matter to the Responsible Individual, who should consider making a formal complaint in writing. This will be directed to either a member of the senior leadership team, a Head of Service or the Director of Children's Services. |
| Stage 4 | The Responsible Individual will, in consultation with the Registered Manager/DSL, refer the matter to the Local Safeguarding Partnership Chair for the host local authority of the organisation. This will be undertaken in conjunction with the Designated Safeguarding Lead for the setting. |

4.2 Any repeat instances of failing to protect children/adults or considerable concerns relating to an organisations/ individual's ability to safeguard children may also be referred to the appropriate regulatory body or inspectorate.

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