**SSCP Missing, Sexually Exploited and Trafficked (MSET) Operational Group**

**Escalation Process**

1. **Introduction**

The SSCP MSET Escalation Process is an integral element of partnership challenge and review for children identified at risk of exploitation, repeat missing episodes or human trafficking. The process identifies the actions to be taken by the MSET Operational Group should a case be identified with the concerns identified below. This process should be read in conjunction with relevant [SSCP procedures](https://www.proceduresonline.com/nesubregion/index.html).

1. **Criteria for escalation**

2.1 The following are criteria for escalation:

* Child identified as a high risk of exploitation on a three months consecutive basis
* Failure by a professional to provide necessary documentation to support the consideration of the current risk to the child
* Failure in partnership participation in SSCP MSET Operational Group (including non-attendance by referrer/identified key worker)
* The Operational Group have assessed the case where there is a high risk to the child and the risk is at a level requiring senior management review and potentially intervention.

2.2 In the event a case is identified within the above categories, the SSCP MSET Operational Group Chair, on behalf of the Group will complete the MSET Escalation Proforma at Appendix 1. The report should document:

* The identified concern raised by the SSCP MSET Operational Group
* The proposed outcome required from implementing the escalation process
* The timescale for completion (if specific immediate safeguarding concerns are identified).

2.3 It is the responsibility of the Chair to ensure the escalation is completed and submitted to the individual agency following the SSCP MSET Operational Group meeting, or notification of the concern. Timescales for completing this action will depend on the level of risk to the child and whilst professional judgement should be used, this action must be taken within a maximum of 72 hours.

1. **Escalation Process**

**3.1 Level 1 Response – Escalation to immediate Line Manager**

At Level 1 the escalation should be made to the immediate Line Manager of the relevant professional

* The Line Manager must respond to the escalation within 5 working days
* The MSET Chair must consider the response and respond to the Line Manager within 5 working days with the outcome of the response and identify any further escalation required. If the outcome is not deemed adequate then Level 2 of this process should be implemented.
  1. **Level 2 Response – Escalation to Strategic Manager (or equivalent second tier Manager)**
* MSET Chair to escalate to Senior Manager within 24 hours.
* Strategic Manager to respond within 24 hours to MSET Operational Chair
* If there is no response or the concern is not addressed then Level 3 of this process should be implemented.
  1. **Level 3 Response – Escalation to director (or equivalent third tier Manager)**
* MSET Chair to escalate within 24 hours and a response is required by the relevant Manager within 24 hours
* If the response is not received or is not appropriate then Level 4 of this process should be implemented.
  1. **Level 4 Response – Escalation to SSCP**

Specific escalations processed examples for individual cases:

**Non-attendance at MSET Operational Group**

Partners identified within the operational group membership regularly do not attend. This will include partners who have not attended for three consecutive months.

* Pro-forma should be shared with the SSCP Business Unit.

**The referrer or the author of SSCP MSET Risk Assessment Tool must attend the meeting where a case is to be initially heard or reviewed by the MSET Operational Group.** In exceptional circumstances, such as court attendance, when the referrer/author is unable to attend, a fully briefed replacement must attend to share the report and discuss actions required to safeguard the child. In the event the Referrer does not attend, the MSET Operational Group will not hear the case. The Chair will submit the pro-forma to the immediate Line Manager and cc the second tier Line Manager for the relevant agency and will request an updated Risk Assessment be submitted to MSET and a case review of the level of risk within 72 hours.

**It is the expectation of the agency identified as not attending; they complete the MSET resolution pro-forma (Appendix 2) within 5 working days and ensure this is returned to the MSET Inbox for resolution outcome and response.** The Manager completing the pro-forma will identify how the child will be safeguarded. Should the pro-forma not be returned within 5 working days, the Chair will raise this with the second tier Manager.

**In respect of challenge to individual agency response to the escalated concern, the MSET Chair will again escalate the pro-forma to the strategic group and the individual service senior management (Appendix 3)**. It is the expectation of the agency senior manager and the strategic sub-group to provide within 2 weeks a written response to the MSET Operational Group in respect of the concerns identified.

**In the event the MSET Operational Group remains concerned, particularly in respect of an individual child’s immediate safety and wellbeing, the MSET Chair will escalate to the SSCP Strategic Business Manager (MSET Escalation to SSCP - Appendix 4).** It will be the responsibility of the SSCP to share specific challenge to individual agencies if required and feedback to MSET Operational Group within 1 month.

**Appendix 1**

**SSCP MSET Escalation Pro-forma**

|  |  |
| --- | --- |
| **Section 1** | **Stage 1 – To immediate Line Manager** |
| **Name of Child** |  |
| **DOB** |  |
| **Date of escalation** |  |
| **Reason for escalation** |  |
| **Concerns for child** |  |
| **Required outcome** |  |
| **Actual outcome** |  |
| **Name, designation & contact details** |  |

|  |  |
| --- | --- |
| **Section 2** | **Stage 2 – Immediate Response from Line Manager required within 5 working days** |
| **Action taken** |  |
| **Response timescale** |  |
| **Name, designation & contact details** |  |
| **Date of response** |  |

**Appendix 2**

**SSCP MSET Escalation Pro-forma**

|  |  |
| --- | --- |
| **Section 3** | **Stage 2 – To Strategic Manager (or equivalent second tier Manager)** |
| **Name of Child** |  |
| **DOB** |  |
| **Date concern received** |  |
| **Date response provided** |  |
| **Concern Identified** |  |
| **Agency Response** |  |
| **Date of response** |  |
| **Name, designation & contact details** |  |
| **MSET Chair response** |  |
| **Outcome** |  |

**Appendix 3**

**SSCP MSET Escalation Process Pro-forma**

|  |  |
| --- | --- |
| **Stage 3** | **Stage 3 – Director (or equivalent third tier Manager)** |
| **Name of Child** |  |
| **DOB:** |  |
| **Date concern received:** |  |
| **Date response provided:** |  |
| **Concern Identified** |  |
| **Agency Response:** |  |
| **MSET Operational Group Chair response** |  |
| **Date response considered** |  |
| **Outcome** |  |

**Appendix 4**

**SSCP MSET Escalation Process Pro-forma**

|  |  |
| --- | --- |
| **Stage 4** | **Stage 4 – To SSCP Business Unit** |
| **Name of Child** |  |
| **DOB** |  |
| **Date escalation received** |  |
| **Date response provided** |  |
| **Concern Identified** |  |
| **SSCP Response** |  |
| **MSET Operational Group Chair response** |  |
| **Outcome** |  |