MACE Action Tracker Escalation Process

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# Process / Responsibilities

* Actions and the timescales for completing these are agreed by MACE (Level 1 & 2) attendees (Core Panel and invited attendees). The timescale for the completion of actions will default to 4 weeks unless a specific timescale is agreed.
* Child Exploitation and Missing Business Support (CEM BS) record the actions on the MACE spreadsheet, which is used to produce the Action Tracker.
* CEM BS are responsible for recording the actions information on the relevant MACE recording form and sharing this with attendees.
* Professionals attending MACE are responsible for checking the MACE recording forms for accuracy of these and to ensure they are aware of actions set.
* CEM BS are responsible for notifying any professionals by email who have **not** attended MACE and have been set actions, sharing the MACE recording form with them.
* Professionals whom actions are assigned to are responsible for completing these within the agreed timescales and notifying CEM BS via the action tracker or by email, including a rationale if actions are not going to be completed, delayed, or are partially completed.
* CEM BS are responsible for updating the MACE recording form and the MACE spreadsheet (which will inform the MACE Action Tracker) when actions are completed and / or updates received within 2 working days.
* CEM BS are responsible for emailing professionals (and line managers if known – or Designated Safeguarding Leads for actions for education settings) whom have been assigned actions within 5 working days of the action becoming overdue, to inform them of this with a copy of the recording form. See email template at the end of this document.
* If no response is received within 5 working days, the action will automatically be labelled as “No response received following escalation”. These actions will be included in the automated Power BI subscription service and related apps.
* The Operational MACE point of contact (details can be found in a table at the end of this document) is responsible for liaising with the relevant professional and/ or their manager regarding the outstanding / incomplete action and ensure an update to CEM BS is provided within 5 working days including a rationale for non or partial completion of an action.
* The MACE Action Tracker is a live report on Power BI and can be accessed by any professional who have been provided with the relevant permissions required. The MACE Action Tracker will be reviewed at the 6-weekly Operational CEM Steering Group and the quarterly Strategic CEM Sub-group meetings. This report will include those actions that have not been completed due to no response from allocated professional and Operational CEM Steering Group lead, to ensure continuous oversight and awareness and provide an opportunity to identity any learning.
* Operational CEM Steering Group attendees are responsible for ensuring CEM BS are kept up to date with any relevant staffing changes in terms of points of contact.

# Operational MACE Points of Contact

|  |  |
| --- | --- |
| **Agency** | **Representatives** |
| Barnardo’s | Program Managers |
| Boston District Council | Safeguarding Lead |
| City of Lincoln Council | Safeguarding Lead |
| East Lindsey District Council | Safeguarding Lead |
| Education | TBC |
| Health - LCHS / Primary Care | Named Nurse for Safeguarding |
| Health – LPFT | Head of Safeguarding |
| Health – ULHT | Named Nurse for Safeguarding Children and Young People |
| LCC, Children Services | All Children’s Services Practice Supervisor’s, Team Manager’s and Senior and Early Help Workers |
| Lincs Police | Detective Sergeant |
| LSCP | Analyst |
| NACRO | Service Lead |
| North Kesteven District Council | Safeguarding Lead |
| Probation | Senior Probation Officer |
| South Holland District Council | Safeguarding Lead |
| South Kesteven District Council | Senior Neighbourhoods Officer |
| We Are With You | Operations Manager |
| West Lindsey District Council | Safeguarding Coordinator |

# E-mail Template

Good Morning / Afternoon,

Please respond within 5 working days of receipt of this e-mail providing an update on the MACE action/s indicated below which is now overdue.

**COPY AND PASTE ACTION DETAILS IN TABLE FORMAT**

In your response, please confirm the status of the action using one of the below options:

* **Action completed** - Please provide date the action was completed and any information (if relevant) which will be added to the MACE recording form. The action will no longer be chased via the MACE action tracker.
* **Action in progress** - (action is still relevant, plans are in place to complete the action and/or action is partially completed) Please provide a date you expect the action to be completed by. The action will remain open to the MACE action tracker.
* **Action deferred** - (action is still relevant, unable to complete at present but commitment for this to continue to be explored and completed, if possible, by the allocated worker) Please provide a rationale, which will be added to the MACE recording form. The action will no longer be chased via the MACE action tracker.
* **Action no longer relevant** - Please provide a rationale, which will be added to the MACE recording form. The action will no longer be chased via the MACE action tracker.

If you are unsure of the status, please seek advice from your line manager.

Please provide a response by email to [MACEadmin@lincolnshire.gov.uk](mailto:MACEadmin@lincolnshire.gov.uk) within 5 working days. The Child Exploitation and Missing Updates Report will be updated accordingly, if no response is received this will be noted within the report. The report is shared with senior members within your agency on a weekly basis and any action where there has been no response will be escalated further on a monthly basis.

# Changes to the MACE Action Tracker Escalation Process

Any changes made to the MACE Action Tracker Escalation Process will be agreed by the Operational Child Exploitation and Missing Steering Group.

**Approval:**

|  |  |  |
| --- | --- | --- |
| **Date** | **Status** | **By** |
| 02/11/2023 | Agreed | Operational Child Exploitation and Missing Steering Group |