

Professional Resolution & Escalation Protocol



Escalation to Resolution Process

Escalation can be via telephone, face-to-face or internet meeting. All escalations should be recorded to ensure that the procedure is effective, transparent and for LSCB auditing purposes. Escalation via e-mail is not recommended as effective multi-agency working requires professional challenge in a suitable format and escalation is to resolve conflict and areas of concern relating to children and their families, a priority need. Any escalation should follow the steps below within the timescales stated.

Step 1 - Direct Professional to Professional Discussion

Differences of opinion or judgment should be discussed amongst frontline professionals to attempt to achieve a shared understanding and agree a local resolution, in line with the plan, or to ensure a plan is developed if needed. This must occur immediately with an acknowledgement and mutually agreed plan of action, including timescales within 48 hours (2 working days)



Step 2 - Direct Manager to Manager Discussion

If Step 1 does not resolve the issue then each professional should discuss the issue with their line manager or safeguarding supervisor. The line manager should review the concerns and ensure that they are justified and meet the purpose of this protocol. The line manager should then liaise with the other professional's line manager in an attempt to reach a resolution. Consultation with senior managers within each organisation can be used if this would be felt to assist resolution. The discussion between managers must occur within 5 working days of step 1, with a mutually agreed plan of action including timescales.



Step 3 - Direct SLO to SLO Discussion

If Step 1 and 2 do not reach a mutually agreeable resolution then the agencies' LSCB Senior Liaison Officer (SLO) should be contacted immediately to liaise with the other agency's SLO or assist as appropriate to resolve the conflict. A mutually agreeable plan of action including timescales should be in place within 48 hours (2 working days). This may involve a resolution meeting to ensure the learning points are recorded and brought forward.



Step 4 - Urgent resolution required- LSCB Independent Chaired Meeting

If the SLO's cannot resolve the issue that is causing conflict between professionals and agencies then a meeting should be convened with an independent chair selected from the LSCB partner organisations where the agencies can discuss the case and conflict issue in a chaired and minuted meeting, with resolution being agreed and recorded. The meeting should take place asap with a date set within 24 hours of step 3.



Step 4 – Non-urgent and/or lessons learned

Senior Liaison Officers can advise that the learning points from a non-urgent case should be referred to the next LSCB Policy and Procedures, Education and Training (PPET) sub group for interagency consideration. The group may make recommendations for individual agencies to review performance and/or involvement, or for LSCB policy and procedural review and development.

At every stage of the discussion the actions should take place within the stated timescales and be followed up in writing between the agencies and in the single agency record.