

Gloucestershire Safeguarding Children Board – Stages of Escalation

Website: www.gscb.org.uk Email: mail@gscb.org.uk Tel: 01452 583629

Stage 1 – To Professional (everyday practice)

Any practitioner who feels that a decision is not safe or is inappropriate should have an open and honest conversation with the other practitioner (whether this is a practitioner within their own agency or one from a different agency), highlighting the reasons/evidence why they think the decision is not safe/inappropriate. They should be clear about the outcome they are seeking to achieve for the child and the timescales they are working towards. A practitioner may consult a supervisor/manager to clarify their thinking in order to identify the problem and needs to be specific as to what the disagreement is about and what they aim to achieve.

Issue resolved and documented, no further mediation required.

Stage 2 – To Manager (everyday practice)

If the problem is not resolved at stage one the concerned worker should contact their supervisor/manager/named professional within their own agency who should raise the concerns with the equivalent supervisor/manager in the other agency. Again, this is part of the expected everyday working practice, and is reflective of an open and honest culture of all practitioners acting in the best interests of the child and continuing to pursue their concerns. This should continue until they are satisfied the concerns have been resolved or they understand the reasons why an alternative decision has been reached.

Issue resolved and documented, no further mediation required

Stage 3 – To Senior Manager

If the problem is not resolved at stage two the supervisor/manager reports to their respective Head of Service/operations manager or named/designated safeguarding representative to raise with their equivalent manager in the other agency. These two managers must attempt to resolve the professional differences through discussion. The GSCB Business Manager should be notified by the person who is escalating at the start of this stage and also advised of any outcome. The two managers should agree a clear plan of action, which includes timescales in the best interests of the child

GSCB Business Manager to be notified and keep a record of all ongoing disagreements and be informed when resolution is reached

Stage 4 – To GSCB Chair

If professional disagreements remain unresolved, the matter should be referred to the Chair of the GSCB who may either seek to resolve the issue direct, or to convene a Resolution Panel.