

# NEW PRACTITIONER ESCALATION PROTOCOL



## What is an Escalation?

All practitioners working with children, young people, adults with care and support needs and carers have a responsibility towards their clients to ensure that the child's or adult's welfare is seen as a priority at all levels of professional activity. When working with practitioners from other agencies there may at times be differences of opinion or concerns about practice that arise. The new Escalation Protocol provides 3 key stages and should be used in all situations where there are concerns about practice, decision making or resource allocation.

### Monitoring

At each stage an Escalation Monitoring Form is completed. Warwickshire Safeguarding will review all forms in order to determine whether there are any key trends being identified and whether any learning or policy amendments are required.

*The escalation process is outlined in the [new WSP procedure](#).*

### Use of the Protocol

\*It is recognised that this process might not be appropriate in all settings especially where the escalating practitioner is the designated safeguarding lead, senior manager or does not have a line manager. Where this is the case the escalating practitioner should follow the process at each stage and record accordingly on the monitoring form.

### Stage Three

In the unlikely event that the issue is not resolved by the steps described &/or the discussions raise significant policy issues, the matter should be referred to Warwickshire Safeguarding. The referral should include the Monitoring Form which evidences the attempts made to resolve the issue. If necessary, a meeting should be convened to seek resolution.

### Stage Two

A Senior Manager to Senior Manager discussion should take place to discuss the concerns, and if necessary, call a joint meeting with the involved practitioners and first line managers. Advice and support should also be sought from the designated safeguarding leads within the agencies.\* If agreement is not met, move to Stage Three.

### Preventing concerns escalating

A timely discussion can often resolve poor communication, misunderstandings and differences of opinion. Ensure agreements are recorded by each agency in the relevant place. If agreement can't be reached, move to Stage One. From this stage onwards the Escalation Monitoring form should be completed.

### Stage One

If the discussion between practitioners fails to resolve the issue, the escalating practitioner should raise the matter with their line manager or safeguarding lead.\* The line managers should then liaise with their counterpart in an attempt to reach a resolution. If agreement is not met, move to Stage Two.

## Minute briefing

7

