

Approved by:	PQA Sub-Group
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Newham Safeguarding Children Board Safeguarding Escalation and Resolution Policy

Safeguarding Children Lead (SCL)

Each agency represented at the Newham Safeguarding Children Board (NSCB) has one Safeguarding Children Lead (SCL). They need to be of sufficient seniority within their agency structure to inform and influence decision making regarding concerns that emerge about practice. Ideally they would report directly into their agency representative on the NSCB, although different agency structures may not allow for this.

A list of current Safeguarding Leads is attached to this Protocol. This will be updated regularly by the NSCB Administrator.

Their role in the context of concerns

The primary role of the SCL in the context of concerns being raised is to mediate with SCL colleagues across other agencies in order to seek a consensual resolution to a concern/problem that has emerged which cannot be resolved at practitioner/front line management level between different agencies. If the concern cannot be resolved at the SCL level then this protocol will facilitate/formalise the matter being taken to relevant NSCB members to negotiate at their level. If the problem continues to remain unresolved, it is finally taken to the Independent Chair of the NCSC to make an executive decision. The timescale for resolving issues is set out in the attached flow chart. *These timescales must be expedited if there is an immediate risk to individual children.*

What the role should not do/replace

The role should not replace any of the operational roles currently in place that facilitate child protection and safeguarding practices within agencies. The London Child Protection Procedures (LCPP) remains the overarching policy and protocol framework that all professionals should be implementing in their practice. Therefore the SCL will not replace the role of line management in the child protection process. In schools for example, the Designated Safeguarding Lead will be the key source of child protection support for staff in that setting. In health settings, practitioners should continue to liaise with their named child protection adviser and or designated professionals.

The process (see attached flow chart)

If a practitioner remains concerned about a practice issue, despite an attempt to resolve the matter, they should liaise with their manager and/or child protection adviser. They should consider a strategy to attempt to resolve this matter. This should include informing the other agency representatives that they feel that if the matter cannot be resolved they will be referring it to the SCL.

If this final attempt still fails to yield a satisfactory cross agency consensus, the SCL should be contacted by phone to discuss the matter. *This needs to be done **within 10 working days** of the original concern being identified or sooner if there is an immediate risk to children or the issue is very serious.*

This should be followed up with a short 'referral' email using a basic template that will address the following 4 questions;

- Name of child(ren)
- Name of practitioner and agency with whom there is a concern
- Brief description of nature of concern

- Outcome sought

The SCL will then liaise with their counterpart SCL in the respective agency sharing this referral and any additional information. The SCLs will consider a strategy to resolve this matter. An agreement will be drafted by the SCLs that will build on the original referral. The template will have the following additional areas to be completed by the referring SCL.

- Action agreed by SCL - include who will liaise with whom and by when.

This may involve the receiving SCL liaising with the Manager/Child Protection Adviser to seek a resolution and/or may also involve the referring SCL going back to the original referrer to re-negotiate their position.

- The SCLs should again liaise with each other and the referring SCL should record the outcome on the referral template.

For the vast majority of cases that have reached this stage, the goal is for the matter to be resolved at this level. However, if a resolution cannot be sought then the referral, the actions and the outcomes template will need to be forwarded by the referring SCL to the NSCB members of the respective agencies. The same principle as above will apply in seeking a resolution, and finally if this is still not achievable this should go to the Independent Chair of the NSCB. It is anticipated that this would be the very last resort.

Examples of when the SCL should be consulted

The following examples demonstrate when a SCL should be consulted. This is not an exhaustive list but should be seen as a guide to the types of issues that would justify liaising with the SCL:

- Persistent refusal by one agency to liaise with another regarding a safeguarding matter for example:

- Children's services not contacting a professional referrer after one or more attempts have been made by the referrer
- Inappropriate application of the London Child Protection Procedures and / or failure to follow agreed safeguarding protocols
- Failure to meet local standards. For example concerns about the conduct of a child protection conference or core group. This includes where the core group is failing to improve the outcomes for children due to drift and or lack of multi-agency contribution.

The child protection procedures should be followed with supporting evidence that one or more attempts to address the issue have not met with a satisfactory response. This process must be timely and professionals must ensure that the time taken to resolve the conflict does not impact on the safety and well-being of individual children.

Reporting and Learning from the Escalation Process.

Each agency should maintain a log of all notices raised and received with the outcome of these. This log should form part of each agencies internal quality assurance framework. The pattern and themes from Escalation Resolution Notices will be scrutinised by the NSCB, through PQA, as one of the Board's quality assurance indicators.

NSCB SAFEGUARDING LEADS

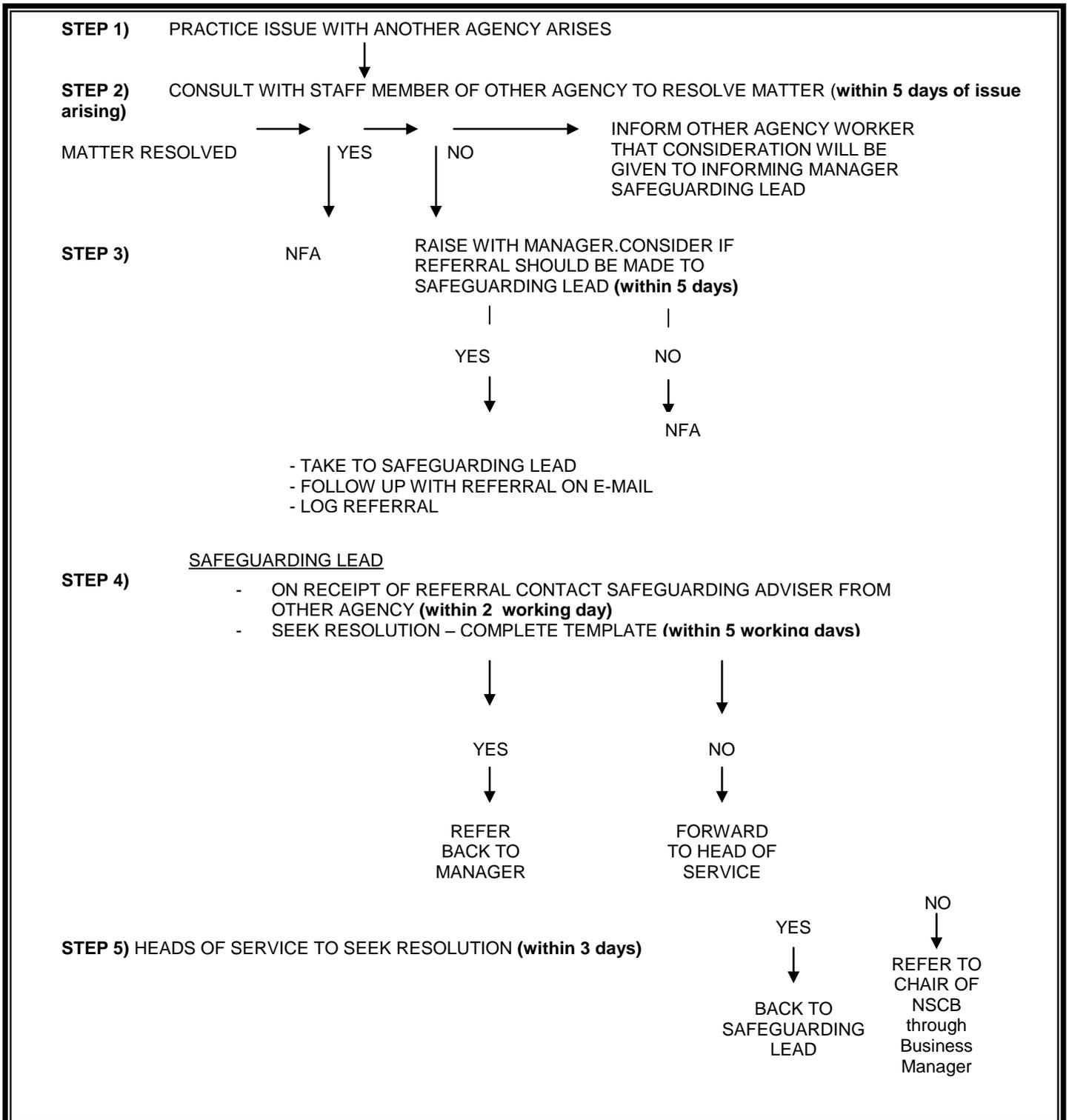
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Flow Chart – Safeguarding Children

Lead

Escalation Process Flow Chart

All agencies have a responsibility to ensure that the welfare of the child is paramount and that children are safeguarded from harm. The timescales for each stage are given working days. These timescales will need to be expedited if the issue is very serious and/or there is an immediate risk to the child and/or family.





Referral template

Name of child(ren)	Date of Birth

Name of practitioner and agency with which there is a concern

Name	Agency

Brief description of nature of concern

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Outcome sought

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Actions agreed by Safeguarding Children Lead (to be completed by referring SCL)

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Should the Head of Service be contacted?

Yes No

Identify the following:

<i>Who will do what</i>	<i>What will be undertaken</i>	<i>By when</i>

Outcome achieved following completion of actions

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