



SAFEGUARDING ADULTS ESCALATION AND RESOLUTION PROCEDURE

SCOPE OF THIS PROCEDURE

This procedure provides for the resolution of professional disagreements/issues in work relating to the safety of adults at risk of abuse and is applicable to all agencies who have a role in the safeguarding of adults at risk of abuse and supports the Peterborough Adult Safeguarding Policy and Multi-Agency Procedures.

Key Principle: It is every professional's responsibility to 'problem-solve'. The aim must be to resolve a professional disagreement at the earliest possible stage as swiftly as possible, always keeping in mind that the adult at risks safety and welfare is the paramount consideration.

This procedure has been endorsed by the Peterborough Safeguarding Adults Board (PSAB) and will continue to be monitored and reviewed by the PSAB as required.

The PSAB is clear that there must be respectful challenge whenever a professional or agency has a concern about **the action or inaction** of another. Similarly agencies/professionals should not be defensive if challenged. Practitioners and managers should always be prepared to review decisions and plans with an open mind and act proportionately.

It is expected that this escalation and resolution process should be used first however if at any stage it is felt necessary to make a formal complaint, each agency should follow the recognised complaints procedure and adhere to the timescales specified.

- 1.1 Problem resolution is an integral part of professional cooperation and joint working to safeguard adults.
- 1.2 Professional disagreement is only dysfunctional if not resolved in a constructive and timely fashion.
- 1.3 At no time must professional disagreement detract from ensuring the adult is safeguarded. The adult's welfare and safety must remain paramount throughout.
- 1.4 Disagreements could arise in a number of areas, but are most likely to arise as a result of differing views of thresholds, lack of understanding of roles and responsibilities, the need for action possibly as a result of drift and issues of communication, including feedback, or where it is decided that there is no further involvement required from Adult Social Care.

The aim should be to resolve difficulties at practitioner/fieldworker level between agencies if necessary with the involvement of their supervisors or managers, engaging in open discussion with colleagues in other agencies.

Attempts at resolution must be within a time frame which clearly protects the adult or adults involved. All involved need to be professionally satisfied that the disagreements have been resolved and that each party has the relevant information to make that decision, and all parties have been given the opportunity to express their views and present any relevant evidence.
- 1.5 There may be particular concerns when a case is about to be closed to Adult Social Care that may lead to disagreement about the case being closed. The decision to close the case is ultimately the decision of the Team Manager for the relevant Social Care team co-ordinating the investigation, however the decision to close will be discussed at the Adult Safeguarding Case Conference. Most cases are not closed directly and will involve 'de-escalation' from Adult Safeguarding case management review. This allows further work to be undertaken by other agencies who may be involved with the adult at risk.

PROCESS

- 1.6 It should be recognised that differences in status and/or experience may affect the confidence of some workers to escalate this unsupported.

- 1.7 If unresolved, the problem should be referred to the worker's own line manager, who will discuss with their opposite number in the other agency, see flowchart (appendix 1)
- 1.8 In the case of Care Providers, unresolved disputes should be raised with the relevant team manager co-ordinating the safeguarding process.
- 1.9 Failure to resolve disagreements between managers must be further escalated, by the managers concerned. Senior Managers will, if and as necessary, be required to intervene.
- 1.10 Additionally, advice can be sought directly from the Safeguarding leads in each agency.
- 1.11 If there is no resolution the matter should be escalated to the Independent Chair of the Safeguarding Board via the PCC Safeguarding Adults Strategic Manager.
- 1.12 A clear record should be kept at all stages, by all parties. In particular this must include written confirmation between the parties about an agreed outcome of the disagreement and how any outstanding issues will be pursued. This record should be noted on the case management system within each individual agency in accordance with their internal processes.

Escalation and Resolution Procedure for Raising Safeguarding Concerns Flowchart

When to use this process: When there is disagreement with a decision or response from any agency regarding an adult safeguarding concern and initial attempts to resolve the problem have failed.



Member of staff discusses with manager /lead for safeguarding in their own agency and agree action on how to proceed.



Manager/named professional/safeguarding lead in the referring agency discusses concerns/response with the opposite number in the LA. →



If concern continues the manager/named professional/safeguarding lead in the referring agency discusses concern/response with the next senior manager in the LA, enabling the decision to be discussed at a senior management level as appropriate and action agreed.



LA named professional advises concerned professional of outcome at this stage.

If the leads for safeguarding are unable to agree on a decision, they will inform the Independent Chair of the Safeguarding Adults Board in order that the matter can be reviewed. The decision of the Chair will be conveyed to the referrer.



The leads for safeguarding will feedback to the member of staff who raised the original concerns.

