

Warrington Safeguarding Adults Board Escalation Procedure

Introduction

Warrington Safeguarding Adults Board (WSAB) is committed to the principle that appropriate challenge and escalation is an essential part of being a learning partnership achieving high standards and challenging poor practice. Appropriate challenge and escalation are vital to delivering continuous improvement and getting good outcomes for adults at risk. In supporting this escalation policy, SAB members are committing to work together in the spirit of openness, proportionality, and mutual respect. Where issues arise between partners or where one partner has a proposal which has significant implications for another, then they should make reasonable efforts to consult, discuss and consider the issues concerned prior to escalating or raising at the SAB.

Multi agency working is pivotal to the safeguarding of adults at risk however there will be occasions when workers from different agencies disagree on decision making in safeguarding. Disagreements may arise in a number of areas, but are most likely to be around the following:

- Intervention thresholds
- Roles and responsibilities
- Requirement for action
- Communication

The paramount consideration in any disagreement between professionals is the safety of the adult at risk (where safeguarding children is not an issue) and therefore any unresolved disputes must be addressed with risks duly considered.

The opportunity to challenge decision making should be open to all staff in order to promote best multi agency safeguarding practice. This procedure provides workers with the means to raise concerns they have about decisions made by other professionals or agencies by:

- Avoiding professional disputes that put adults at risk
- Avoiding disputes that move the focus away from the adult at risk
- Providing a framework for resolution between agencies in a timely and open way
- Identifying areas of challenge when working across agencies where there is a lack of clarity and promoting resolutions to these

Disputes should be resolved within the shortest timescale possible to ensure protection of the adult at risk. In complex or sensitive situations there could be a legitimate basis for differences of opinion, but the welfare of the adult should be

paramount. Disagreements should also be resolved at the lowest stage possible however; if an adult is thought to be at immediate risk, discretion must be used as to which stage is initiated.

Stages of escalation procedure

Stage 1
Any worker who feels that a decision is not safe or in their view is not consistent with the principles of guidance/good practice should, initially explain their concerns to the person with whom there is a disagreement. If this does not resolve the issue, they should consult a supervisor or manager in their own organisation). At this stage attempts should be made to resolve the problem between the people that disagree through a sharing of the principles and perspectives involved.
Stage 2
The concerned worker should consult with their supervisor/manager or named safeguarding adults lead within their agency if the problem has not been resolved at stage 1. The supervisor/manager should raise the concerns with the equivalent supervisor/manager in the other agency, or request the involvement of the safeguarding lead to discuss with their equivalent.
Stage 3
If the problem is not resolved at stage 2 the supervisors/managers should use their organisational escalation process to raise the discussion to the next level of management. The organisations concerned must attempt to resolve the professional differences through discussion and to achieve a mutual understanding of perspective.
Stage 4
<p>In the unlikely event that the issue is not resolved by this stage having exhausted all other possibilities the matter should be referred to the chair of Warrington Safeguarding Adults Board.</p> <p>This should be done via their agency representative to the WSAB, and upon receipt the chair will make a recommendation in relation to the way in which to proceed. This will be communicated in writing to relevant personnel and reported to the WSAB.</p>

Additional notes

At all stages of this process action and discussions must be recorded in writing and shared with relevant personnel (including the person raising the concerns). The person raising the concern must be specific and clear about their concerns.

There must be the opportunity to debrief staff involved in this process to promote continuous good working and to identify opportunities and guidance to avoid similar disagreements in the future.

If, in the course of resolving a dispute policy issues are identified these must be raised with the chair of the WSAB via the relevant agencies representative to the Board.