

BEFORE ESCALATION

Practitioners should follow up as part of the safeguarding process.
Have you checked back on decision-making?
What is the view of the adult or their representative?



There is disagreement about a decision or concern about the appropriateness or effectiveness of a response to an adult's safeguarding support.
What is the view of the adult or their representative?

ESCALATION

Stage 1

Practitioner attempts to address professional concern or disagreement through discussion and/or meeting

Is there agreement?



Resolved



Check back to ensure there is shared understanding of the agreed actions.
Record agreed actions.
Complete Record of Escalation template and log according to agency procedure.
Check back to ensure agreed actions have been fully implemented.

Stage 2

Unresolved

Practitioner reports professional concern or disagreement to line manager. Worker needs to be specific as to what the disagreement is about and clear on what they aim to achieve. Advice is sought from respective designated safeguarding leads if necessary.

Is there agreement?



Resolved



Check back to ensure there is shared understanding of the agreed actions.
Immediately feed agreed action back to operational staff.
Confirm actions in writing between agencies and, where appropriate, include a date to review them.
Invoke (if necessary) the process for reviewing the adult's safeguarding plan.
Complete Record of Escalation template and log according to agency procedure.
Check back to ensure agreed actions have been fully implemented.

Stage 3

Unresolved

Supervisors/managers must escalate the professional's concern or disagreement to their senior manager in order to seek resolution.

Is there agreement?



Resolved



Outcome of discussion and agreed actions to be recorded in writing and consideration given to where the record of the meeting is to be held.
Immediately feedback agreed actions to operational staff.
Senior managers consider the need to review policies/procedures or to address any issues re compliance/professional competence.
Complete Record of Escalation template and log according to agency procedure.
Check back to ensure agreed actions have been fully implemented.

Stage 4

Unresolved

Failure to resolve disagreement amongst managers/agencies, the professional concern is raised with the relevant heads of service. If still unresolved the escalation should be referred to the LSAB Chair.

Resolved



Check back to ensure agreed actions have been fully implemented.