



## BS3 Early Education & Childcare

### Escalation Policy and Procedure

#### Aims:

- For the resolution of professional disagreements and instigation of responses to issues relating to the safety of children.
- To ensure that procedures are in place to be followed in the event of a lost or uncollected child, and that all Early Years Practitioners and Playworkers are aware of these.
- To ensure that children and families incur the minimum amount of stress in the event that either of these circumstances should occur.

At all times BS3 Community Development will ensure Safeguarding is at the forefront of our practice. Our aim is to make clear how children, young people and families should be able to swiftly access support through any of the recognised safeguarding agencies and staff members. The purpose is to enable multi-agency practitioners to exercise their professional judgement and provide the best possible service in a timely and safe way. BS3 Community Development recognise that complexity of need and range of intervention/support will not always fit into a simple formula that leads to *'the right solution'*. Often there may be no right or wrong answer and quite legitimately practitioners may exercise their professional judgement differently. It is also the case that exceptionally, the needs of some young people and families may not easily fit within a conventional application of thresholds.

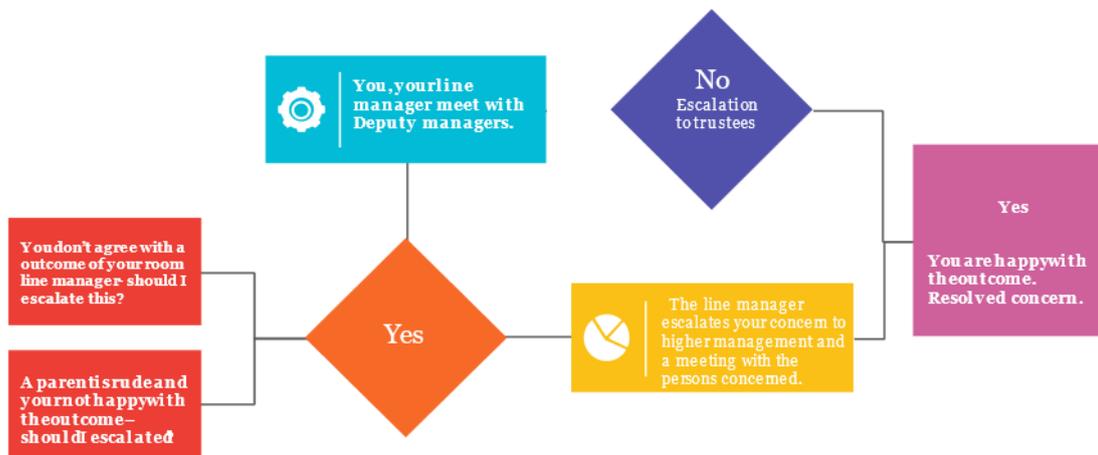
It is of vital importance that children, young people and their families do not become entangled in professional disagreements and that where such disputes do occur they can be resolved with minimum delay.

In reaching resolution it is essential that at all times disputes are approached in a considerate manner and one which both respects and seeks to understand the views and concerns of others from their experience and perspective when engaging with the young child/family

#### Escalation Process: An Overview

The flow chart below shows an overview of the Escalation Process.

## Escalation process flow chart



### Purpose of the Escalation Policy

The purpose of this policy is to create a transparent process to set out how disagreements should be dealt with between levels in management with regards to professional practice in relation to a child, young person or their family. Disagreements should be resolved through child centred discussion between agencies. This escalation policy outlines the process to be followed when professionals are unable to agree about what is in the best interests of the child.

To identify and anticipate problem areas in working together where there is a lack of clarity and to promote resolution via amendment to protocols and procedures in a timely manner.

To ensure that where resolution cannot be found appropriate escalation of concerns ensures that the child is safeguarded.

To avoid disputes that:-

- Detract from the focus on the child;
- Delay effective decision making;
- Lead to protracted disputes that negatively impact upon the child and/or family and on inter-agency relationships and working practice.

### Key Principles

Problem resolution is an integral part of professional co-operation and joint-working to safeguard children. All agencies must work together in the interest of the child and it is recognised that at times there are differences of opinion on how to progress a case. Every effort should be made to resolve disagreements as close to the point of origin as possible.

At all stages of the escalation process actions and decisions must be shared in a timely manner with appropriate staff who are directly involved with the service users.

Decisions should be recorded in writing and the referring member of staff should be kept informed of the escalation of their concern. 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. All records should be retained on the child's chronology / agency database.

This policy is not intended to replace or prevent day-to-day liaison between professionals.

Effective working together depends upon:

- An open approach and honest relationships between staff; and
- A belief in genuine partnership working.

Resolution should be sought within the shortest timescale possible to ensure the child is protected. Some disagreements regarding safeguarding decisions will require especially speedy resolution.

It should be recognised that differences in status and/or experience of individual staff may affect the confidence of some workers to pursue their concerns if unsupported and internal line management process should be in place to address this and to support the escalation of concerns.

If a child is at risk of immediate harm then do not wait to escalate concerns and contact First Response and the Police.

#### **First Response - 0117 903 6444**

*In an emergency outside office hours contact Emergency Duty Social Worker via **01454 615 165***

#### ***Related Documentation:***

- 1. Health & Safety Policy*
- 5. Child Protection Policy*
- Risk Assessment File*
- 3 Fee Policy*

Reviewed October 2020