

# **Hounslow Safeguarding Adults Board**



## **Escalation Policy**

## **INTER-AGENCY ESCALATION POLICY**

### **The Resolution of Inter-Agency Disagreements about Safeguarding Adults**

#### **Introduction**

Occasionally situations arise when workers within one agency feel that the actions, inaction or decisions of another agency do not adequately safeguard an adults. Disagreements are most likely to arise around:

- Levels of need/thresholds
- Roles and responsibilities
- Progressing plans
- Communication

**Professionals should attempt to resolve differences through discussion within ONE WORKING WEEK or a timescale that protects the adult from harm (whichever is shortest)**

#### **Stage One – involving your line manager**

Any worker who feels that a decision is not safe or is inappropriate should initially consult a supervisor/manager to clarify their thinking in order to identify the problem, to be specific as to what the disagreement is about, and to identify the desired outcome.

#### **Stage Two – involving the worker from other agency/service**

The people who disagree have a discussion to resolve the problem. This discussion must take place as soon as possible and could be a telephone conversation or a face to face meeting. There may be instances where disparity in perceived status or experience may inhibit the ability of some workers to resolve the disagreement without support.

#### **Stage Three – escalate line manager to line manager**

If the problem is not resolved at stage two the worker should contact their supervisor/manager within their own agency who should have a discussion with the equivalent supervisor/ manager in the other agency.

#### **Stage Four – escalate to named/designated safeguarding leads or senior operational manager**

If the problem is not resolved at stage three the supervisor/manager reports to their respective operations manager or named/designated safeguarding representative. These two managers must attempt to resolve the professional differences through discussion.

## **Stage Five – resolution by Hounslow Safeguarding Adults Board (HSAB)** **Chaired meeting**

Operational issues must be resolved by the agencies identified directly involved in the case. When a resolution has not been achieved at stage four, the Chair of the HSAB should be approached to identify a Board member from an uninvolved agency to chair a meeting of the most senior managers with operational responsibility for the case. This meeting will review the issues at hand and provide a final opportunity for the involved agencies to ensure that there is a full understanding of the issues before the decision is finalised.

The Chair of this meeting will then report on issues arising from this process to the Safeguarding Adult Review Sub Committee of the HSAB.

All professionals have a duty to act assertively and proactively to ensure that an adult's welfare is the paramount consideration in all professional activity. Therefore all professionals must challenge the practice of other professionals where they are concerned that this practice is placing adult at risk of harm.

Resolution should be sought within the shortest timescale possible to ensure the adult is protected. Disagreements should be resolved at the lowest possible stage however...

**If an adult is thought to be at risk of immediate harm the designated safeguarding lead in your agency should be informed immediately. The designated safeguarding lead will inform Hounslow Head of Safeguarding of the concerns.**

### **Important additional notes:**

**At all stages of the process actions and decisions must be recorded in writing and shared with relevant personnel, to include the worker who raised the initial concern.**

**This must include written confirmation between the parties about an agreed outcome of the disagreement and how any outstanding issues will be pursued.**

**If the process highlights gaps in policies and procedures this must be brought to the attention of the chair of the HSAB.**

### **Date of review:**