

Appendix B

ESCALATION FLOW CHART FOR ADULTS AND CHILDREN

Professional is unhappy with a safeguarding decision or response from any agency

Professionals - referrer and decision maker should have an open and honest conversation to try and resolve any concerns or issues ensuring that the child/young person or adult's welfare and safety remains priority.

No further escalation action required

Yes

Resolved

Aim to resolve within 1 day

No

Stage 1

Line Managers of Referring and Receiving Agencies

To discuss practitioner concerns – **within 1 day**. If not resolved move to Stage 2

Stage 2

Senior Manager /Service Manager / Named Designated Safeguarding Lead / Equivalent Role

Further discussion / meetings to resolve

Notify the STSCP / STSAB Business Manager of Escalation using Appendix A Template - email to: STSCAP@southtyneside.gov.uk

Stage 3

Head of Service / Headteacher / Chief Officer or Equivalent Role

Further discussion / meetings to resolve

If no resolution, the matter must be passed to the STSCP / STSAB for consideration see Stage 4

Stage 4

Consideration by the STSCP Chair or STSAB Independent Chair via arbitration and or mediation.

Aim to resolve within 5 working days

Feedback on outcomes to be shared at each stage with concerned professionals.