

Partnership Agreement between all members of the Wigan Safeguarding Children Board including the Health Service, Education, Greater Manchester Police, Wigan and Leigh Homes and Greater Manchester Fire Service.

# Wigan Safeguarding Children Board Escalation Policy

Resolution of professional disagreements in work relating to safeguarding children, young people and their families

Link to GM Safeguarding Procedures -

http://greatermanchesterscb.proceduresonline.com/

#### **WIGAN'S LOCAL PROCESS**

Resolution of professional disagreements in work relating to safeguarding children, young people and their families

WHEN ANY PROFESSIONAL CONSIDERS A CHILD IS AT IMMEDIATE RISK OF SIGNIFICANT HARM, THEN THE INDIVIDUAL MUST ENSURE THEIR CONCERNS ARE ESCALATED ON THE SAME WORKING DAY USING ESTABLISHED CHILD PROTECTION PROCEDURES.

#### Level 1 **Level 1** - When a professional disagrees with a decision or response from any **Please Note:** agency regarding determining the levels of need for a child, roles and On the day responsibilities, and the need for action and communication re: a safeguarding of conflict At all stages issues, initial attempts should be made between the workers to resolve the issues. actions / decisions must be timely If the issue remains unresolved the respective professionals must refer the shared with disagreement to their own manager / named professional in their organisation, who relevant has responsibilities for safeguarding. personnel who are directly involved with the service Level 2 - The manager / named professional with responsibilities for safeguarding user(s). **Level 2 & 3** should discuss the concerns / response with their opposite manager in the other agency. (See attached list for agency contact details) This person Within a must in turn working record detail week. re: the conflict, **Level 3** - if the manager / named professional with lead responsibility for and safeguarding is unable to influence the decision, he / she should refer this decisions disagreement to the agency WSCB representative, for each agency involved, who taken on the should try to resolve the matter (See attached list of WSCB contact details). service users file and NB. 1. If the matter remains unresolved, a meeting should be convened between inform the the 2 WSCB agency representatives, with a person of sufficient level of parents / responsibility who can undertake a mediation role. carers of the outcome - if NB. 2. If the dispute involves schools the Service manager, Education Improvement this and Support Services will represent schools, not the Headteacher representative to appropriate the board to safeguarding the child / Level 4 young Level 4 - Where WSCB representatives are unable to resolve the matter the issue person Same day as should be referred to the Wigan Safeguarding Children Board Business involved. conflict Development Manager, who will inform the WSCB Chair. resolution held

<sup>\*</sup>Proforma document should be sent to the Safeguarding Unit, People Directorate, for quarterly analysis, enabling identification of thematic issues and lessons learned, to inform further action to be taken by WSCB. This quarterly report should remain as a standing agenda item for the WSCB Executive Group.

### Agency Safeguarding Lead Contact Details - Level 1

- Team Manager of your Social Worker 01942 828451
- Children's Duty Social Care Team Managers
  01942 828300 (ask for the team manager that is on duty)
- Youth Offending Team YOT Manager 01942 487126

#### Agency Safeguarding Lead Contact Details - Level 2

#### Gateway Services Service Managers (Social Care staff need to contact their

Service Manager as a first step)

 Locality 1
 01942 486097

 Locality 2 / Vulnerable Groups
 01942 487080

 Locality 3
 01942 487975

 Locality 4
 01942 200899

 Locality 5
 01942 486344

#### People Directorate Safeguarding

Service Manager, Partnerships and Safeguarding 01942 489680

#### Education Settings

Service Manager, Education Support, Organisation and Capital Development 01942 486146

#### Wigan and Leigh Homes

Safeguarding Lead 07919308813

#### Greater Manchester Police, Wigan Division

Response Inspector 0161 856 7221

#### ALW Division Bridgewater Community Healthcare NHS Trust

Named Nurse for Child Protection 01942 481161

#### Wigan, Wrightington and Leigh Acute Trust (WWL)

Named Nurse 01942 778782

#### 5 Boroughs Partnership

Named Nurse 0151 244 4588

#### Probation

Probation Reception who will identify the appropriate manager 0300 0478 700

#### Wigan and Leigh Drug and Alcohol Recovery Service, GMW

Acting Head of Service, Wigan and Leigh 01942 487570

#### CAFCASS

Service Manager 07917 233 441

#### **WSCB Members - Level 3**

la saca a Misata da atta da	Interior Director Children and Families		
James Winterbottom	Interim Director, Children and Families		
Jayne Ivory	Assistant Director, Children and Families		
Will Blandamer	Assistant Director, Reform and Transformation		
Councillor Jo Platt	Portfolio Holder for Children and Young People's Services		
Jill Hyde	Headteacher, Ince C of E Primary School		
Supt Jackie Pendlebury	Greater Manchester Police, Wigan Division		
Derek Dempster	Gtr Manchester Fire Service		
Claire Davies	District Manager Executive, Greater Manchester Probation Service		
Nichola Osborne	Assistant Director Designated Nurse, Wigan Borough CCG		
Trish Anderson	Chief Officer, Wigan Borough CCG		
Caroline Williams	General Manager, Children & Families Services Directorate, Bridgewater NHS		
	Trust		
Dr Umesh Prabhu	Medical Director, Wrightington, Wigan & Leigh (WWL) NHS Trust		
Dr Sham Khan	Designated Doctor, Wrightington, Wigan & Leigh (WWL) NHS Trust		
Chris Masikane	Assistant Director of Operations, 5 Boroughs Partnership		
Jane Pilkington	NHS England		
Mike Grimes	Director of Housing Needs, Wigan & Leigh Homes		
Representative	Service Manager, CAFCASS		
Kay Bardgett	Executive Director, Wigan Leisure & Culture Trust		

If the dispute involves schools the Service Manager for Education Support, Organisation and Capital Development will represent schools, not the Head teacher representative to the Board.

#### WSCB Staff Details - Level 4

Kath Nelson WSCB Independent Chair Nuala O'Rourke Lynsey Swift

Service Manager, Partnerships and Safeguarding

WSCB Business Analyst and Coordinator

Tel: 01942 486025



## Agency Report re: recording inter agency conflict and resolution on a service users <u>file</u>

Name of child / young person:
DOB:
Address:
Name of Practitioner, Role and Agency:
Brief details re: inter agency disagreement:
Was this disagreement responded to at Level 1 of WSCB Escalation Policy? If so how was a resolution agreed?
If not, who was the individual (at Level 2 of the WSCB Escalation Policy) within your agency that you referred the disagreement to?
What was the outcome of this inter agency discussion at Level 2 of the WSCB Escalation Policy?
Was the conflict referred to your agency Board representative at Level 3 of the WSCB Escalation Policy? If so, what was the resolution?
Have you informed the parents/carers of the child / young person of this disagreement and the resolution?



If not, is this due to safeguarding the child / young person?

## Pro-forma for reporting conflicts which have been resolved at WSCB agency representative level to WSCB

Name of child / young person:		
DOB:		
Address:		
Name of Board Members, Roles and Agencies involve	ed:	
Brief details re: inter agency disagreement		
Methodology used to resolve the complaint		
Does this case give rise to any lessons learned?  If yes, please detail	Yes	No (please circle)
ii yes, piease detaii		
Do these lessons learned indicate the need for the fol (please circle Yes or No for each of issues below)	lowing:-	
A requirement for staff training Development of a new WSCB Protocol	Yes Yes	No No
Inform Commissioner of the Service	Yes	No
If yes, which service is this with regard to?		
Further discussion at a particular WSCB Sub Group If yes, which one?	Yes	No
Further discussion at the WSCB Board / Executive	Yes	No
If yes, which one?		
Please e-mail your completed form to the WSCB Team	n at <u>wscb</u>	o@wigan.gov.uk