



Worcestershire Safeguarding Adults Board Multi-agency Escalation Procedure for Individual Cases

Document Control

- Ratified by Worcestershire Safeguarding Adults Board 21st September 2015
- Date Revision due As required

Revision History

Date	Version	Changes made	Author
V3 05.08.14	WSAB policy sub group for consultation in organisations	Various	
V4 07.10.14	WSAB policy sub group	Various amendments following consultation	
V6 05.12.14	Final draft document for approval by WSAB policy Group	None	
V7 25.02.15	Further amendments to WSAB	Added where DASM would be used	
V8 14.10.15	Version update	Removed reference to DASM following DH guidance that DASM will not be a recognised role in future guidance document.	

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Required Actions

Actions	Date
Upload to Website	6 th November 2015
Raised with Community Awareness & Prevention for communication	13 th October 2015

This document supports the Safeguarding adults: multi-agency policy and procedures for the West Midlands

1. Introduction

- 1.1 Accountability and partnership are two of the six key principles that underpin all adult safeguarding work as stated in the guidance for the Care Act (2014). Partner agencies have their own roles to play in the adult safeguarding process as set out in statute. It is important that partner agencies are accountable for delivering their part of the adult safeguarding process to a high standard.
- 1.2 There will be occasions where staff in one partner agency have concerns about the way in which staff in another partner agency is/are delivering their part of the adult safeguarding process.
- 1.3 Worcestershire Safeguarding Adults Board (WSAB) is committed to the principle that appropriate challenge and escalation is an essential part of being a learning partnership, achieving high standards and challenging poor practice. Appropriate challenge and escalation are vital to delivering continuous improvement and achieving good outcomes for adults with care and support needs.
- 1.4 The escalation policy promotes taking concerns relating to individual cases through the appropriate partner agency line management structure. If a concern cannot be resolved within the appropriate partner agency management structure it will be taken into the multi-agency forum of the Worcestershire Safeguarding Adults Board.

2. Agreed escalation procedure

- 2.1 If a partner agency has concerns about how another partner agency is delivering their role in the adult safeguarding process, they should follow the escalation process below.
 - Staff member to raise concern with relevant staff member in partner agency within one working day of becoming aware of an issue.
 - If not resolved the staff member should discuss with their line manager. If required the manager will escalate the concern to the relevant line manager for discussion. This will continue, as required through line management structure, up to the manager immediately below partner agency WSAB representative (supported by relevant evidence/ documentation).
 - If still not resolved escalate to agency WSAB representative who will raise the concern with their relevant WSAB counterpart (with relevant evidence/ documentation).
 - If still not resolved escalate concern to WSAB Independent Chair (with relevant evidence/ documentation) who will take appropriate action to resolve.
 - If still not resolved WSAB Independent Chair to escalate concern to WSAB meeting, relevant regulator etc. to resolve.
 - Where the issue requiring resolution is related to a Positions of Trust case, the Safeguarding lead or senior manager with safeguarding responsibility should be contacted to seek resolution with their counterpart in the organisation the issue is being escalated in.

3. Timescales

- 3.1 The initial concern must be raised within one working day. Other timescales will vary dependent upon the nature and level of concern and therefore professional judgement is required. At each stage, the professional liaising with another agency/ professional should stipulate a timescale with which a response is required in order that escalation does not drift

BEFORE ESCALATION

Practitioners should follow up as part of the safeguarding process.
Have you checked back on decision-making?



There is disagreement about a decision or concern about the appropriateness or effectiveness of a response to an adult's needs.

ESCALATION

Stage 1

Practitioner attempts to address professional concern or disagreement through discussion and/or meeting within one working day.

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. Respective managers liaise within 24 hours to review available information and resolve if possible. 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 actions back to operational staff
- **Confirm actions in writing** between agencies and, where appropriate, include a date to review them
- If necessary invoke the process for reviewing the adult's protection 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

The professional concern or disagreement is referred without delay through the line management structures of the respective agencies and senior managers seek to resolve.

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 feed agreed actions back to operational staff
- Senior managers consider the need to review policies or procedures, or to address any compliance or professional competence issues
- Complete **Record of Escalation** template and log according to agency procedure
- **Check back** to ensure agreed actions have been fully implemented



Stage 4

Unresolved

The professional concern is raised with the relevant WSAB member for discussion with the respective WSAB member. If still unresolved escalation to the WSAB Independent Chair.

Resolved →

Concerns about the practice of colleagues within your own organisation

Each agency should have its own clear and accessible policy in respect of 'whistleblowing' which should be consulted when there are serious concerns about the practice of a colleague which have not yet been resolved by discussion with the relevant managers. If you have exhausted your organisation's whistleblowing process you should escalate outside the organisation. See link for details [Whistleblowing - GOV.UK](#)

Whilst it can be very difficult to raise issues about the professional practice of a colleague this should not be ignored where to do so might leave an adult with care and support needs at risk of abuse or neglect.

Thresholds

Guidance on thresholds for raising an adult safeguarding alert is located at:

[Policies and Procedures - Worcestershire Safeguarding Adults Board Guidance | Worcestershire County Council](#)

Concerns Relating to a Child

Where a practitioner working with an adult has concerns relating to a child the Worcestershire Safeguarding Children Board procedures should be followed:

<http://westmerciaconsortium.proceduresonline.com/chapters/contents.html>

Record of Escalation

It is important that individual agencies maintain and collate a record of those specific adults who have been subject of the escalation process. This will enable agencies to monitor the escalation activity of their own staff and also to identify emergent patterns or themes which may need to be alerted to the Worcestershire Safeguarding Adults Board for further consideration. In addition, WSAB will require agencies to report on their escalation activity from time to time as part of its quality assurance.

A template for recording escalations is attached to this briefing and should be used in accordance with your agency's procedure for logging the details of those cases where the formal escalation procedure has been invoked.

Record of escalation of concern regarding an adult with care and support needs at risk/ experiencing abuse or neglect

Adult's name:	
Date of Birth:	
Framework reference (if known):	

ESCALATION OF CONCERN REGARDING AN ADULT	
Date of escalation:	
Brief description of concern and outcome sought:	
Is this a concern about process?	Is this a complaint about professional handling of case?
Yes/No – delete as appropriate	Yes/No – delete as appropriate
Matter escalated by:	Name
	Job title
	Agency
Matter escalated to:	Name
	Job title
	Agency

RESPONSE	
Response from:	Name
	Job title
	Agency
Date of response:	
Brief description of response:	

OUTCOME
Outcome of escalation:

The completed form should be completed and emailed to line manager (or as per own organisation guidance) within 2 working days of the Escalating Concerns process being invoked.