

## 7. Further Information

Within [Sefton LSCB Escalation Procedure](#) (Section 17) you will find more detailed information relating to each step of the process and an [Escalation Flow Chart](#)

[Sefton LSCB Level of Need Document](#)

## 1. What is Escalation?

If you feel that a practitioner or an agency is not acting in the best interest of the child, young person or family, you have a responsibility to respectfully challenge the practitioner or agency, and escalate your concerns. Sefton LSCB has an [‘Escalation Procedure’](#) to ensure that there is a clear means for partner agencies to resolve any disagreements between practitioners following the staged process

**If a person considers there to be an immediate safeguarding risk, their concerns must be escalated immediately**

## 2. When to escalate

When working with practitioners from other agencies there will be differences of opinion or concerns about professional practice in relation to a child, young person or family.

The LSCB Escalation Procedure outlines the escalation process including time-scales for resolution. There are 3 key stages to resolving multi-agency escalations.

## 6. Record Keeping

Records of discussions must be maintained by all agencies involved throughout each stage of the process. The timescales within the flowchart (link to procedure) must be adhered to.

### Complaints.

The Escalation Procedure does not replace the statutory complaints process within partner agencies

## 5. Stage 3

- If no resolution is reached, the Service Manager will raise with the Director/Head of Service within 2 working days as does the opposite agency Manager to their Director or Service equivalent. Directors meet within 5 working days to seek resolution.
- If agreement cannot be achieved, the matter should be brought to the attention of the Sefton LSCB Business Manager who will refer the matter to the LSCB Chair.
- At all stages throughout, all information should be recorded and logged.

## LSCB Escalation Procedure

## 4. Stage 2

- The Line Manager/ Safeguarding Lead should discuss the concerns/ response with their opposite manager in the other agency.
- If resolution cannot be achieved the receiving service manager will convene a meeting within a further 5 working days.
- At this point, notify Sefton LSCB that you have invoked the procedure using the [notification form](#) (This is to enable the LSCB to monitor the number of escalations and resolutions)

## 3. Stage 1

- Initial attempts should be made between workers to resolve the issue
- If resolution cannot be achieved professionals must escalate to their safeguarding lead and/or team manager
- Take action within 2 working days of concern
- Provide clear evidence based reasons for disagreement
- Record the escalation