

Effective Challenge and Resolving Professional Differences Guidance

Effective partnership working is vital in order to ensure that outcomes for children and families are central to all assessment, planning and intervention. This includes the need to consider differing views and experiences which evidence the value of exchanging ideas and developing critical thinking regarding how best to achieve improved outcomes. There will be times when disagreements occurred and require informal and possible lead to formal escalation. There needs to be a clear process in place to achieve and evidence this.

Principles in practice:

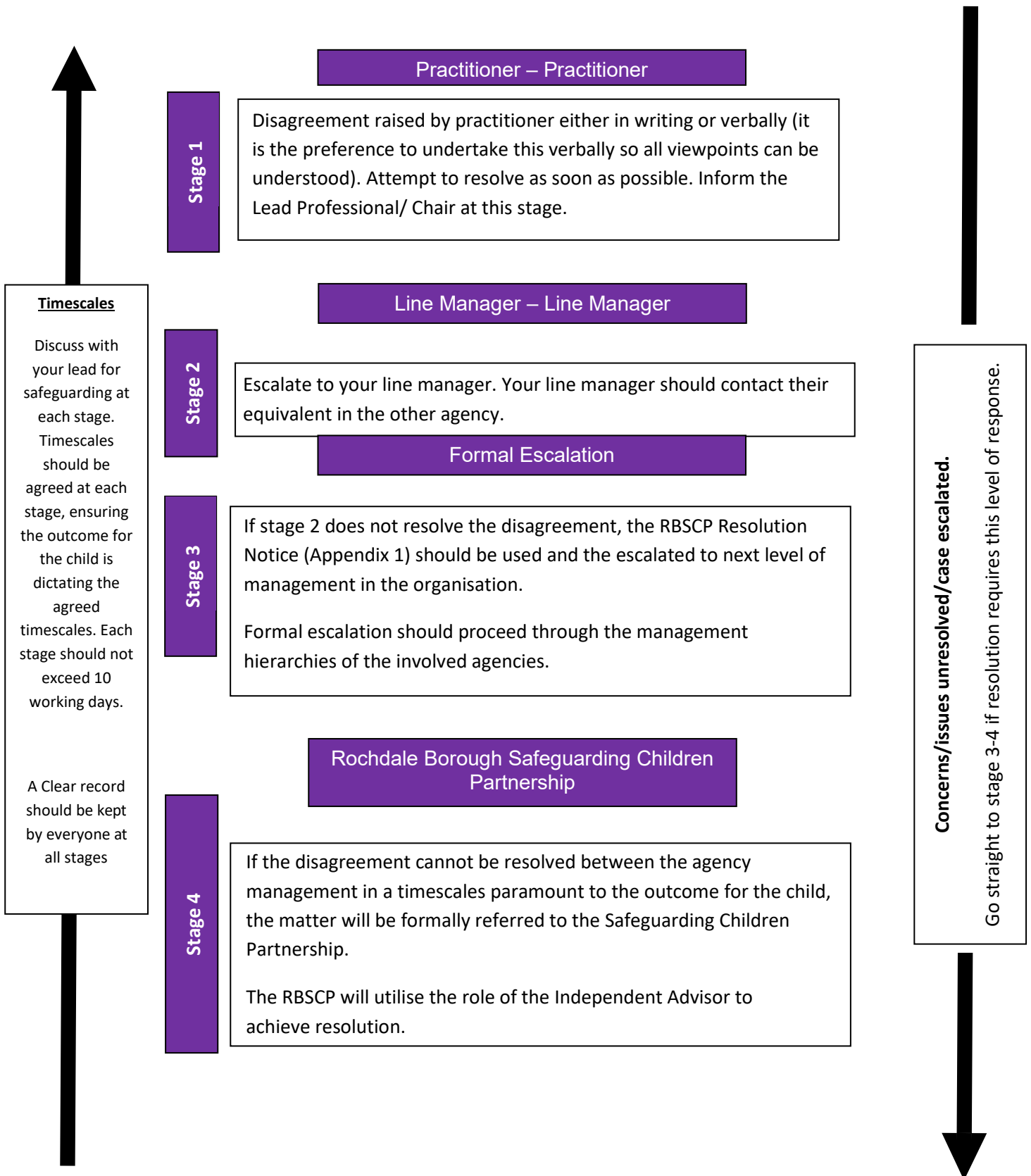
- Challenge is positive and should always be focused on the desired outcome for the child and family.
- The safety and wellbeing of the child is always paramount.
- It is the responsibility of each individual professional and agency to progress challenge if they are not in agreement with the outcome of any aspect of assessment, planning or intervention (any level of need and support)
- Challenge should be restorative and relationship based. Language should therefore be respectful and where possible discussions with the relevant practitioners should take place first.
- Challenge and escalation should be resolved in a timely manner.
- Challenge must be evidenced based and recorded on the child's file, including details or how the resolution improved outcomes for the child and/or family.

Ensure your safeguarding lead is consulted with throughout the escalation process. Please attempt to resolve any disagreements informally, before initiating the formal process.

This Guidance Document should be used in line with the Greater Manchester Safeguarding Procedures Manual on:

- [Resolving Professional Disagreements/Escalation Policy](#)

Effective Challenge and Escalation Procedure



Single Point of Contact (SPOC) List Rochdale

Service	Contact Details
Rochdale Children's Social Care	Escalations should be directed to the relevant team in Children's Social Care Head of Service – First Response Team Tracy.Chatterton@Rochdale.Gov.UK Head of Service – Child Protection and Court Chris.James@Rochdale.Gov.UK Head of Service – Cared 4 Children / Youth Justice Service rachel.meyrick@rochdale.gov.uk Head of Service – Head of Provider Services Ian.Godfrey@Rochdale.Gov.UK
Rochdale Safeguarding Children Unit	Safeguarding.Children@Rochdale.Gov.UK / 01706 925 897
Rochdale Early Help and Safeguarding Hub	ehash@rochdale.gov.uk / 01706 925 879
Pennine Care Foundation Trust	pcn-tr.safeguarding@nhs.net / 0161 716 3785 Escalations should be directed to the Named Nurse for Safeguarding Children and Looked After Children
Rochdale Care Organisation	srh-tr.hmrchildprotection@nhs.net / 0161 716 5979 Escalations should be directed to the relevant Named Safeguarding Professional
Greater Manchester Police	Rochdale.publicprotection@gmp.pnn.police.uk All escalations to GMP must include a telephone call to ensure the correct officer is being contacted
Heywood, Middleton and Rochdale Clinical Commissioning Group	HMRCCG.safeguarding@nhs.net / 01706 664180 Escalations should be directed to the Designated Nurse for Safeguarding Children
Education Establishments	Stage 1 Escalations: School Designated Safeguarding Lead Stage 2 Escalations: School Head Teacher (if different to DSL) <i>Contact to be made with the school to clarify Designated Safeguarding Lead Arrangements</i> Any other escalations: Claire.heap@rochdale.gov.uk
Adult Care	adult.care@rochdale.gov.uk / 0300 303 8886
Rochdale Boroughwide Housing	asb.reports@rbh.org.uk Escalations should be directed to Chris Mairs and/or Victoria Wardleworth
Early Break	hedwards@earlybreak.co.uk / Main office number: 0161 723 3880
National Probation Service	NWNPS.rochdale@justice.gov.uk / 01706 894 800

Please contact RBSB.admin@rochdale.gov.uk for any updates that are required to the SPOC list.

APPENDIX 1

Professional Challenge / Outcome Resolution Notice

THIS DOCUMENT MUST BE SENT/STORED SECURELY

Date of Notification	
Name of Child/Young Person	
D.O.B	
NHS Number/ P Number	
Outcome Resolution Notice Completed by:	
Name	
Role	
Agency/Team	
Contact Details	
Notification has been sent to:	1. 2.
Summary of disagreement	
Evidence of the informal challenge that has taken place at stages 1-2 and the outcome of this challenge	

Desired outcome for the child and / or family. Please include details of what it is you are requesting happens as a result of this challenge

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Stage	Date Outcome Resolved	Supporting Evidence Embed written confirmation between parties about the agreed outcome
Stage 3		
Stage 4		

