

### Effective challenge and resolving professional differences

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 in regards to 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 be used in line with the Greater Manchester Safeguarding Procedures Manual on:

<u>Resolving Professional Disagreements/Escalation Policy</u>



# Effective challenge and escalation procedure



Stage 1

Stage 2

Stage 3

Stage 4

### Practitioner – Practitioner

Disagreement raised by practitioner either in writing or verbally (it is the preference to undertake this verbally so all viewpoints can be understood). Attempt to resolve as soon as possible. Inform the lead professional/ chair at this stage.

### **Timescales**

Discuss with your designated lead for safeguarding at each stage. Timescales should be agreed at each stage, ensuring the outcome for the child is dictating the agreed timescales. Each stage should not exceed 10 working days.

A clear record should be kept by everyone at all stages

### Line manager – Line manager

Escalate to your line manager. Your line manager should contact their equivalent in the other agency.

### Formal escalation

If stage 2 does not resolve the disagreement, the RBSCP resolution notice (Appendix 1) should be used and the escalated to next level of management in the organisation.

Formal escalation should proceed through the management hierarchies of the involved agencies.

### Rochdale Borough Safeguarding Children Partnership

If the disagreement cannot be resolved between the agency management in a timescales paramount to the outcome for the child, the matter will be formally referred to the RBSCP.

The RBSCP will utilise the role of the independent advisor to achieve resolution.

Concerns/issues unresolved/case escalated.



# Single Point of Contact (SPOC) List

# Rochdale

Service	Contact details
Rochdale Borough Council's 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 and youth justice service <u>rachel.meyrick@rochdale.gov.uk</u>
	Head of provider services <u>Tracey.Johnson@Rochdale.Gov.UK</u>
Safeguarding children unit	Bev.Paris@Rochdale.Gov.UK 01706 925 086
Early help and safeguarding hub (EHASH)	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 cared for 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
NHS GM IC HMR	gmicb-hmr.safeguarding@nhs.net
	01706 664180
	Escalations should be directed to the designated nurse for safeguarding children



ROCHDALE BOROUGH SAFEGUARDING CHILDREN PARTNERSHIP

SAFEGUARDING CHILDREN PARTNERSHIP		
Education establishments	Stage 1 escalations: school designated	
	safeguarding lead	
	Stage 2 escalations: school head teacher (if	
	different to DSL)	
	Contact to be made with the school to clarify	
	designated safeguarding lead arrangements	
	Any other escalations:	
	early.help@rochdale.gov.uk	
	Please direct to Education Safeguarding Officer	
Rochdale Borough Council adult care	adult.care@rochdale.gov.uk	
	0300 303 8886	
Rochdale Boroughwide Housing	asb.reports@rbh.org.uk	
	Escalations should be directed to RBH Safeguarding	
	Team.	
Early Break	hedwards@earlybreak.co.uk	
	Main office number: 0161 723 3880	
National Drobation Convice	NWNPS.rochdale@justice.gov.uk	
National Probation Service	01706 894 800	

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

# With thanks to Salford Safeguarding Children Partnership for allowing Rochdale to adapt this document



## 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

Effective challenge and escalation- April 2021 Available via



#### ROCHDALE BOROUGH SAFEGUARDING CHILDREN PARTNERSHIP

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