# 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:

* [Resolving Professional Disagreements/Escalation Policy](https://greatermanchesterscb.proceduresonline.com/chapters/p_resolv_prof_dis.html)

**Concerns/issues unresolved/case escalated.**

[Go straight to stage 3-4 if resolution require](https://safeguardingchildren.salford.gov.uk/professionals/policies-and-procedures/)s this level of response.

# Effective challenge and escalation procedure

Rochdale Borough Safeguarding Children Partnership

**Stage 4**

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.

**Stage 3**

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.

Formal escalation

[Escalate to your line](https://greatermanchesterscb.proceduresonline.com/chapters/p_resolv_prof_dis.html#LSCB) manager. Yo[ur line manager shou](mailto:SSCP@SALFORD.GOV.UK)ld contact their equivalent in the other agency.

Line manager – Line manager

**Stage 2**

Practitioner – Practitioner

**Stage 1**

[Disagreement raised](https://greatermanchesterscb.proceduresonline.com/chapters/p_resolv_prof_dis.html#LSCB) by practition[er either in writing or](mailto:SSCP@SALFORD.GOV.UK) 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

# 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](mailto:Tracy.Chatterton@Rochdale.Gov.UK)  Head of service child protection and court  [Chris.James@Rochdale.Gov.UK](mailto:Chris.James@Rochdale.Gov.UK)  Head of service cared 4 children and youth justice service  [rachel.meyrick@rochdale.gov.uk](mailto:rachel.meyrick@rochdale.gov.uk)  Head of provider services  [Ian.Godfrey@Rochdale.Gov.UK](mailto:Ian.Godfrey@Rochdale.Gov.UK) |
| **Safeguarding children unit** | [susan.thomas@rochdale.gov.uk](mailto:susan.thomas@rochdale.gov.uk)  01706 925 897 |
| **Early help and safeguarding hub (EHASH)** | [michelle.rhodes@rochdale.gov.uk](mailto:michelle.rhodes@rochdale.gov.uk)  01706 925 879 |
| **Pennine Care Foundation Trust** | [pcn-tr.safeguarding@nhs.net](mailto: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](mailto: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](mailto: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](mailto: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)  **Contact to be made with the school to clarify designated safeguarding lead arrangements**  **Any other escalations:** [Claire.heap@rochdale.gov.uk](mailto:Claire.heap@rochdale.gov.uk) |
| **Rochdale Borough Council adult care** | adult.care@rochdale.gov.uk  0300 303 8886 |
| **Rochdale Boroughwide Housing** | [asb.reports@rbh.org.uk](mailto:asb.reports@rbh.org.uk)  Escalations should be directed to Chris Mairs and/or Victoria Wardleworth |
| **Early Break** | [hedwards@earlybreak.co.uk](mailto:hedwards@earlybreak.co.uk)  Main office number: 0161 723 3880 |
| **National Probation Service** | [NWNPS.rochdale@justice.gov.uk](mailto:NWNPS.rochdale@justice.gov.uk)  01706 894 800 |

Please contact [RBSB.admin@rochdale.gov.uk](mailto:RBSB.admin@rochdale.gov.uk) 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** | |
|  | |

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