



Escalation

Sometimes when agencies work together there may be times when a decision made by a worker from another agency is either not safe or not in the best interests of a child.

This may relate to professional involvement in early help services, children in need, child protection or children looked after



Escalation

If we are on the receiving end of a professional challenge we should:

- ✓ Not be offended – it's not personal
- ✓ Remain professional
- ✓ Use it as an opportunity to reflect on our decision making

The WSSCB Escalation Policy enables workers to raise concerns they have about the decisions made by other professionals or agencies by:

- ✓ Encouraging professional curiosity
- ✓ Avoiding professional disputes that put children at risk or obscure the focus on the child
- ✓ Resolving the differences within and between agencies **quickly** and **openly**
- ✓ Identifying problem areas in working together where there is a lack of clarity and to promote the resolution via changes to protocols and procedures



Escalation

Working together effectively depends on;

- ✓ An open approach
- ✓ Honest relationships between agencies
- ✓ Being confident to ask questions
- ✓ Being confident to challenge
- ✓ Ensuring the safety of the child is at the forefront of all decisions

Has anybody had an experience around this?

Find the Escalation Policy

www.westsussexscb.org.uk/professionals/concerns-at-work-2/resolving-professional-differences/

WSSCB Escalation policy

