

## 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**

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.

equivalent in the other agency.

hierarchies of the involved agencies.

# Line Manager – Line Manager Escalate to your line manager. Your line manager should contact their 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

**Timescales** 

Stage 1

Stage 2

Discuss with your 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

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 Safeguarding Children Partnership.

The RBSCP will utilise the role of the Independent Advisor to achieve resolution.

Go straight to stage 3-4 if resolution requires this level of response.

# **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
	<u>Tracy.Chatterton@Rochdale.Gov.UK</u>
	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
	lan.Godfrey@Rochdale.Gov.UK
Rochdale Safeguarding Children	Safeguarding.Children@Rochdale.Gov.UK / 01706 925 897
Unit	
Rochdale Early Help and	ehash@rochdale.gov.uk / 01706 925 879
Safeguarding Hub	
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
	W 10000 f
Heywood, Middleton and Rochdale	
Clinical Commissioning Group	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
Adult Care	adult.care@rochdale.gov.uk / 0300 303 8886
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Rochdale Boroughwide Housing	asb.reports@rbh.org.uk
Rochdale Boroughwide Housing	Escalations should be directed to Chris Mairs and/or Victoria Wardleworth
	hedwards@earlybreak.co.uk / Main office number: 0161 723 3880
Early Break	
National Probation Service	NWNPS.rochdale@justice.gov.uk / 01706 894 800
- National Frobation Service	

Please contact <a href="mailto:RBSB.admin@rochdale.gov.uk">RBSB.admin@rochdale.gov.uk</a> 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		