

## Escalation Process

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Safeguarding and promoting the welfare of children and adults is a responsibility shared by all agencies. Whilst the Local Authority is usually allocated a 'lead' role in coordinating responses to risk, or causes, of significant harm, effective intervention is dependent upon inter-agency planning and multi-agency service responses.

It is every professional's responsibility to 'problem solve'. Communication is extremely important and is the key to resolving professional misunderstandings or disagreements. The aim must be to resolve a difference of opinion at the earliest possible stage, as swiftly as possible, always keeping in mind that the priority must be keeping the child or adult safe.

### **What to do when you are concerned about a decision or practice in a case involving a child, young person or adult with care & support needs**

Relevant professionals meet with the aim of reaching a shared understanding and agree necessary action.

If the issue is not resolved, discuss your concerns with your line manager/safeguarding lead to consider escalating the issue with the Case Holding Team Manager within CSC (in the case of children) or the relevant Service or Team manager within ASC (in the case of adults).

Where understanding/interpretation of risk is a relevant factor and significant concerns remain, the manager/safeguarding lead should discuss with their Head of Service within their organisation. Your Head of Service will discuss the concerns with the Head of Safeguarding CSC (in the case of children) or the Head of Assessment and Safeguarding ASC (in the case of adults).

If the above processes have been followed and the concerns still remain, it may be necessary to refer to MKT Partnership for multi-agency discussion.

### **A clear record must be kept at all stages, by all parties**

Head of Safeguarding (CSC) – Sophie Marshall, email: [Sophie.Marshall@milton-keynes.gov.uk](mailto:Sophie.Marshall@milton-keynes.gov.uk)

Head of Assessment and Safeguarding (ASC) - Phil Jones email: [Philip.Jones@milton-keynes.gov.uk](mailto:Philip.Jones@milton-keynes.gov.uk)

Please visit for more information:

<https://www.milton-keynes.gov.uk/children-young-people-families/milton-keynes-multi-agency-safeguarding-hub-mash>

<https://www.milton-keynes.gov.uk/social-care-and-health/safeguarding-people-at-risk/adults-at-risk>