

Resolution Process for Children, Young People & Adults

If the person is deemed to be at risk of significant harm (at any stage) an immediate response is required determined by the level of risk.

- 1. Practitioner to practitioner** - Professional from an agency involved with the person is unhappy with a decision/ response, or inaction, from another agency. Discussion to take place between agencies to agree a resolution. This discussion should be documented in the person's records and include the outcomes.

Discussion to take place within 24 hours.

If resolution is not achieved, go to Stage 2

- 2. Line manager to line manager** - The referring professional discusses the issue for resolution, including actions they have already taken and outcomes, with their line manager.

Line manager or equivalent should respond to escalation within 24 hours. This should include details of any liaison between agencies, actions and timescales. This information should be communicated via email and/or recorded as management oversight/supervision.

If resolution is not achieved, go to Stage 3.

- 3. Group Manager/ Service Manager to Group Manager/ Service Manager (or equivalent)** - issue for resolution escalated to next management tier.

Escalation/concerns to be communicated in a written/email format within 24 hours. This should include actions already taken to achieve resolution and details of reasons why resolution has not been achieved at that stage. Discussion to take place between the relevant agency leads with an agreed resolution within a maximum of 5 working days.

If resolution is not achieved, go to Stage 4

- 4. Head of Service/ Senior Manager to Head of Service/ Senior Manager (i.e. Head of Service, Assistant Chief Nurse, Superintendent)** - If the matter remains unresolved, escalation is required to the next most senior person in the management hierarchy.

Within 24 – 48 hours. Escalation will be undertaken by designated agency professional.

If resolution is not achieved, go to Stage 5.

- 5. Director/ Assistant Director/ Senior Leads/ Chief Superintendent/ Chief Nurse** - Escalation to next senior level within individual organisation.

Resolution to be achieved within 24 – 48 hours.

If resolution is not achieved, go to Stage 6.

- 6. Escalation to the local safeguarding partnership/ board via the local safeguarding partnership business unit (form attached on page 9). Delegated Safeguarding Partners/ Executive Leads to collectively agree resolution.**

Within 24 – 48 hours – meeting to be chaired by Independent Chair/ Scrutineer, if required.

If resolution is not achieved, go to Stage 7.

- 7. Resolution considered by a multi-agency panel (arranged by the local safeguarding partnership) comprising of Lead Safeguarding Partners, Chief Executives, Chief Constable/ Officers. Chaired by Independent Chair/ Scrutineer.**

Between 3 – 5 days dependent on the severity of the risk. Chair of panel will make final recommendation within 5 working days.

Contact Details for Safeguarding Representatives and Agency Leads

Main Reception Contact Information

East Riding SCP - erscpbusinessactivity@eastriding.gov.uk

Hull SCP - hscp@hullcc.gov.uk

Child Safeguarding Teams:

Beverley Safeguarding Team – 01482 880066

Bridlington Safeguarding Team – 01482 395470

Goole Safeguarding Team – 01482 396842

Haltemprice Safeguarding Team – 01482 565560

Safeguarding and Partnership Hub (SaPH) – 01482 395500

East Riding Local Authority Safeguarding Team and ERSAB

Safeguarding Adults Hub - 01482 396940

Email - safeguardingadultsteam@eastriding.gov.uk

East Riding Safeguarding Adults Board - 01482 396940

Email - ersab@eastriding.gov.uk

Humberside Police

Protecting Vulnerable Persons (PVP) – 01482 578488

vulnerabilityhub@humberside.pnn.police.uk

Hull University Teaching Hospitals NHS

Trust

Email

hyp-tr.safeguardingchildren@nhs.net

Humber Teaching NHS Foundation

Trust

Email:

[HNF-](mailto:HNF-TR.SafeguardingHumber@nhs.net)

TR.SafeguardingHumber@nhs.net

City Health Care Partnership

Email:

chcp.safeguarding@nhs.net

York and Scarborough Teaching Hospital Trust

Email:

sctyorkhospital@nhs.net

Northern Lincolnshire and Goole Hospital Trust (NLAG)

Email:

nlg-tr.pals@nhs.net