Appendix 1

KSCP Process for Escalation – Flowchart

```
Concern or disagreement arises within
another agency
```

Stage 1
Mutually agreeable way forward sought between practitioners to resolve the issue within 5 working days or a timescale that protects the child from harm (whichever is less)

Issue resolved
Resolution outcome in writing to referring practitioner/agency within 2 working days.

Stage 2
Concern or difficulty should be escalated to line managers to resolve the issues within 5 working days or timescale that protects the child from harm (whichever is less)

Issue resolved
Resolution outcome in writing to referring agency within 2 working days

Stage 3
Concerns or difficulties to be referred to the relevant senior manager without delay to resolve the issue within 2 working days or a timescale that protects the child from harm (whichever is less) **KSCP manager should be notified via the escalation template (Appendix 2)**

Issue resolved
Resolution outcome in writing to referring agency within 2 working days

Stage 4
Issue to be referred to the KSCP Chair via the KSCP Partnership Manager **(Complete the escalation template Appendix 2))** or the Chair to make recommendations to agencies involved in the resolution of the matter. The KSCP Chair will make recommendations within 5 working days of the issue being brought to his/her attention

If learning points are identified the KSCP manager should be notified using the **KSCP *Governance Process for Escalation form (Appendix 3)***
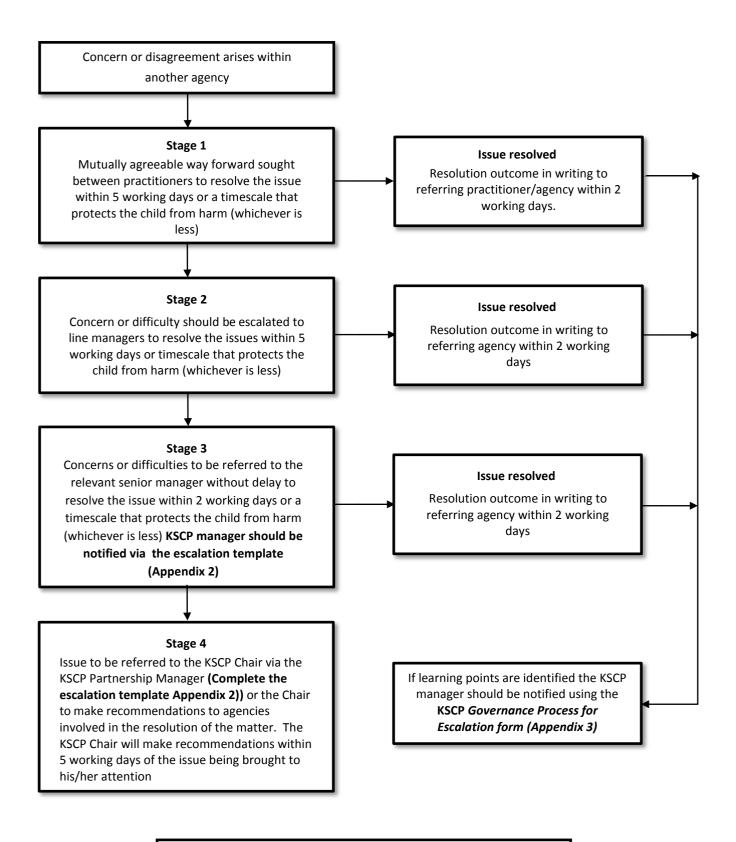
Every year Multi –Agency Safeguarding Audits will report on key themes that have been identified and will forward recommendations for consideration by partner agencies

Updated November 2020