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

Every year Multi –Agency Safeguarding Audits will report on key themes that have been identified and will forward recommendations for consideration by partner agencies

If learning points are identified the KSCP manager should be notified using the **KSCP** ***Governance Process for Escalation form (Appendix 3)***