

ESCALATION PROTOCOL

Where there is interagency dispute about a referral under the policy and procedures for Safeguarding Adults in Swindon or a concern about the way the case is being managed and the concerned party or parties may wish to escalate matters through the management structure of the safeguarding team or leads in other agencies. The matter should normally be resolved by the Enquiry Manager. However, where this is not possible, the involvement of senior managers from

Stage 1

Hold a discussion with the relevant Enquiry Manager or representative of the agency concerned to agree a way forward.

Stage 2

If the issue is not resolved at stage one, the concerned party or their manager should raise the issue with the Enquiry Manager's line manager. (Or where the dispute is about a disagreement, noncompliance or difficulties in securing participation from a partner agency, the enquiry manager may need to access the other agencies' management structure).

Stage 3

If the dispute is not resolved the Local Authorities Safeguarding Adult Lead should be contacted (01793 463559) or Senior Manager 01793 465713, if necessary, involving a senior manager from the agency concerned. Likewise, the Local Authority lead may need to deal with any concerns in relation to a case with the partner agency's lead.

Stage 4

If it is not possible to resolve matters at stage three and an agency continues to have concerns about the adult at risk and the way in which a case has been handled, a senior manager or chief officer from the relevant agency, can submit the concerns in writing to the Chair of the Local Safeguarding Adults Board at Swindon Borough Council, WTW 1st Floor, Beckhampton Street, Swindon SN1 2JG or Isab@swindon.gov.uk This will need to include a synopsis of the case detailing steps taken towards resolution. The Chair may convene a panel of Board members to hear from those concerned and consider the rationale of any decisions made or actions taken. The conclusions of this panel are final and the agencies will adhere to the recommendations made.

At all stages of the process, actions and decisions should be recorded in writing and confirmed with the person or agency who raised the concern. It may also be necessary to share with relevant personnel.

As appropriate, all learning from this process will be shared with other members of the Board and the adult safeguarding team to consider changes in policy and practice.

Every effort should be made to ensure that any dispute does not lead to a delay in the safeguarding process.