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What to do

- Familiarise yourself with the policy and its content
- If you are a line manager, ensure your team are aware of the policy; add it to the agenda in a team meeting
- Ensure the policy is accessible to all your team members
- Add reference to this policy into your Level 3 mandatory training
- Add links to this and policy online to your own organisational intranet pages

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Escalation Procedure Continued

Referrals to the Safeguarding Adults Board can be made by emailing BSP@bury.gov.uk. The email should contain details of the disagreement and action which has already been taken to resolve it.

PLEASE NOTE – if any professional has concerns that an adult is an imminent risk of harm they should report their concerns to the Police by calling 999. A [safeguarding adults referral](#) should also be made.

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Escalation Procedure

Step 1: Initial Discussion between practitioners involved to see if the disagreement can be resolved. **Step 2: Discussion between Line Managers.** This takes place if the discussion between practitioners is not resolved. **Step 3 – Escalation to Safeguarding Leads or Senior Managers** if the disagreement cannot be resolved by line managers. **Step 4 – Referral to the Bury Safeguarding Adults Board.** In the unlikely event that the matter is not resolved at this point, it should be referred to the Safeguarding Adults Board. The role of the Independent Chair and the safeguarding team is one of mediation, decision making remains with statutory agencies.

Bury Safeguarding Partnership

7 Minute Briefing: BSP Professional Challenge / Resolving Professional Differences



[Bury Safeguarding Partnership](#)

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Information

Professional challenge is a fundamental professional responsibility and can arise in a number of areas of multi-agency working as well as within single agency working. It can occur in relation to criteria for referrals, outcomes of assessments, roles and responsibilities of workers, service provision, timeliness of interventions, information sharing and communication.

1

Background

A lack of professional challenge is a recurrent theme within Safeguarding Adult Reviews, both locally and nationally. Whilst partner agencies may disagree in terms of level of risk, or hold differing views, these are often not explored or challenged, and escalation procedures are not always followed.

[Bury Safeguarding Adult Board Multi-Agency Escalation Process](#) was developed to ensure that practitioners have access to a straightforward multi-agency policy, providing a clear understanding of how they can respectfully challenge the decisions or actions of a professional in another organisation, whilst continuing to provide the best possible service in a safe and timely way.

2

Why it matters

Research shows that agencies can feel unable to challenge decisions, particularly where one agency is seen as the “expert”.

All partner agencies are equally responsible for the welfare of adults and their safety and wellbeing should be kept at the forefront. For this reason, timely respectful and responsive challenge should be seen in a positive way and is to be encouraged and accepted from all agencies. A disagreement can often be swiftly resolved by honest and open discussions between practitioners. Professional challenge should involve practitioners clearly identifying concerns and the impact on the adult being discussed.

3

Information

Practitioners should take responsibility for their own cases and actions; any disagreements between agencies should be resolved as simply and quickly as possible.

Practitioners should respect the views of others, whatever their level of experience, the role they fulfil or agency they represent.

Practitioners and managers should always be prepared to review decisions and plans with an open mind.