

Safeguarding Escalation Procedure

(inter-agency conflict resolution)

LPFT expects all staff to engage in collaborative inter-agency working, sharing of appropriate information and the development of effective plans to safeguard our service users, their children and families and any others who may be at risk.

Every professional is responsible for ensuring agreed actions are completed, and constructive challenge amongst colleagues within and across agencies is encouraged.

Conflict

If there a difference of opinion regarding judgement which leads to inter-agency conflict, due to:

- lack of communication between agencies
- non acceptance of referrals
- disagreement about actions taken
- disagreement about how needs can be met

Steps Towards Conflict Resolution

Step 1

Discuss differences of opinions or judgement between staff / parties involved

:To achieve a shared understanding and agree a resolution in line with an established plan OR develop a new / amended plan. This should be resolved within 2 working days. If not resolved escalate to step 2.

Step 2

If the problem is not resolved : Discuss issues with your line manager, who will agree to support a resolution process with the other agency professionals line manager within 5 working days. If this is not resolved within 5 working days progress to step 3.

Step 3

If the problem is still not resolved: Contact LPFT's Safeguarding Team on: **01522 421548** or via **safeguardingadvice@lpft.nhs.uk** who will advise on resolving the conflict and the Trust's safeguarding lead will liaise with the other agencies lead for resolution within 2 working days.

Remember that it is your responsibility to be persistent & follow-up in situations where you believe any individual or child is at risk or their needs are not being met. Urgent escalation may be required in some cases