

## 7 Minute Briefing: Children's Services Resolution and Escalation Protocol, April 2024

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### 1. Background

Learning Reviews, and other quality assurance activity in Dumfries and Galloway identified the need for an escalation process for staff working in services for children and young people. We had an existing Escalation Framework which was part of our local GIRFEC suite of resources, but Learning Reviews identified the need to refresh this and communicate it to multi-agency staff.

### 7. Questions to consider

- Do staff understand the protocol?
- Are staff aware of support/resources that can help them to resolve issues before escalation?
- Do staff need further advice/guidance or practice examples on this?

### 6. What to do

As a manager, please make your team aware of the Resolution and Escalation Protocol. A new Children's Services website is in development, and is currently in the testing phase, and the document will be available on this site. If you have any questions, you can contact the GIRFEC Leadership Group by emailing [ChildrensServices@dumgal.gov.uk](mailto:ChildrensServices@dumgal.gov.uk) in the first instance.

### 5. Information

**If a member of staff considers a child or young person to be at immediate risk of significant harm, they must ensure that their concerns are escalated on the same working day using established child protection procedures.**

### 2. Why it matters

When practitioners from different services or agencies are working together around a child or young person, issues or disagreements can arise that need to be resolved as quickly as possible. Otherwise, the case could start to 'drift' and the child might not get the help that they need when they need it.

We need a process that helps staff firstly, to resolve issues between each other, and, if this is not possible, to escalate the issues appropriately – this is the aim of the Children's Services Resolution and Escalation Protocol...

### 3. Why it matters.... continued

It's important that staff have the knowledge of how to escalate appropriately, and the confidence to do this by following a clear process.

This protocol gives staff the confidence and reassurance that they don't need to escalate an issue by including lots of different layers of management, including senior management.

### 4. Information

The protocol signposts staff to resources that can help them to resolve issues/ disagreements using respectful professional challenge – for example the use of Professionals Meetings.

The 'Escalation' element of the protocol sets out the process for how unresolved issues should be escalated to line managers, and then up to the next tier of line management. Ultimately, although this would be very unlikely, any still unresolved issues could be escalated to Children's Services Strategic and Planning Partnership Executive Group, or Public Protection Committee.

GIRFEC Leadership Group, April 2024