# **Local Resolution and Escalation Protocol**

The Birmingham Safeguarding Children’s Partnership has identified a developing tendency among staff where schools are using customer complaint forms to raise escalation protocol issues instead of following the correct procedure.

In summary, it is normal that multi-agency working will occasionally present cases where one professional disagrees with the actions of another professional, or another organisation. It is also expected that partner agencies respectfully challenge and hold each other to account. Some examples include the following (although the list is not exhaustive):

1. One professional disagrees with the action of another in relation to a particular course of action, such as closing involvement with a child or family, or excluding a child from school.
2. One worker or agency considers that another worker or agency has not completed an agreed action for no acceptable or understood reason.
3. One agency considers that the plan for a child is inappropriate and that a child’s needs are not being best met.
4. There is a disagreement as to whether a particular agency needs to be involved in supporting the child and family.
5. There is significant delay in discharging a child for whom there are safeguarding

concerns from hospital.

1. A member of staff or an agency considers that the child’s safeguarding needs are better met by a Child Protection Plan or by a Child in Need Plan and has requested that a Child Protection Conference be called and feels that this has been refused.
2. A range of professionals have concerns about an agency’s response to safeguarding concerns.
3. There is disagreement over the sharing of information and/or provision of Services.

In all such cases Birmingham’s Resolution and Escalation protocol should be followed. The purpose of this protocol is to ensure that in situations where issues arise between agencies, then they are resolved in a timely and appropriate manner.

To assist you to follow the correct Resolution and Escalation Protocol please visit:

[Birmingham Safeguarding Children Partnership Resolution and Escalation Protocol](https://www.lscpbirmingham.org.uk/images/BSCP/Professionals/Procedures/Resolution_and_Escalation_Protocol_FINAL_1.pdf)

For further information, the following link lists the Local Safeguarding Leads by Agency:

[Contact List of Agencies Senior Safeguarding Leads](https://www.lscpbirmingham.org.uk/images/BSCP/Professionals/Procedures/Senior_Safeguarding_Leads_July_2021_FINAL.doc)