APPENDIX

Key Contacts

Wandsworth Children’s Services

Initial Point of Contact (IPOC) 020 8871 6622
Out of Hours 020 8871 6000
Safeguarding standards Service 020 8871 7208

LADO 020 8871 7440

Safeguarding Lead
Education 020 8871 7961
Early Years Services 020 8871 8789

Adult Services 020 8871 5855/ 8637

Metropolitan Police
Child Abuse Investigation Team (CAIT) 020 8785 8638

Other useful contacts
NSPCC Helpline 0808 800 5000
ChildLine 0800 1111

St George’s Healthcare NHS Trust

Community Services
Named Nurse for Safeguarding Children 020 8812 4102

St George’s Acute Services
Head of Safeguarding 020 8572 1255
Named Nurse for Safeguarding Children 020 8725 5237
Named Doctor for Safeguarding Children 020 8725 3648
Named Midwife/ Deputy Midwife for Safeguarding Children 020 8725 1677

Wandsworth Clinical Commissioning Group/ Health (CCG)
Designated Doctor for Safeguarding Children 07951 587607
Designated Nurse for Safeguarding Children 07515 192239
Named GP for Safeguarding Children 02087 253756

The Mental Health Trust (including Child & Adolescence Mental Health Service)
Named Nurse for Safeguarding Children 020 3513 6113
Named Doctor 020 8254 8061

To contact WSCB/ or for further advice and information visit our website: www.wscb.org.uk

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**Introduction**

Occasionally concerns or disagreements arise over another professional’s actions, lack of action or decisions in relation to safeguarding a child. Disagreements may arise around: ● Referrals, Access to Services Thresholds and Assessments ● Roles and Responsibilities ● Progressing Plans ● Communication

This Policy aims to resolve professionals’ differences in line with the London Child Protection Procedures. All professionals have a duty to act assertively and proactively to ensure that a child’s welfare is kept the paramount consideration in all professional activity to ensure their needs are met appropriately.

All agencies are responsible for ensuring that their staff are competent and supported to challenge and escalate appropriately when they have concerns/ disagreements with another professional’s practice which places children at risk of harm.

Resolution should be sought within the shortest timescale possible to ensure the child is protected. Disagreements should be resolved at the initial stage if possible, however if a child is thought to be at risk of immediate harm the designated safeguarding lead in your agency should be informed immediately who will need to inform Wandsworth Head of Safeguarding Standards of the Concerns. Consideration to be given to refer the case to IPOC if appropriate.

**Stages of the policy**

Professionals should attempt to resolve differences through discussion within ONE WORKING WEEK or a timescale that protects the child from harm (whichever is shortest).

**Stage One involving your line manager**

Any worker who feels that a decision is not safe or is inappropriate should initially consult a supervisor/ manager to clarify their thinking in order to identify the problem, to be specific as to what the disagreement is about, and to identify the desired outcome. Individuals may wish to refer to the Escalation Policy for their organisation.

**Stage Two involving the worker from other agency/ service**

The people who disagree have a discussion to resolve the problem. This discussion must take place as soon as possible and could be a telephone conversation or a face to face meeting. There may be instances where disparity in perceived status or experience may inhibit the ability of some workers to resolve the disagreement without support.

**Stage Three escalate line manager to line manager**

If the problem is not resolved at stage two the worker should contact their supervisor/ manager within their own agency who should have a discussion with the equivalent supervisor/ manager in the other agency. If the case involve a Child Looked After or subject to a child protection plan, the IRO/ CP Coordinator should be informed.

**Stage Four escalate to named/ designated safeguarding leads or senior manager**

If the problem is not resolved at stage three the supervisor/ manager reports to their respective senior line manager or named/ designated safeguarding representative. These two managers must attempt to resolve the professional differences through discussion.

**Stage Five escalate to members of WSCB Board/ assistant directors/ directors**

If the problem is not resolved at stage four the senior manager or named/ designated safeguarding representative reports to their respective Head of Service/ Assistant Directors/ Members of the WSCB Board who must attempt to resolve the professional differences through discussion.

**Requesting a Child Protection Conference**

A Child Protection Conference should be convened, if requested by a professional, supported by a senior manager/ named or designated professional. If the disagreement about the decision to hold the conference between agencies continue, the matter should be referred to the WSCB. Please refer to London Child Protection Procedures for more details.

**Stage Six resolution by Wandsworth Safeguarding Children Board (WSCB) through a Chaired meeting**

When a resolution has not been achieved at stage five, the Chair of WSCB should be approached to identify a Board member from an uninvolved agency to chair a meeting that include the most senior managers with operational responsibility for the case. This meeting will review the issues at hand and provide a final opportunity for the involved agencies to ensure that there is a full understanding of the issues before the final decision is made.

The Chair of this meeting will then report on issues arising from this process to the Serious Cases, Improvement and Learning Sub Committee of the WSCB.

**Keeping Record**

At all stages of the process actions and decisions must be recorded in writing and shared with relevant officers including the worker who raised the initial concern. A written confirmation of the agreed outcome of the disagreement and what action to be taken to be shared. If gaps are identified in policies and procedures, this must be reported to the chair of the WSCB.