## **Staged Resolution and Escalation Process**

Where understanding/interpretation of risk is a relevant factor and significant concern remain.

This process is not to replace any escalation processes within single agencies but aims to reinforce and support multi-agency discussion and clear process of escalation

Multi-Agency Discussion

- Discussion between the professionals from the different agencies to see if their professional disgreement can be resolved.
- •Record all discussions and outcomes on personal electronic records.

Internal discussion

- •Any professional who disagrees or has a professional challenge regarding a decision they should discuss the issue with their line manager to clarify their thinking and rationale for their professional judgement.
- •Record all discussions and outcomes on the adults personal electronic record.
- •Any professional disagreement should be resovled as quickly as possible.

Escalate to Line Manager

- •Escalation to individual line manager level.
- Respective line managers to discuss matter and seek a resolution.
- Record all discussions and outcomes on personal electronic records.

Escalation to Safeguarding Leads and/or Senior Leaders

- •Escalation raised to safeguarding leads if previous stage has not resolved concern. Respective safegaurding leads and senior leaders to discuss and seek a resolution.
- •Record all discussions and outcomes on personal electronic records.

Salford Safeguarding Adult Board (SSAB)

- •Escalation raised to SSAB level by contacting the Business Manager, using the form in appendix 1, if previous stages has not resolved concern.
- $\bullet \mbox{Record}$  all discussions and outcomes on personl electronic records.