



Warwickshire Safeguarding Adults Board Practitioner Escalation Policy 2025*

Questions & Answers

This Practitioner Escalation Policy supports practitioners working to raise concerns about professional practice, decision making or resource allocation.

Q1. What is Escalation?

All professionals working adults with care and support needs and their carers, are individually responsible for being satisfied about the substance and progress of safeguarding plans. Where there may be concerns about professional practice, decision making or resource allocation, escalation should be used by practitioners to raise their concerns and ensure a positive outcome for the people they support.

Q2. What is the first step I should take?

An initial discussion should take place between practitioners aiming to reach agreement. In the majority of situations, healthy challenge takes place between practitioners and early resolution can be achieved. If the discussion between practitioners fails to resolve the issue, the escalating practitioner should follow the next three stages (stages two to four) set out within the Escalation Policy.

Q3. What do I do if agreement is not reached?

There should then follow a Line Manager to Line Manager discussion (Stage 2) aiming to reach a resolution. If a resolution cannot be reached at this stage, the escalation must move to a Senior Manager to Senior Manager (Stage 3) discussion, with advice and support also being sought from the designated safeguarding leads within agencies (unless the escalating practitioner or manager is the designated safeguarding lead for their setting, e.g. within a small service).

In the unlikely event that the issue cannot be resolved by the steps described above and/or the discussions raise significant policy issues, the matter should be referred to Warwickshire Safeguarding Adults Board (Stage 4) in a timely way.

This policy offers guidance and resources to assist practitioners, whether they work in paid or voluntary capacity in the statutory and voluntary sector, ensuring they have a clear understanding of the escalation process and confidence in when and how it should be applied at every stage.

Q4. I am worried that my manager is not progressing my concerns. What should I do?

Where the escalating practitioner is concerned about a safeguarding decision made by a manager in their service or organisation, or they feel their concerns are not being addressed appropriately, they should escalate to the manager of their line manager, safeguarding lead or sideways to an alternative team/manager within their service, in accordance with their organisation's own internal escalation or whistleblowing procedure.

Q5. How will Warwickshire Safeguarding Adults Board monitor the escalations and what difference will it make?

It is essential that all escalations are recorded to provide evidence that this issue has been raised and to ensure effective monitoring processes can be put in place. From the Line Manager to Line Manager stage of the Policy (Stage 2) managers (or escalating practitioners as appropriate) are asked to complete an Escalation Monitoring Form which will be stored on the adult's file. Warwickshire Safeguarding Adults Board will review agency annual returns to determine whether there are any key trends being identified and whether any learning or policy amendments are required. This will be managed through the WSAB / WSCP Safeguarding Reviews Subgroup.

* Please note, this 2025 Policy now replaces the former Escalation Protocol developed by Warwickshire Safeguarding.

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