



Warwickshire Safeguarding Adult's Board (WSAB)

Practitioner Escalation Policy

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Introduction & Guiding Principles

What is Escalation?

Escalation is a process of formally challenging a decision made by another professional, group or organisation. Escalation procedures ensure that all professionals have a quick and straightforward means of resolving professional differences in order to safeguard the welfare of young people and adults with care and support needs.

All practitioners working with young people and adults with care and support needs have a responsibility to ensure that their welfare is seen as a priority at all levels.

When safeguarding young people and adults it is inevitable that, at times, there will be disagreement between professionals. Professional disagreement can be positive as respectful curiosity, and challenge allows for review and can foster creative ways of working. Challenge should be restorative, and relationship based, using respectful language. Even when challenged in this way, disagreements can impact negatively on positive working relationships and consequently on the ability to safeguard and promote the welfare of young people and adults. Learning has highlighted the need for practitioners to work together to achieve the best possible outcomes, therefore disagreements always require resolution, and it is vital that such differences **do not** affect outcomes or detract from ensuring that the young person or adult is safeguarded.

The Warwickshire Safeguarding Adults Board (WSAB) Escalation Policy recognises this and provides a tool to support practitioners to exercise their responsibility when concerned about the actions, or inaction of others. The policy should be used in any situation where there are concerns about practice, decision making or resource allocation and applies whether the practitioners work in a paid or voluntary capacity in the statutory and voluntary sector. This policy offers guidance to assist practitioners in ensuring they have a clear understanding of the escalation process and confidence in when and how it should be applied.

This policy includes a link to a downloadable escalation monitoring form to ensure that the concerns are being appropriately actioned, monitored and relevant learning is identified.

Practitioners should complete this form for young people and adults aged 18 and over.

The Warwickshire Safeguarding Children's Partnership escalation policy for children and young people aged under 18 can be found [here](#).



Warwickshire Safeguarding Adults Board Stages of Resolution

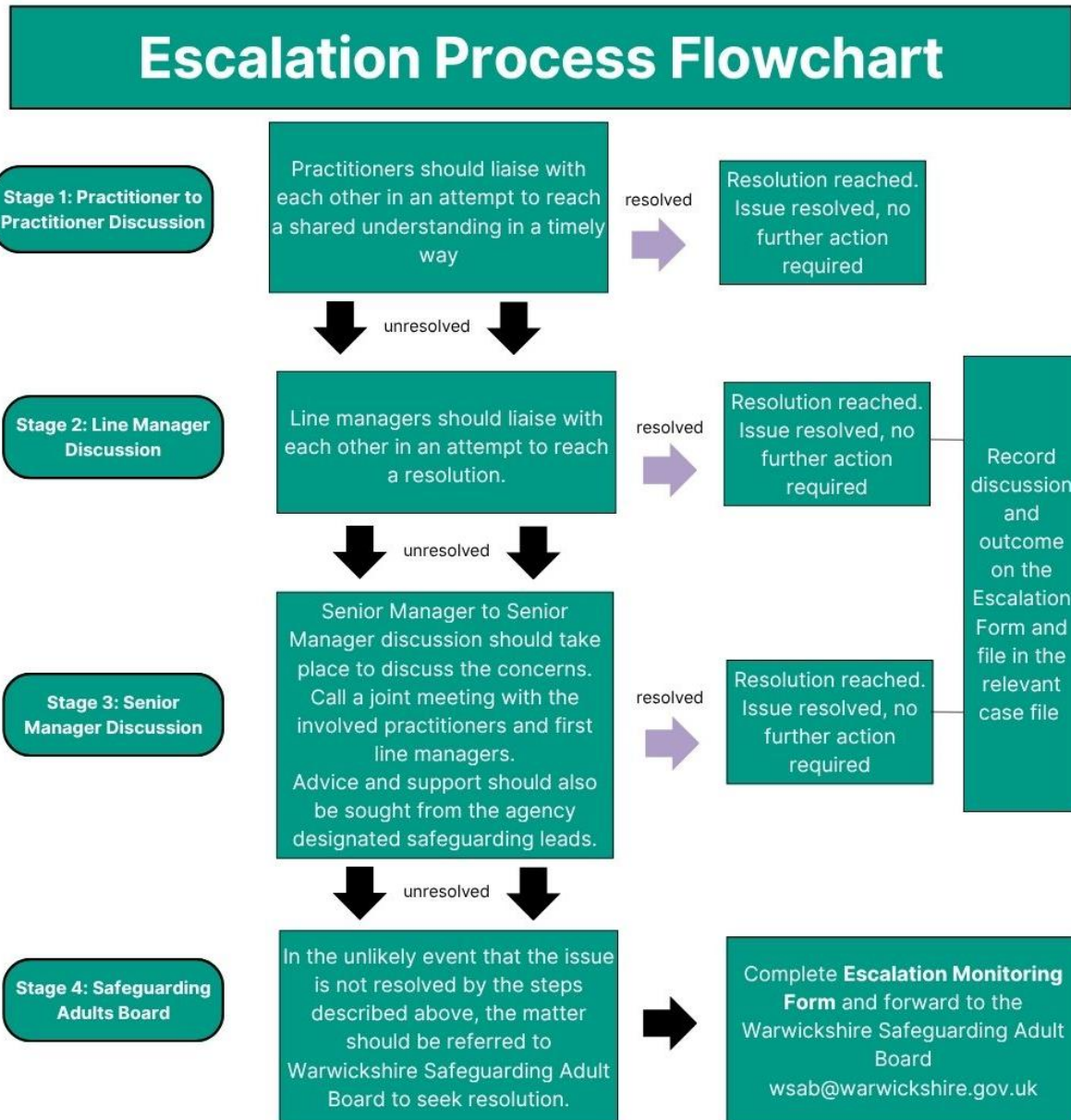
Stage one: Practitioner to Practitioner discussion	A diverse range of practitioners need to work together to safeguard adults and young people. It is very important that practitioners value and respect each other's perspectives. There may be times that practitioners have different opinions or disagree with each other. A timely discussion between practitioners can often address misunderstandings and unresolved differences of opinion. Resolution should be sought within the shortest timescale possible, and practitioners should use their judgement to decide what is a satisfactory timescale for the adult or their organisation. Such discussions often achieve a shared understanding and agree a resolution and plan, without the need for escalation. These should be recorded by each agency in the relevant place, e.g. minutes of meetings or individual case notes.	If practitioners are unable to resolve differences within a suitable timescale, they should escalate that disagreement to stage two.
Stage Two: Line Manager to Line Manager Discussion <i>Management lead to be identified by each agency based on individual organisation structures</i>	If the discussion between practitioners fails to resolve the issue, the escalating practitioner should raise the matter with their line manager or safeguarding lead. Practitioners and managers should be prepared to review decisions and plans with an open mind always remembering that the welfare of the adult is the paramount consideration. The line managers should then liaise with their counterpart to reach a resolution. The escalating line manager should be clear that they wish to raise their concerns under the escalation process. The Escalation Monitoring Form must be completed by the escalating line manager and stored on the adult's file. Where the escalating practitioner is concerned about a safeguarding decision made by their managers, 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 procedures.	If a resolution cannot be reached, the disagreement should be escalated to stage three.
Stage Three: Senior Manager to Senior Manager Discussion	If concerns remain unresolved, at this stage a Senior Manager to Senior Manager discussion should take place, and if necessary, a joint meeting arranged with the involved practitioners and first line managers. Advice and support should also be sought from the	If a resolution cannot be reached, the disagreement



<i>Senior Management lead to be identified by each agency based on individual organisation structures</i>	designated safeguarding leads within the agencies (unless the escalating practitioner or manager is the designated safeguarding lead for their setting, e.g. a higher educational setting). The escalating senior manager should be clear that they wish to raise their concerns under the Warwickshire Safeguarding Adult's Board escalation process. The Escalation Monitoring Form must be updated by the escalating Senior Manager and stored on the adults' file. Where the escalating practitioner is concerned about a safeguarding decision made by their managers, 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 procedures.	should be escalated to four. <i>Please note, that at the point of the initial escalation each agency involved is to identify the name of the Line Manager and Senior Manager who is managing the escalation.</i>
Stage Four: Safeguarding Board – WSAB	In the unlikely event that the issue is not resolved by the steps described above and/or the discussions raise significant policy issues, the matter should be referred to the Warwickshire Safeguarding Adults Board in a timely way. This should include the completed Escalation Monitoring Form which states what has been done so far to resolve the issue. If necessary, a meeting should be convened to seek resolution.	



Warwickshire Safeguarding Adults Board Escalation Policy Flowchart



Monitoring Process

By completing the [Escalation Monitoring Form](#) at each stage assurance is provided that the concerns are being appropriately actioned. Agencies will be required to submit an annual return to the Warwickshire Safeguarding Adults Board based on their completed Escalation Monitoring Forms, detailing the number of escalations they have made, the number they have received and any themes and issues.

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 Joint Children's and Adults Safeguarding Reviews Subgroup.

Examples of Potential Areas for Escalation

- Disagreement between agencies about interpretation and implementation of thresholds for intervention
- Concern or disagreement about the outcome of assessments, plans, decisions and whether the appropriate case management is occurring to safeguard and promote the welfare of the child/adult
- Where no, or inadequate, action is being taken by an agency or any other issue where a practitioner remains concerned about a child or adult
- Concern there is drift or unreasonable delay in progressing a case e.g. making a referral to Adult Social Care, resulting in a lack of sustained change and outcomes that have not improved
- A poorly articulated or constructed referral by a specific agency whether this is verbal or written
- Where there are concerns about practitioner practice or the practitioner is uncomfortable about the position taken by their own management linked to a specific safeguarding case which remains unresolved
- Within a VARM meeting an invited agency does not attend

Appendix 1: Warwickshire Safeguarding Adults Board Escalation Monitoring Form – to record and monitor the Escalation Process Policy

Please return to wsab@warwickshire.gov.uk if escalation reaches stage 4

Warwickshire Safeguarding Adults Board Escalation Monitoring Form			
Adult's Name:		DOB:	Address:
Escalating organisation:		Recipient organisation:	
Escalator name and contact details:		Recipient name and contact details:	
Summary of reason for dispute. Please include views of any other agencies involved:			
Details of Professional Challenge			
What is the desired outcome?			
Evidence of Action Taken:			
Stage	Date of Discussion	Evidence of discussion to resolve dispute	Date of outcome resolved / next steps if unresolved
1			
2			
3			
4			
Agreed outcomes or actions / agreed next steps if unresolved:			
Please detail the achieved outcome			



Date agreed:	
Escalator signature:	Recipient signature:
Escalation stage that agreement was reached:	Time taken to reach resolution:

