

## POLICIES AND PROCEDURES

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### Child Protection and Concerns Resolution policy

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Cross Reference	Blackpool Children's Services Assessment and Planning Framework – Single Assessment
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#### **Purpose of this document**

If Aspired Futures (AF) are not satisfied with the response from Children's Social Care Services in relation to a safeguarding concern and concerns continue about a child/young person (CYP), the Designated Safeguarding Lead will ensure that the procedures are followed in order to achieve a satisfactory solution.

#### **Details of Policy**

**Any escalation referral felt necessary by AF would be conducted following the Blackpool Children's Services Assessment and Planning Framework – Single Assessment guidelines**

[http://panlancashirescb.proceduresonline.com/chapters/p\\_resolving\\_prof\\_disagree.html](http://panlancashirescb.proceduresonline.com/chapters/p_resolving_prof_disagree.html)

#### **Initial referral**

Before a referral is made to Blackpool children's services, AF would speak with the parent/carer first regarding the cause for concern, and inform them that a referral will be made unless to do so, would place a CYP at increased risk of significant harm.

When the Designated safeguarding person from AF makes a referral to Blackpool Children's Social Care:

The Record of Concern form should be signed off by the Aspired Futures Designated Safeguarding Lead and kept in the CYP/family electronic file

- A record of the date and time of the referral should be kept on the CYP/family electronic file; including the name and designation of the person that you spoke to (if referral made by phone).
- Referrals made by telephone should be followed through in writing using the appropriate local referral forms within 48 hours. A copy of the referral form should be kept on the CYP/family electronic file. (Note: It is advised to make a telephone referral first, followed by an email to the named person to ensure the referral has been received on that day and to secure a named recipient).

#### **Feedback from initial referral**

- Blackpool Children's Social Care should acknowledge receipt of the referral within 1 working day of receiving it, and advise the next course of action. This may be an onward referral for a Child in Need/Child Protection plan, or recommendation of an Early Help/support establishing if an Early help assessment is required and a multi-agency meeting will meet the child's needs. If the decision is to undertake a Children's services initial assessment it must be completed within 10 working day or no further social care involvement.

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- A record of the referral acknowledgement should be kept on the CYP electronic file. A feedback form should be kept if one is received; if feedback is given verbally - note the time, date and person have spoken to, as well as the actions children's social care have taken or have indicated they will take and ask for a written referral acknowledgement to be sent as soon as possible.

### **If you have not received confirmation that your referral has been received**

- It is important that a record is kept not only of your referral, but of Blackpool Children's Social Care's acknowledgement of that referral. If this has not been received within 3 working days, you should contact Blackpool Children's Social Care again, recording the time and date of your enquiry on the CYP/family file, and the name of the person that you have spoken to. An email should also be sent at this point copying in the section manager to ensure a reply.
- Referral acknowledgment to be kept on the CYP/family electronic file, as above.

### **If Blackpool Children's Social Care decide no further action is needed, and AF continues to have concerns about the welfare of a child/young person**

Whilst it is the responsibility of Blackpool Children's Social Care to assess each situation and determine the most appropriate course of action in the circumstances, from time to time, AF may have significant concerns about a decision and if this is the case:

- Record on the CYP/family electronic file the decision of Blackpool Children's Social Care and the reasons you were given.

### **What should happen when other professionals or partner agencies' views differ and it has not been possible to resolve this with Blackpool Children's Social Care?**

#### **What Happens when Agencies Cannot Agree?**

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**Stage 1:** If professionals are unable to reach agreement about the way forward regarding an individual issue, then their disagreement must be addressed by more senior staff. In most cases this will mean the first line managers of the agencies involved discussing the issue of dispute and seeking to reach a resolution;

**Stage 2:** If the issue cannot be resolved at this level, then the matter must be referred up through each agencies line management structure without delay to a Head of Service or equivalent (e.g. designated safeguarding officer);

**Stage 3:** If the issue cannot be resolved at Head of Service (or equivalent) level then consideration should be given to progressing the dispute through the further layers of more senior management up to, for example, Strategic Head of Service or Director level

In situations where such senior officers have become involved in resolving disagreements between agencies and those disputes relate to the safeguarding needs of individual children, the LSCB Team must be made aware of this. The purpose of such notification is to help monitor interagency safeguarding activity, and to identify issues which may benefit from an LSCB Quality Assurance scrutiny. The agency which found it necessary to escalate an issue to

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such a high level in another organisation should advise the other organisation of their intention to do so and complete **Appendix 1: Stage 3 Monitoring Information Form** on the Pan Lancashire website

[www.panlancashirecb.proceduresonline.com](http://www.panlancashirecb.proceduresonline.com) then return it to the Lancashire Safeguarding children's board Team

It is acknowledged that some organisations have flat management structures. Where this is the case, the same individual manager may have involvement, in more than one of the above stages;

Each stage (1, 2 or 3) should be completed within 5 working days (15 working days maximum);

Where there is a need for intervention to prevent a life-threatening episode (for example risk of suicide) immediate action to reduce the risk of harm will be required by all relevant parties whilst the dispute is ongoing. In such circumstances, where certain agencies maintain a position of non-involvement and other agencies disagree with this position, the LSCB Team should be informed at the earliest opportunity.

**Written records of all these discussions must be kept.**

### **What Happens when Disagreements Need to be Resolved Very Quickly in Order to Safeguard a Child's Welfare?**

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Professional judgement should always be used. For a variety of reasons there may be a delay in managers at levels 1 and 2 responding to telephone calls or emails. When this occurs, careful consideration should be given to involving managers at the next level of the management structure by letting them know there is a disagreement, that a speedy response is required to safeguard the child's welfare and that in the absence of such a response, they will be contacted to help progress the disagreement further.