

How to escalate professional concerns about an adult at risk



January 2022

Dear Colleague,

I would like to advise you and staff in your organisation who have a responsibility for adults with care and support needs and how to act using the appropriate channels when you believe that your professional opinions have not been acted on appropriately.

Please disseminate this advice widely to appropriate staff. For example, if you have concerns regarding the lack of response to professional opinions and judgements expressed by your staff about safeguarding matters including concerns that social care services not taking appropriate actions regarding the well-being of an adult or are not responding in a timely fashion to your concerns. Below is a flow chart and the relevant telephone numbers to support escalating your concern.


Concern or disagreement arises with another agency and you are unable to find a mutually agreeable way forward with the practitioner(s) to resolve the issue

After 5 working days or a timescale that protects the adult from harm (whichever is less)

You escalate the concern or difficulty to the appropriate line manager(s) to resolve the issues **within 5 working days** or a timescale that protects the adult from harm (whichever is less)

You escalate the concern or difficulty to the next appropriate manager(s) to resolve the issues **within 5 working days** or a timescale that protects the adult from harm (whichever is less)

A senior member of staff in your organisation escalates the concern or difficulty to the next appropriate senior manager(s) to resolve the issues **within 5 working days** or a timescale that protects the adult from harm (whichever is less)

 If necessary, repeat this process until the most senior member of staff in your organisation escalates the concern or difficulty to the most senior member of staff in that organisation

Adult Care and Quality Standards

In the first instance please raise any concerns directly with the manager of the allocated worker or social worker. Where there is no allocated worker please speak to the team manager as below:

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| Team Manager Multi Agency Safeguarding Hub (MASH) | 020 8496 2310 07776 589603 |
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If you feel your concerns have still not been acted on appropriately then please escalate your concerns to the relevant head of service:

| Adult Care and Quality Standards | |
|---|--|
| Head of Service – MASH – Staff issues For escalations re: Team Manager | 0208496 2310 07776 589603 020 8496 4831 07929 205 209 |
| Head of Quality Assurance | 020 8496 3250 07816 133 065 |
| Head of Setting & Workforce Safeguarding | 020 8496 3626 07791 559 789 |
| Head of Practice Improvement (PSW) | 0208 496 2342 07741 328899 |

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|----------------------------|---------------|
| Head of Housing Operations | 020 8496 5509 |
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Where you remain concerned following your discussion with the head of service, a senior member of staff in your organisation should then speak to:

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| Assistant Director of Adult Social Care | 0208 496 3645 07968 254 304 |
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If you remain concerned speak to:

| | |
|---|------------------------------|
| Corporate Director Adult Care & Quality Standards | 020 8496 3685 07816135124 |
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If you remain concerned, the most senior manager in your organisation should speak to the Deputy Chief Executive, Families Directorate:

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|---|-------------------------------|
| Strategic Director - Families Directorate | 020 8496 3205 07817 332880 |
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In the event that your concerns involve adults social care in another local authority area, the above staff will contact the relevant staff in that organisation

It is important that concerns are speedily escalated within the management structure for Adult's social care until a satisfactory resolution of the concern is secured.

Other Agencies

If you have any concerns related to the safeguarding practice of any other agencies, in the first instance please speak to the team manager of the practitioner, and if you remain concerned please contact the following. If you do not receive a satisfactory response, please ask for the next appropriate manager to speak to.

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|--|--|---|
| Barts Health at Whipps Cross Hospital | Head of Safeguarding Adults | 020 535 6780 0750 7413 609 |
| Police | Detective Chief Inspector, North East Command, Borough Police | 07595 011449 |
| Community Health Services | Named Professional for Safeguarding Adults, North East London Foundation Trust (NELFT) | 030 0555 1201 ext. 59014 07715233550 |

If you have any general enquiries about the contents of this letter, please contact:

Zahra Jones, Strategic Partnerships Coordinator on 0208 496 3231 / 07968 693 191. Alternatively, email Zahra.jones@walthamforest.gov.uk

Please bring this letter to the attention of all staff.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'D.Cohen', with a horizontal line underneath.

Deborah Cohen, WFSAB Independent Chair