

Re: How to escalate professional concerns about a child

January 2022

Dear Colleague,

I would like to advise you and staff in your organisation who have a child protection responsibility how to take action 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 are not taking appropriate actions regarding the well-being of a child 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 concerns:

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 child 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 child 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 child 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 child 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

Care and Support

In the first instance please raise any concerns directly with the manager of the allocated worker. If there is no allocated social worker, please speak to the manager of referral and advice as below:

Team Manager Multi-Agency Safeguarding Hub (MASH) / Referral and Advice	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:

Head of Service – MASH – Staff issues For escalations re: Team Manager	0208496 2310 07776 589603 020 8496 4831 07929 205 209
Head of Service - Assessment	020 8496 2348 07973 988124
Head of Service - Settings and Workforce Safeguarding	020 8496 3628 07791 559789
Head of Service - Safeguarding and Family Support	020 8496 1332 07800 790322
Head of Service - Corporate Parenting	020 8496 2186

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Head of Service - Quality Assurance	020 8496 3250 07816 133065
Head of Housing - Housing	02084965509
Head of Practice Improvement (PSW)	0208 496 2342 07741 328899

Where you remain concerned following your discussion with the head of service, a senior member of staff in your organisation should then speak to the relevant Corporate Director:

Corporate Director - Children's Social Care	020 8496 5050 07765 251778
Corporate Director - Quality Assurance	020 8496 3685 07816 135124

If concerns still remain following the discussion with a Corporate Director, a senior member of staff in your organisation should then speak to:

Strategic Director - Families Directorate	020 8496 3205 07817 332880
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It is important that concerns are speedily escalated within the management structure for Care & Support 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 as per the flow chart above, and if you remain concerned please follow the stages accordingly by asking for the next appropriate manager to speak to and involving your own manager(s) and senior managers as required.

Schools (LBWF)	Director of Learning and Systems Leadership	020 8496 6616 07816 135 090
Barts Health at Whipps Cross Hospital	Named Nurse for Safeguarding	020 8539 4414
Police	Detective Chief Inspector, North East Command, Borough Police	020 7230 4591 07595 011 449
NELFT - Community Health Services	Named Professional for Safeguarding,	0300 555 1201 Ext. 53340 07808 736 295
Waltham Forest Clinical Commissioning Group (WFCCG)	Designated Nurse for Safeguarding and Looked After Children, WFCCG	020 3688 2670 07930 195 306

If you have any general enquiries, please contact Zahra Jones, Strategic Partnerships Coordinator for WFSCB on 020 8496 3231 / 07968 693 191, alternatively email Zahra.Jones@walthamforest.gov.uk

Please bring this letter to the attention of all staff.

Yours sincerely,



Dave Peplow, Waltham Forest Safeguarding Children Board Independent Chair