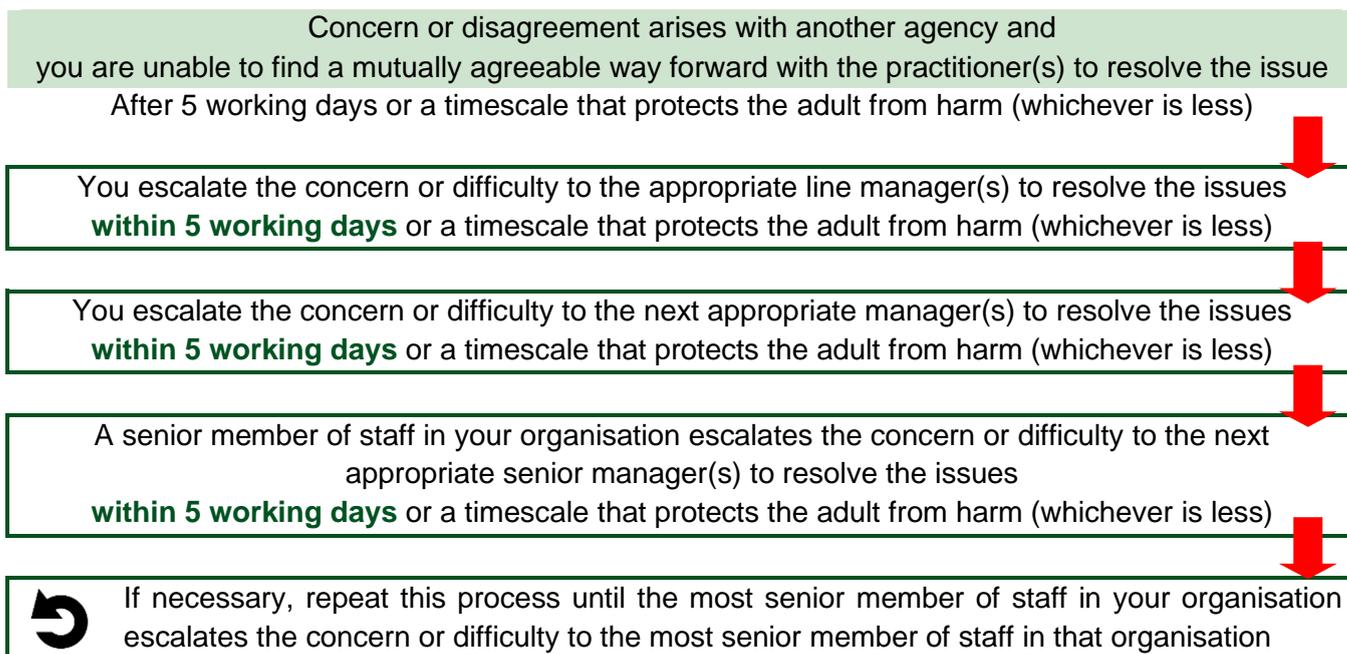


June 2020

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.



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:

Team Manager Multi Agency Safeguarding Hub (MASH)	020 8496 2317 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 Multi Agency Safeguarding Hub (MASH)	020 8496 4831 07929 205209
Head of Quality Assurance	020 8496 325 07816 133065
Head of Setting & Workforce Safeguarding	020 8496 3626 07791559789
Head of Practice Improvement (PSW)	0208 496 2342 07979500453

How to escalate professional concerns about an adult at risk



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

Assistant Director of Adult Social Care	0208496 3645
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Or

If you remain concerned speak to:

Corporate Director Adult Care & Quality Standards	020 8496 3685 07816135124
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Or

If you remain concerned, the most senior manager in your organisation should speak to the Deputy Chief Executive, Families Directorate:

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.

Barts Health at Whipps Cross Hospital	Head of Safeguarding Adults	020 3594 6231 07753 309888
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

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

Zahra Jones, Strategic Partnerships Coordinator on 0208 496 3231. 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.C.', with a horizontal line underneath.

Deborah Cohen, WFSAB Independent Chair