

FINDING SOLUTIONS TOGETHER



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MAXIMUM
2 WORKING
DAYS

STAGE
5

SSCP LEVEL:

Escalation raised to SSCP level by contacting the Partnership Development Manager at Surrey CC if previous stage has not resolved concern.



MAXIMUM
2 WORKING
DAYS

STAGE
4

HEAD/DIRECTOR:

Escalation raised to Directors/Heads of Service level if previous stage has not resolved concern. Respective Directors/Heads of Service to discuss and seek a resolution.



MAXIMUM
2 WORKING
DAYS

STAGE
3

TEAM/SERVICE MANAGEMENT:

Escalation raised to line manager level if previous stage has not resolved concern. Respective line managers to discuss matter and seek a resolution.



MAXIMUM
2 WORKING
DAYS

STAGE
2

INTER-AGENCY DISCUSSION:

Discussion between the professionals from the different agencies to see if their disagreement can be resolved.

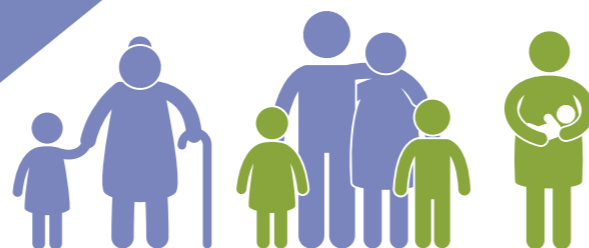


MAXIMUM
2 WORKING
DAYS

STAGE
1

INTERNAL DISCUSSION:

Any professional who disagrees with a decision should discuss the issue with their line manager to clarify their thinking.



PURPOSE:

We recognise that the needs of Children and their families can be complex and the range of interventions and support may not always fit into a simple formula, that will provide *“the right solution”* in every situation.

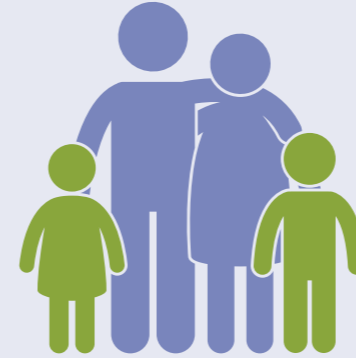
We are fortunate to have a broad spectrum of professionals to call upon to find and provide the best solutions for our children, however there is no clear right or wrong answer and practitioners may exercise their professional judgements differently.

It is important that any professional disagreements are addressed and resolved as quickly as possible, so that our children and their families get the help they need, as quickly as possible. The Surrey FaST (Finding Solutions Together) resolution process is our way of enabling this.



DO'S...

- Respond promptly
- Keep the child at the centre
- Be curious and consider the full case history
- Focus on finding solutions
- Call on other agencies for support



DONT'S...

- Do NOT ignore an escalation
- Do NOT be defensive
- Do NOT make it about you or your agency - keep the focus on the child
- Do NOT let thresholds be a barrier to action



HELP DESK

WHO TO CONTACT:

Children's Services: sharon.gibbons@surreycc.gov.uk

Health: syheartlandscg.surrey.safeguarding@nhs.net

Police: [click here](#)

Mindworks Surrey: safeguardingchildren@sabp.nhs.uk

SSCP: partnership.escalation@surreycc.gov.uk

For contacts in other services visit:

www.surreyscbprocedure.org.uk