

## Appendix 2; CONFERENCE DISTRIBUTION LIST and ESCALATION GUIDANCE POST CONFERENCE ESCALATION

Following a conference or meeting there may be a need to escalate concern to multi-agency partners due to issues or concerns with professionals attending that may have impacted on the effectiveness of the meeting or conference. Escalation raised to the relevant Senior Liaison Officer for the agency the professional works for.

### AREAS AND REASONS FOR ESCALATION

There may be a need to escalate concern where professional(s):

- Failed to send apologies,
- Did not provide a report for conference (both if they attended or did not attend) There may also be a need to escalate concern where:
- The report was not provided in timescales
  - The report was not of a satisfactory quality
  - The report was not shared with parents in timescales
  - The report was not redacted, translated or contained confidential information which couldn't be shared
- There is also a level of discretion for chairs to escalate other issues to multi-agency partners as required should the concern have impacted the effectiveness of the conference.

### ESCALATION PROCESS

Once the distribution list has been completed the chair should return the authorised copy to the Meeting Support Assistant supporting the conference. Where an escalation is required this will be processed by Safeguarding & Review team and the Meeting Support Assistant should notify Safeguarding & Review team by email of the need to process any escalations. As part of Mosaic the distribution list should be attached to the 'chairs report' section as part of the official record. Once the Safeguarding & Review team receive a notification to process an escalation the detail will be recorded on the escalation spreadsheet and quarterly email sent to the relevant SLO, highlighting patterns and trends of concern to request a response within 5 working days regarding the actions undertaken to improve performance.

If there are practice concerns with regards to individual professionals, that are not related to attendance and reporting, this is to be raised directly to the SLO by the Independent Chair following the conference. The Independent Chair will copy the Safeguarding & Review team into the communication, so that they can collate the escalations by recording on their escalation spreadsheet, and support with tracking. The Independent Chair will record the concern on Mosaic/ Independent Chairs' Activity Form. The SLO to send response and confirmation of outcome in 5 working days to the Independent Chair, copying in the Safeguarding&Review team.

#### **Conference held**

- MSA to produce 'Distribution List' within 24 hours and email to the chair for authorisation.

#### **Authorisation**

- Chair Reviews the 'Distribution List' and adds any comments for escalation that are required against professionals and returns authorised form to MSA.
- **No Escalation required** MSA attaches the distribution list to the record of conference. **End of process**

#### **Escalation Required**

##### **If it relates to attendance and reporting:**

- MSA to attach the distribution to the record of the conference
- MSA to email Safeguarding & Review team with details of the escalation(s) required from conference.

##### **If it relates to other practice concerns:**

- The Independent Chair to record the need for escalation on Mosaic/Independent Chair's Activity Form

#### **ESCALATION**

##### **If it relates to attendance and reporting**

- Safeguarding and Review Team to record the escalation and quarterly email the SLO for the agency concerned highlighting the themes of the concerns.
- SLO is given 5 working days to respond to the escalation and detail actions taken.

##### **If it relates to other practice concerns:**

- The Independent Chair to contact the SLO for the agency concerned highlighting the concern. The Independent Chair copies Safeguarding & Review team into the escalation. • SLO given 5 working days to respond to the escalation and detail actions taken.

#### **Reply Received**

- Outcome recorded on system and chair informed of response.

#### **REPORTING**

- Quarterly report produced to be presented to LSCB on outcome of escalations.