Concerns Regarding

Inter-Agency Safeguarding Practice

(CRISP)

Protocol

A Protocol for Practitioners dealing with Professional Disagreements in their work with Children and Adults at Risk

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| Cwm Taf Morgannwg Safeguarding Board | Date: April 2023 | Status: Approved |
| Author: N Kingham/PPG | Previous version: September 2019 | Review Date: April 2025 |

1. INTRODUCTION

This document supports practitioners who are working with children or adults at risk in finding a resolution when they have a professional disagreement in relation to safeguarding practice.

The safety of the child or adult should always be the paramount consideration in any professional disagreement and any unresolved issues should be addressed with due consideration to the risks that might exist for the child/adult. Therefore, the objectives of this document are to clearly set out the responsibility of each professional to:

* put the wellbeing of children and adults at risk first;
* challenge constructively if disagreements arise;
* follow through concerns to ensure that children and adults at risk are being adequately safeguarded.

Disagreements could arise in a number of areas, but are most likely to arise from:

* Levels of need e.g. disagreements around threshold/progressing to child protection/adult protection enquiries, whether a situation is safe or not,
* Roles and responsibilities e.g. who is responsible for what, understanding of agencies roles in the process, expectations of agencies
* The need for action
* Communication and decision-making

This inter-agency protocol applies to each stage of the child and adult protection process. It applies to all agencies working with children, young people, adults at risk and who have a responsibility for safeguarding.

This protocol does not supersede, and should be read in conjunction with, the Wales Safeguarding Procedures.

This Policy does ***not*** apply in the following circumstances:

* Professional disagreements or concerns within a single agency.
* Complaints from children, young people, adults at risk or families who should be advised to follow the relevant complaints procedure.
* Complaints about a specific professional. In such situations the relevant organisation’s complaints procedure will apply.
* Concerns arising from Child Protection Conferences, including concerns about the decision of the Conference.
* Where there are concerns that a child on the child protection register is not adequately being protected. If any professional has concerns that a child on the child protection register is not being adequately protected, this must be brought to the immediate attention of their manager and their named child protection professional as well as the key worker and the social services team manager supervising the key worker.

1. PRINCIPLES

* Professionals do not always agree about what action is required to best safeguard children and adults at risk.
* It is important that professionals have the confidence to question the opinion of other professionals when working with children and adults at risk.
* Professionals must ensure that resolution is sought within the shortest timescale possible, with the safety of the child or adult at risk being a priority.
* Professional challenge is a positive activity and a sign of good professional practice, a healthy organisation and effective multi agency working.

1. **PROCESS**

***Professionals must ensure that resolution should be sought within the shortest timescale possible with the safety of the child or adult at risk being a priority. Following this guidance must not delay action to protect a child or adult at risk’s safety.***

***Disagreements or concerns should be resolved at the lowest possible stage. In the majority of cases, these issues are resolved by discussion and negotiation between the professionals concerned.***

***If a resolution cannot be reached via a practitioner-to-practitioner discussion then the person’s Line Manager should be alerted to ensure that the CRISP is the relevant process to be followed.***

***STAGE 1 – Line Manager to Line Manager/Practice Lead/Sergeant (within 5 days - excluding weekends - of the concern being raised)***

If a disagreement or concern cannot be addressed by resolution between individuals, then the practitioner should raise their concerns with their immediate manager or safeguarding lead, using the completed CRISP form (Appendix 1). The manager should discuss the concerns raised with their counterpart in the other agency and attempt to resolve the matter and agree a course of action. The outcome should be recorded in the CRISP form and saved on the child/adult’s file for each agency.

If the practitioner is not satisfied with the way their manager has dealt with the issue, they should refer to their internal whistle blowing or escalation procedures.

***STAGE 2 – Senior Manager to Senior Manager/Safeguarding Lead/Inspector (within 5 days excluding weekends after Stage 1 has concluded)***

If a disagreement or concern cannot be addressed via Stage 1, then the manager should raise their concerns with their immediate manager or safeguarding lead, using the completed CRISP form (Appendix 1). The manager should discuss the concerns raised with their counterpart in the other agency and attempt to resolve the matter and agree a course of action. The outcome should be recorded in the CRISP form and saved on the child/adult’s file for each agency.

***STAGE 3 – Escalation to the Regional Safeguarding Board (within 5 working days – excluding weekends - after Stage 2 has concluded)***

If the disagreement or concern cannot be resolved at Stage 2 then the senior manager or safeguarding lead should refer the issue to the Safeguarding Board Business Unit by submitting the CRISP form (Appendix 1) to [ctmsafeguarding@rctcbc.gov.uk](mailto:ctmsafeguarding@rctcbc.gov.uk).

The Business Unit will ensure that the information is recorded on the CRISP database and will co-ordinate a resolution between partner agencies.

The CRISP form will be sent to the lead person in the agency who is requested to respond. They will have 10 working days to complete the form and send it back to the Business Unit. If this timescale is not achieved, the concern will be escalated to the next meeting of the relevant Board QA Sub-Group.

The Business Unit will ensure that the outcome of the meeting is recorded and fed back to the agencies concerned. The agencies involved should hold a copy of all supporting documentation in the case records.

***STAGE 4 – Escalation to the Regional Safeguarding Board’s Executive Group***

Concerns or disagreements that cannot be resolved at Stage 3 will be remitted to the Board’s Executive Group for consideration and resolution.

**4. LINKS WITH OTHER REGIONAL SAFEGUARDING BOARDS**

Disagreements or concerns that occur across boundaries will be dealt with in the same way as Stage 1 and Stage 2 above. The CRISP form should only be used by Cwm Taf Morgannwg agencies to record the outcome.

If the disagreement reaches Stage 3 then this will be dealt with by the Board’s Business Manager and their counterpart in the other Board, using the CRISP form.

**CONCERNS REGARDING INTER-AGENCY SAFEGUARDING PRACTICE (CRISP) FORM**

**APPENDIX 1**

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| --- | --- | --- | --- |
| **NAME OF PERSON RAISING CONCERN:** |  | | |
| **ORGANISATION:** |  | | |
| **CONTACT NUMBER/EMAIL:** |  | **DATE:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of Child/Adult at Risk:** |  | | |
| **Date of Birth:** |  | | |
| **Address:** |  | | |
| **Name(s) and Dates of Birth of Parent(s)/Carer(s):** |  | | |
| **WHAT IS THE DISAGREEMENT OR CONCERN?** | | |
|  | | |
| **WHAT IS THE OUTCOME THAT YOU ARE LOOKING FOR?** | | |
|  | | |
| **AGENCY/AGENCIES REQUIRED TO RESPOND:** | | |
|  | | |
| **STAGE 1 OUTCOME (to be recorded by the person who raised the concern)** | | |
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| **RESOLUTION REACHED (YES/NO):** | |  |

**If YES save this form in the person’s file**

**If NO proceed to Stage 2**

|  |  |
| --- | --- |
| **NAME OF PERSON DEALING WITH THE STAGE 2 CONCERN:** | |
|  | |
| **NAME OF PERSON RESPONDING TO THE STAGE 2 CONCERN:** | |
|  | |
| **STAGE 2 OUTCOME:** | |
|  | |
| **RESOLUTION REACHED (YES/NO):** |  |

**If YES save this form in the person’s file**

**If NO proceed to Stage 3 and send this form to the CTMSB Business Unit**

|  |  |
| --- | --- |
| **DATE SUBMITTED TO THE BUSINESS UNIT:** |  |
| **DATE FORM SHARED WITH THE RESPONDING AGENCY:** |  |

**STAGE 3 - TO BE COMPLETED BY RESPONDING AGENCY WITHIN 10 WORKING DAYS OF RECEIPT**

|  |  |  |  |
| --- | --- | --- | --- |
| **NAME OF PERSON RESPONDING:** | |  | |
| **ORGANISATION:** |  | | |
| **CONTACT NUMBER:** |  | **DATE:** |  |
| **RESPONSE:** | | | |
|  | | | |

**STAGE 3 RESOLUTION - TO BE COMPLETED BY THE BUSINESS UNIT**

|  |  |
| --- | --- |
| **DATE FEEDACK SENT TO AGENCIES CONCERNED:** |  |
| **RESOLUTION REACHED (YES/NO):** |  |
| **IF YES, NAME OF PERSON ACCEPTING THE RESPONSE:** |  |

**IF RESPONSE IS NOT SATISFACTORY ESCALATE TO STAGE 4**

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| **STAGE 4 OUTCOME AND FOLLOW ON ACTIONS:** |
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**CRISP PROCESS FLOW CHART**

**STAGE 3 – Escalation to the Regional Safeguarding Board (within 5 working days – excluding weekends - after Stage 2 has concluded)**

If the disagreement or concern cannot be resolved at Stage 2 then the senior manager or safeguarding lead should refer the issue to the Safeguarding Board Business Unit.

The Business Unit will ensure that the information is recorded on the CRISP database and will co-ordinate a resolution between partner agencies.

The CRISP form will be sent to the lead person in the agency who is requested to respond. They will have 10 working days to complete the form and send it back to the Business Unit. If this timescale is not achieved, the concern will be escalated to the next meeting of the relevant Board QA Sub-Group.

**STAGE 2 – Senior Manager to Senior Manager/Safeguarding Lead/Inspector (within 5 days excluding weekends after Stage 1 has concluded)**

If a disagreement or concern cannot be addressed via Stage 1, then the manager should raise their concerns with their immediate manager or safeguarding lead. The manager should discuss the concerns raised with their counterpart in the other agency and attempt to resolve the matter and agree a course of action.

**STAGE 1 – Line Manager to Line Manager/Practice Lead/Sergeant (within 5 days - excluding weekends - of the concern being raised)**

If a disagreement or concern cannot be addressed by resolution between individuals, then the practitioner should raise their concerns with their immediate manager or safeguarding lead. The manager should discuss the concernsraised with their counterpart in the other agency and attempt to resolve the matter and agree a course of action.

**STAGE 4 – Escalation to the Regional Safeguarding Board’s Executive Group**

Concerns or disagreements that cannot be resolved at Stage 3 will be remitted to the Board’s Executive Group for consideration and resolution.