



**Partnership Protocol between all members of the Wigan Safeguarding Partnership, including the Health Service, Education, Greater Manchester Police, Homes and Greater Manchester Fire and Rescue Service.**

# **Wigan Safeguarding Partnership**

## **Resolution Protocol – COVID 19 revision**

**Resolution of professional disagreements in work relating to safeguarding children, young people and their families**

**This revised process can also be used by front line staff to highlight challenges and issues within new operating procedures under COVID-19 that may require partnership understanding and resolution**

Wigan Safeguarding Partnership have developed the following changes to the existing Resolution Protocol to help professionals more efficiently achieve positive outcomes for children, adults and families. Partnership working is at the core of the work that we undertake and professional agreement and challenge is central to our day-to-day practise in Safeguarding. This protocol provides a revised and shorter framework to help partner agencies positively resolve issues or challenges and ensure children, families and adults get the support they need at the right time.

In addition, all safeguarding leads recognise that front line staff are best placed to be able to identify any challenges or issues as new COVID-19 operational processes are embedded. The partnership encourages front line staff and managers to use the safeguarding leads network to proactively let them know if any specific challenges or issues relating to safeguarding can be identified and resolved through partnership working.

## WIGAN SAFEGUARDING PARTNERSHIP RESOLUTION PROCESS – COVID-19 ARRANGEMENTS

**WHEN ANY PROFESSIONAL CONSIDERS A CHILD OR VULNERABLE ADULT IS AT IMMEDIATE RISK OF SIGNIFICANT HARM, THEN THE INDIVIDUAL MUST ENSURE THEIR CONCERNS ARE ESCALATED ON THE SAME WORKING DAY USING ESTABLISHED SAFEGUARDING PROCEDURES WITHIN THEIR ORGANISATION.**

### Level 1 – Informal Resolution - immediate

When professionals cannot agree with a decision or response from any agency in relation to:

- determining the levels of need for a child or adult at risk
- roles and responsibilities, and
- the need for action and communication re: a safeguarding issue, initial attempts should be made between the workers to resolve the issues informally.

At this level this may include, for example, a phone call between agencies or a meeting to outline the concerns and seek to come to a mutually agreed outcome.

**If resolution not achieved, then progress to Level 2**

### Level 2 – Safeguarding Leads Resolution – same day as level 1 where possible

When professionals cannot agree with a decision or response from any agency in relation to:

- determining the levels of need for a child or adult at risk
- roles and responsibilities, and
- the need for action and communication re: a safeguarding issue, initial attempts should be made between the workers to resolve the issues informally.

If the agencies involved are unable to reach a mutually agreed outcome, then the respective professionals / their managers must refer the disagreement to their named safeguarding lead / safeguarding team in their organisation.

Named safeguarding leads / designated nurse will work together to resolve the issues and feed back to front line managers and staff. If required, this will be escalated to senior management within respective agencies

This will be logged by the safeguarding leads network and to extrapolate any learning required at their set weekly meetings.

Where matters remain without resolution at this level the broader Safeguarding Partnership Executive will be involved in any resolution that needs addressing

#### **Please Note:**

At all stages actions / decisions must be timely and shared with relevant personnel who are directly involved with the service user(s).

This person must in turn record detail re: the conflict, and decisions taken on the service users file and inform the parents / carers / advocate of the outcome – if this appropriate to safeguarding the child / young person involved.

**Whilst this protocol in part outlines a process to resolve issues between partner agencies, do please use the phone numbers provided to inform the safeguarding leads network if you feel it can resolve any wider safeguarding system challenges, and please raise any concern where you feel a wider partnership response is needed to ensure the issue is not repeated or re-occurs in similar cases.**

# Resolution Protocol: Contacts

## Safeguarding Leads and Teams Main Numbers for logging / discussion / resolution at Stage 2

### Wigan Partnership Safeguarding Team

Paul Whitemoss Service Manager 01942 486025  
Rick Bolton Business Manager 07557 758690  
07738 024603

### Wigan CCG Safeguarding Team

Nichola Osborne Assistant Director Safeguarding Children/  
Designated Nurse Safeguarding Children & Children Looked After 07919 540350  
Reuben Furlong Assistant Director Safeguarding Adults 07795 826153  
Sue Cross Assistant Deputy Designated Nurse Safeguarding Children  
and Looked After Children 07500 990969

### Wigan Council

Roisin McLaughlin Wigan Council Children's Social Care 07810 101910  
Alex Jones Manager Independent Safeguarding Unit (Children) 07717 646256  
Claire Burnham Service Manager Start Well 07711 578509  
Patricia Darbyshire Adult Safeguarding Team Manager 07951 271187  
David Gray (Housing, Drugs and Alcohol, Supported Living) 07760 172265  
Charmaine Tarring (Education) 07750 064704  
Jenny Yates (Service Manager Age Well, Nursing and Residential,  
Domiciliary Care etc.) 07833 476532

### WWL

Safeguarding Team (Children and Adults) 01942 481161 /  
01942 778782  
Linda Salt (Safeguarding Team Manager) 07825 450276  
Anna Svarc Named Nurse Adult Safeguarding 07533 705207  
Lynda Cunniffe Named Nurse Children Safeguarding / Children in Care) 07789 031519

### North West Boroughs Partnership Mental Health Trust

Safeguarding Team (Safeguarding Duty Role) 0151 244 4588  
Sarah Shaw Safeguarding Team Manager 07768 560663  
Nick Woods Adult Safeguarding Lead 07795 452816  
Kevin Redmond Children's Safeguarding Team 07481 105819

### Greater Manchester Police

DCI Michael Montford (West Territorial Command Area) 07770 642696  
DI Nathan Percival Overall Vulnerability Lead 07500 809421  
DS Chris Broad Domestic Abuse & Vulnerable Adult 0161 856 7955  
Sally Leyland CMT Lead MARAC 0161 856 7919  
DS Claire Harvey MAST/Child Safeguarding 01942 486389

### Wigan PSR Hub (Adults, Prevent, Domestic Abuse, Anti- Social Behaviour)

Sarah Owen, Wigan PSR Hub 07734 731658

### Probation / CRC

Janet Finch, Senior Probation Officer 07709 027085  
Jim Robson, Interchange Manager 07590 828413

## Stage 1 Useful Contacts

### Children's Social Care

Locality 1	01942 828468
Locality 2	01942 486723
Locality 3	01942 404776
Locality 4	01942 404769
MAST	01942 828300
Specialist Assessment Team A, B, C, D	01942 828451
Adult Duty Team	01942 828777
Leaving Care	01942 487150
Fostering	01942 487200
Adoption	01942 404776
CSE Team	0161 856 5959
Targeted Disability Team	01942 828468
Children In Care Team 1	01942 828468
Children In Care Team 2	01942 404776
Children In Care Team 3	01942 486723

### Adult Social Care

Wigan Locality Team	01942 489494
Ashton Locality Team	01942 828787
Leigh Locality Team	01942 404523
Hospital Team	01942 822117
Adult Safeguarding Team	01942 486178
Service Manager	01942 489538
Principal Social Worker	01942 487024

### Targeted Services

Service Manager Targeted Services	01942 487747
Start Well and TYSS Locality 1	01942 486097
Start Well and TYSS Locality 2	01942 487975
Start Well and TYSS Locality 3	01942 486344

### Early Intervention and Prevention Service Managers

Enhanced Service Manager, Integrated Services	01942 487747
Service Manager; Early Intervention and Prevention, Localities and Children's Safeguarding Hub	01942 487747

### Education Settings

Service Manager, Inclusion	01942 827882
----------------------------	--------------

### Homes

Safeguarding Lead	01942 486509
-------------------	--------------

### Greater Manchester Police, Wigan Division

Response Inspector	0161 856 7221
--------------------	---------------

### Wigan, Wroughtington and Leigh NHS Foundation Trust (WWL)

Named Nurse for Safeguarding Children & Adults	01942 778782/ 01942 481161
--	-------------------------------

**Wigan CCG Safeguarding Team**

Nichola Osborne Assistant Director Safeguarding Children/ Designated Nurse Safeguarding Children & Children Looked After	07919 540350
Reuben Furlong Assistant Director Safeguarding Adults	07795 826153
Sue Cross Assistant Deputy Designated Nurse Safeguarding Children and Looked After Children	07500 990969

**North West Boroughs Healthcare NHS Foundation Trust**

Named Nurse for Safeguarding Children	0151 244 4588
---------------------------------------	---------------

**Probation (CLC and National Probation Service)**

Janet Finch, Senior Probation Officer	07709 027085
Jim Robson, Interchange Manager	07590 828413

**Wigan and Leigh Drug and Alcohol Recovery Service  
We are with you, Wigan and Leigh**

Operations Manager Wigan	01942 827979
Operations Manager Leigh	01942 404299

**CAFCASS**

Service Manager	07917 233 441
-----------------	---------------

**Wigan Partnership Safeguarding Team**

Paul Whitemoss Service Manager	01942 486025
Rick Bolton Business Manager	07557 758690
	07738 024603