



Wigan Safeguarding Partnership

Resolution Protocol – COVID-19 revision

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.

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

Stage 1: Useful Contacts

Children's Social Care	Contact numbers
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 487272
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	Contact numbers
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	Contact numbers
Service Manager Targeted Services	01942 487750
Start Well Locality 1	01942 486097
Start Well Locality 2	01942 487975
Start Well Locality 3	01942 486344

TYSS	Contact numbers
TYSS	01942 487100

Early Intervention and Prevention Service Managers	Contact numbers
Enhanced Service Manager, Integrated Services (Adults)	07867 904691
Service Lead for Integrated Services (Children)	07814 020011

Education Settings	Contact numbers
Service Manager, Inclusion	07824 475418

Homes	Contact numbers
Safeguarding Lead	01942 486222

Greater Manchester Police, Wigan Division	Contact numbers
Response Inspector	0161 856 7221

Wigan, Wrightington and Leigh NHS Foundation Trust (WWL)	Contact numbers
Named Nurses for Safeguarding Children and Adults	01942 481161

North West Boroughs Healthcare NHS Foundation Trust	Contact numbers
Named Nurse for Safeguarding Children	0151 244 4588

Probation (CRC and National Probation Service)	Contact numbers
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

Wigan and Leigh Drug and Alcohol Recovery Service - We are with you, Wigan and Leigh	Contact numbers
Operations Manager Wigan	01942 827979
Operations Manager Leigh	01942 404299

CAFCASS	Contact numbers
CAFCASS	0300 456 400

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

Wigan Safeguarding Partnership	Contact numbers
Rick Bolton Business Manager	01942 486025 / 07738 024603

Wigan Safeguarding Adult Board	Contact numbers
Paul Whitemoss Service Manager	07557 758690

Wigan CCG Safeguarding Team	Contact numbers
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 Asst Dep. Designated Nurse Safeguarding Children and LAC	07500 990969

Wigan Council	Contact numbers
Wendy Monnelly Service Lead Duty & MAST Children's Social Care	07810 101910
Glynis Williams Service Lead Practice Improvement and QA (Children)	07717 424437
Graham Doubleday Service Lead for Integrated Services (Children)	07814 020011
Patricia Darbyshire ICS Service Manager (Adults)	07951 271187
David Gray (Housing, Drugs and Alcohol, Targeted Commissioning)	07760 172265
Rachel Clemow (Education)	07824 475418
Jenny Yates (Service Manager Age Well, Nursing and Residential, Domiciliary Care)	07833 476532

WWL	Contact numbers
Safeguarding Team (Children and Adults)	01942 481161 / 01942 778600
Linda Salt Head of Safeguarding	07825 450276
Anna Svarc Named Nurse Adult Safeguarding	07884 213851
Lynda Cunniffe Named Nurse Children Safeguarding / Children in Care	07789 031519

North West Boroughs Partnership Mental Health Trust	Contact numbers
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	Contact numbers
DCI Michael Montford (North West Territorial Command Area)	07770 642696
DI Nathan Percival Overall Vulnerability Lead	0161 856 4179 / 07500 809421
DS Chris Broad and PS Trish Cope Domestic Abuse and Vulnerable Adult	0161 856 7960
Sally Layland CMT Lead MARAC	0161 856 7955
DS Claire Harvey MAST/Child Safeguarding	01942 486398 / 07387 095778

Wigan PSR Hub (Adults, Prevent, Domestic Abuse, Anti-Social Behaviour)	Contact numbers
Sarah Owen, Wigan PSR Hub	07734 731658

Probation / CRC	Contact numbers
Janet Finch, Senior Probation Officer	07709 027085
Jim Robson, Interchange Manager	07590 828413