



Emergency resolution procedure

If the professional considers that a child is **in immediate danger** then dial 999 for the police.

The main purpose of resolving disputes is to achieve protection for the child. Resolving the dispute directly between practitioners or by their immediate line managers is likely to be the quickest way to achieve this and should always be the preferred method of resolving disputes, particularly in emergency situations where action is needed promptly.

Disputes happen between partner agencies and do not always involve Solihull Children's Services.

If the professional considers that a child is likely to **suffer significant harm** within the next 24 hours, and they are unable to resolve a disagreement with a partner agency then they should immediately telephone their line manager and talk through stage one of the process in this protocol (for example, a partner does not agree that a referral should be made).

Once this conversation has taken place and the line manager agrees with the concern and the urgency of the situation, the line manager will telephone their equivalent in the agency concerned. If this conversation does not bring about a satisfactory solution which would assure those involved that the child is being protected from harm then a referral should be made to MASH by the professionals with support from their line manager.

If the disagreement is with Children's Services, Engage or MASH, the Head of Service, Referral, Assessment and Child Protection in the Local Authority should be telephoned on 0121 704 8709. If he is not immediately available then telephone the Assistant Director on 0121 704 8325. If neither are available then contact the Director of Children's Services, on 0121 704 6734. If they are not available, make sure to leave a message indicating that the rapid resolution procedures have been invoked, and asking for them to respond urgently. If it is out of hours call 0121 605 6060 and advise who you are trying to contact and that the rapid resolution procedure has been invoked.

A record of each effort to contact and each conversation should be kept.

The entire process should be completed within one working day.