



## **Doncaster Safeguarding Adults Board**

# **Resolving Professional Differences Procedure**

### **DOCUMENT CONTROL**

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### **Glossary of Terms**

DSAPB – Doncaster Safeguarding Adults Board

DSCB – Doncaster Safeguarding Childrens Board

SAU – Safeguarding Adults Unit

### Acknowledgements

The DSAB would like to acknowledge the Doncaster Safeguarding Adults Childrens Board for providing information and knowledge in producing this procedure

## 1. Introduction

The Doncaster Safeguarding Adults Board (DSAB) and the agencies it represents are committed to the continuous improvement of multi-agency partnership working arrangements, promote wellbeing and safeguard adults at risk.

Effective multi-agency working arrangements are supported by legislation, national policy and guidance, local protocols, policies and procedures and guidance. It is inevitable that at times there will be professional differences and whilst this is accepted, it is essential that such differences do not adversely affect the outcomes for adults at risk. Professional differences should be resolved in a constructive and timely manner. This procedure provides a process for resolving such professional differences.

Differences could arise in a number of areas of multi-agency working as well as within single agency working. Differences are most likely to arise in relation to;

- Criteria for safeguarding enquiries
- Outcomes of assessments
- Roles and responsibilities of workers
- Service provision
- Timeliness of interventions
- Information sharing and communication

This procedure is applicable to all DSAB agencies, including the voluntary, community and faith sectors. For issues relating to resolving professional differences where children are involved refer to DSCB Resolving Professional Differences Protocol at; <http://www.doncastersafeguardingchildren.co.uk/>

## 2. Principles of resolving professional differences and professional responsibility

At no time must professional differences detract from ensuring that the adult at risk is safeguarded. The adult at risk's wellbeing must remain paramount throughout and professional differences should not impede the progress of case working.

- Professional differences and disagreements should not be viewed negatively as improvements to outcomes for adults at risk can be found through learning.
- All professionals should take responsibility for their own cases, and their actions in relation to casework.
- Differences and disagreements should be resolved as simply and quickly as possible.
- All practitioners should respect the views of others whatever the level of experience.
- An awareness of difficulties that challenging more senior or experienced practitioners may present to others.
- Effective multi-agency working depends on an open approach and honest relationships between agencies.
- Professional differences are reduced by clarity about roles and responsibilities and the ability to discuss and share problems in networking forums.

### **3. Process for resolving professional differences**

There are many aspects to safeguarding adults at risk and many processes where professionals working together may find themselves having differing views on the best course of action. This Resolving Professionals Differences procedure has been produced to enable a generic resolution process which can be used at any decision making stage in the adult's safeguarding journey from accessing services to exiting services.

The most common areas where differences may occur are in relation to:

- Decisions about the need for an 'Enquiry' to be made
- Decisions made at Outcome Meetings
- Regarding the implementation and or monitoring of the Protection Plan

The following stages are likely to be involved:

- Recognition that there is a disagreement over a significant issue in relation to the wellbeing of an adult at risk
- Identification of the problem
- Possible cause of the problem
- What needs to be achieved in order for the problem to be resolved

The following flowchart in Appendix 1 outlines the process to be followed when professional differences occur and need resolving.

It should be remembered that differences could be resolved at any stage in the resolution process. The Resolving Professional Differences Record should be completed in all cases and contain full details of all discussions and actions undertaken and the outcome of the process once differences have been resolved.

### **4. Following Resolution**

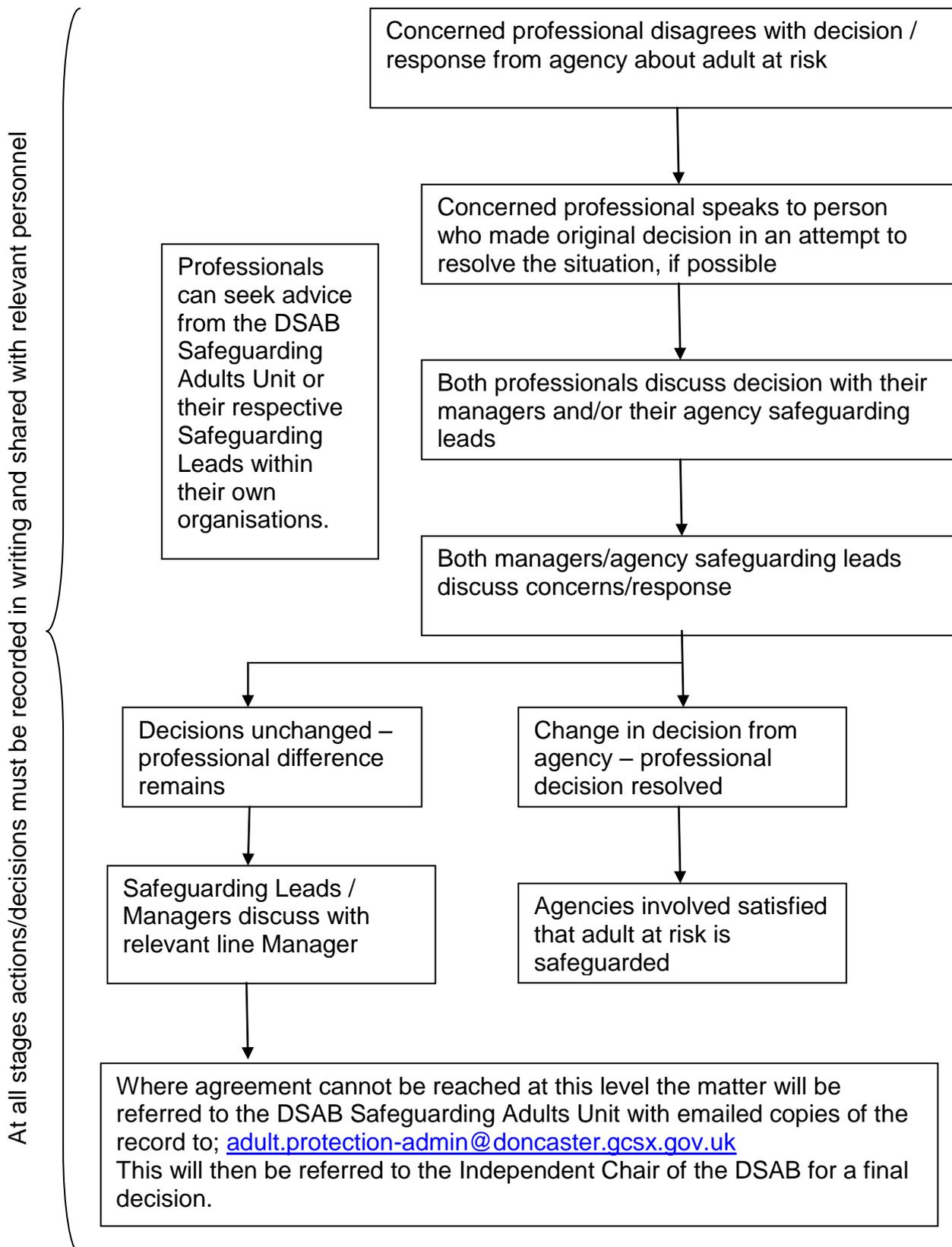
When the professional difference is satisfactorily resolved any learning should be identified and referred to the Doncaster Safeguarding Adults Board Policy and Practice Sub Group.

This group will then determine whether any amendments to policies, procedures and procedures are required. Frequent reports on the amount and nature of professional differences will be monitored through the Performance Sub Group on a quarterly basis and to the Doncaster Safeguarding Adults Board.

This procedure provides information on how the process of resolving professional differences should be managed. It is helpful to promote good working relationships by resolving differences at the earliest opportunity on the same day if possible. If the process is followed in full to resolve the difference then this should also be seen positively as a way to promote shared understanding of issues and inform future practice.

For further information please contact the Doncaster Safeguarding Adults Unit at;  
[adult.protection-admin@doncaster.gov.uk](mailto:adult.protection-admin@doncaster.gov.uk)  
Telephone 01302 736230

## Resolving Professional Differences Flowchart



**Resolving Professional Difference and Resolution Record**



All stages of the process should be well documented in this record, used to accompany any professional difference and submitted to the Doncaster Safeguarding Adults Unit at [adult.protection-admin@doncaster.gcsx.gov.uk](mailto:adult.protection-admin@doncaster.gcsx.gov.uk)

Name of Adult at Risk:	
DOB:	
Address:	
Name of professional raising concerns	
Was this an enquiry or a decision about a case?	
Name of people these issues were reported to:	
Issues:	
Resolved / not resolved?	
Additional comments:	

Due Regard Statement

Completed by	<b>Safeguarding Adults Team Manager Governance &amp; Assurance</b>
Title of Policy / Guidance	<b>Safeguarding Adults Review Policy and Toolkit</b>
Date of Assessment	<b>24/06/15</b>
Lead Manager	<b>Head of Service Safeguarding Adults and Partnership</b>
This is :	<b>New Procedure</b>

1	<p><b>Name of the 'policy' and briefly describe the activity being considered including aims and expected outcomes. This will help to determine how relevant the 'policy' is to equality.</b></p>	<p>Doncaster Safeguarding Adults Board are committed to promoting the health and well-being of adults at risk and to prevent harm wherever possible through: the promotion of a good understanding of safeguarding adult procedures amongst all multi-agency staff to identify the signs, or potential signs, of abuse and report into the system appropriately.</p> <p>This procedure provides clarity for the benefit of all staff (multi-agency) who may be required to contribute towards the Safeguarding Adults process and what to do where professional differences arise.</p>
2	<p><b>Service area responsible for completing this statement.</b></p>	<p>Doncaster Safeguarding Adults Board</p>
3	<p><b>Summary of the information considered across the protected groups.</b></p> <p><b>Service users/residents</b></p> <p><b>Doncaster Workforce</b></p>	<ul style="list-style-type: none"> <li>• DMBC Toolkit: The Public Sector Equality Duty</li> <li>• DSAB Constitution</li> <li>• South Yorkshire Procedures for Safeguarding Adults</li> <li>• Partner organisations who have experience relating to target groups</li> <li>• The Care Act 2015 and Statutory Guidance for conducting Safeguarding Adult Reviews</li> </ul> <p>Data regarding all protected characteristics will be</p>

		collected regarding all subjects of professional differences. This information will be summarised and available to the DSAB.
<b>4</b>	<b>Summary of the consultation/engagement activities</b>	A number of multi- agency stakeholder meetings have taken place to develop this procedure. In addition the Policy has been consulted on by the Policy and Practice sub group and the DSAB Board constituents.
<b>5</b>	<b>Real Consideration:  Summary of what the evidence shows and how has it been used</b>	<p>This procedure strengthens the Boards governance framework in line with the requirements of the Care Act 2014.</p> <p>Analysis of professional differences will be captured by the Safeguarding Adults Unit and presented to the SAR Panel, Performance sub group and the Board.</p> <p>The DSAB Resolving Professional Differences Procedure is expected to have a positive impact upon all people irrespective of characteristic through embedding robust governance arrangements to find solutions to issues, across the multi-agency boundaries and learning lessons across the partnership. Robust systems will ensure the process is not delayed due to professional differences and person centred outcomes are progressed for adults at risk.</p>
<b>6</b>	<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• The DSAB will approve this statement alongside the Procedure at a Board meeting</li> </ul>
<b>7</b>	<b>Monitoring and Review</b>	<ul style="list-style-type: none"> <li>• This due regard statement will be revised in line with the DSAB Policy for Development of Procedural Documents.</li> <li>• Data regarding Resolving Professional Differences will be monitored by the DSAB.</li> </ul>
<b>8</b>	<b>Sign off and approval for publication</b>	Signed off for approval at DSAB on 27 <sup>th</sup> July 2015

Review Date .....August 2018