ESCALATION PROCESS KINGSTON March 2022 Open / A

Contact / Referral to Kingston Children's Social Care / Early Help Tel: 020 8547 5008 (Single Point of Access / MASH)



Open / Allocated case

Child Protection / Child in Need

No response / unsatisfactory response within 4 days refer to Safeguarding Head of Service 020 8547 6611

No response / unsatisfactory response within 5 days of escalation to the Safeguarding Head of Service, refer to Associate Director, Safeguarding 020 8547 6549

Unsatisfactory / no response within 5 days of escalation to Associate Director, refer to Director of Children's Social Care 020 8547 5220

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No response / unsatisfactory response within 4 days refer to Head of Service Children Looked After, (< 16 years) 020 8547 6904 Head of Service LCT (> 16 Years) 020 8547 5422

No response / unsatisfactory response within 5 days of escalation to the Head of Service, refer to Associate Director, Permanency 020 8547 3249

Unsatisfactory / no response within 5 days of escalation to Associate Director, refer to Director of Children's Social Care
020 8547 5220

SPA referral requiring child protection response

No response within 24 hours, escalate to SPA Head of Service

Inadequate / no response within 48 hours of referral, refer to Head of Service R&A, 020 8547 4632

Unsatisfactory / no response within 48 of escalation to Head of SPA refer to Associate Director, Identification and Assessment, refer to Director of Children's Social Care 020 8547 5220 SPA referral requiring initial assessment

No response within 24 hours as part of SPA process, Escalate to SPA Head of Service

No response / unsatisfactory response within 5 days of escalation refer to Head of Service R&A, 020 8547 4632

No response unsatisfactory response within 6 days of escalation to Associate Director 020 8547 6127, refer to Director of Children's Social Care 020 8547 5220 SPA referral requiring
Prevention and Early Help /
Youth Resilience

No response within 2 working days as part of SPA process, escalate to Head of Head of Family & Youth Resilience Service 07825 658 757

No response unsatisfactory response within 5 days of escalation, refer to Associate Director, Early Help 07707 280720

Escalation Policy Contact List

Alison Twynam Director of Children's Social Care	020 8547 5288	alison.twynam@achievingforchildren.org.uk
Lydia Bennett Interim Service Manager – Single Point of Access (SPA)	020 8547 5008	lydia.bennett@achievingforchildren.org.uk,
Cassey Spratt (maternity leave) Service Manager - Single Point of Access (SPA)		cassey.spratt@achievingforchildren.org.uk
Nikki Coppin Associate Director, Safeguarding	07825 928235	nikki.coppin@achievingforchildren.org.uk
Hazel Gordon Associate Director, Permanency	07739 515238	hazel.gordon@achievingforchildren.org.uk
Yvette Lima Head of Service, Children Looked After	020 8547 6904	yvette.lima@achievingforchildren.org.uk
Sara Doyle Associate Director, Identification and Assessment	07785409362	sara.doyle@achievingforchildren.org.uk
Sophie Doran Head of Service, Safeguarding - Kingston	020 8547 6611	sophie.doran@achievingforchildren.org.uk
Shaira Makorie Head of Service, Leaving Care Team	020 8547 5422	shaira.makorie@achievingforchildren.org.uk
Rachael Pateman Head of Service, Referral and Assessment	020 8547 4632	rachael.patemen@achievingforchildren.org.uk
Roberta Evans Associate Director, Early Help	07707 280720	roberta.evans@achievingforchildren.org.uk
Justin Walesby Head of Service, Family and Youth Resilience	07825 658757	justin.walesby@achievingforchildren.org.uk