



Havering Safeguarding Adults' Board

October 2023

Dear Colleagues,

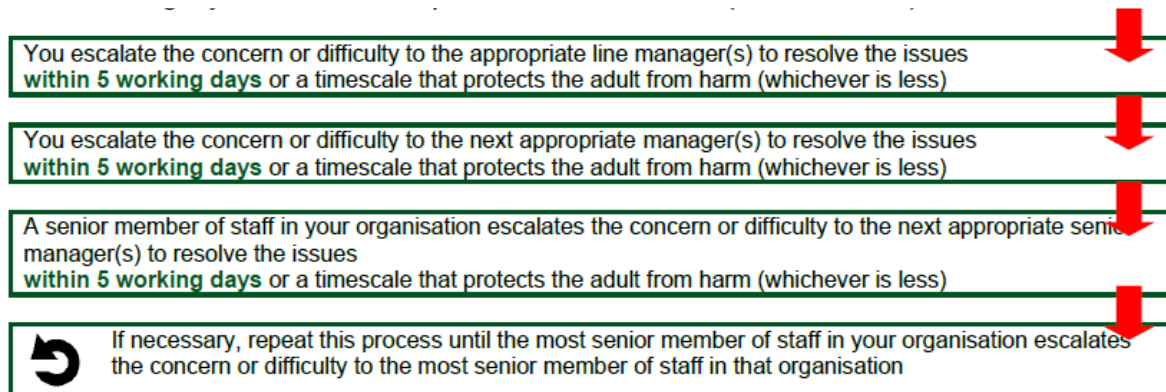
Re: How to escalate professional concerns about an adult

I would like to advise you and staff in your organisation who have a responsibility for adults with care and support needs and how to act using the appropriate channels when you believe that your professional opinions have not been acted on appropriately. This letter goes with the guidance in our HSAB Escalation Policy [here](#)

Please disseminate this advice widely to appropriate staff. For example, if you have concerns regarding the lack of response to professional opinions and judgements expressed by your staff about safeguarding matters including concerns that any agency is not taking appropriate actions regarding the well-being of an adult or is not responding in a timely fashion.

After 5 working days or a timescale that protects the adult from harm (whichever is less)

Below is a flow chart and the relevant telephone numbers to support escalating your concerns:



In the first instance, please raise any concerns directly with the manager of the allocated worker in any agency. If you feel your concerns have still not been acted on appropriately then please escalate your concerns to the relevant senior manager.

CQC (Care Homes etc)	mohammad.peerbux@cqc.org.uk	
NEL ICB	Designate Nurse Adults	joy.maguire@nhs.net
Havering Council Housing	People (Homelessness etc) darren.alexander@haverling.gov.uk	People (Homelessness) Patrick.Odling-Smee@haverling.gov.uk
	Resources (property)	Resources (property)

	katri.wilson@havering.gov.uk	Paul.walker@havering.gov.uk
Havering Council Adults' Services Living Well 18-65	Head of Safeguarding / MASH Lurleen.trumpet@havering.gov.uk Hospital Discharge: sophie.webster@havering.gov.uk Learning Disability: jackie.lawson@havering.gov.uk Mental Health: Sheila.jones@havering.gov.uk Access Team corinne.blythe@havering.gov.uk	Living Well 18-65 Director Patrick.Odling-Smee@havering.gov.uk Ageing Well 65+ Director Annette.Kinsella@havering.gov.uk
Havering Council Adults' Services Ageing Well 65+	Head of Safeguarding Lurleen.trumpet@havering.gov.uk	Ageing Well 65+ Director Annette.Kinsella@havering.gov.uk
Havering Council Children's Services / Starting Well	Following escalation to Team Managers, Heads of Service	Director of Starting Well tara.geere@havering.gov.uk
Havering Community Safety Partnership	(including DVMARAC) Head of Service Enforcement & Safety chris.mcavoy@havering.gov.uk	Community Safety & Intelligence Manager diane.egan@havering.gov.uk
NELFT	Named Professional Jane.Vervin@nelft.nhs.uk	Jhiselle.Feanny@nelft.nhs.uk Elizabeth.Folarin@nelft.nhs.uk
BHRUT	Named Nurse (Children & Adults) jay.brown1@nhs.net	dcapasso@nhs.net Assistant Director for Safeguarding, Named Midwife (Daniela Capasso)
CGL (Change, Grow, Live)	Rajia.Sultana@cgl.org.uk Quality & Safeguarding Lead	Mohammed.Juned@cgl.org.uk CGL Services Manager
EA BCU Met Police MASH / CAIT	Andrew.Fay2@met.police.uk	Detective Chief Insp Robin.G.Peel@met.police.uk
Safer Neighbourhoods	Exploitation / Missing: Detect Chief Insp: Sarah.L.Bishop@met.police.uk	Detective Super Simon.Hutchison@met.police.uk
DVMARAC	Det Inspect Fiona.L.Robinson@met.police.uk	
Police Overall	Children: Detective Super Lewis.Basford@met.police.uk (Head of Public Protection)	Adults: Detective Super Simon.Hutchison@met.police.uk

If you have any general enquiries, please contact Elisabeth Major, HSAB Manager on 07958 741 588, alternatively email elisabeth.major@havering.gov.uk or safeguardingpartnerships@havering.gov.uk

Please bring this letter to the attention of all staff.



Yours sincerely,

Brian Boxall

A handwritten signature in black ink, appearing to read "B Boxall". The signature is fluid and cursive, with the first name "Brian" and the last name "Boxall" clearly distinguishable.

HSAB Chair