



**Havering Safeguarding Adults’ Board**

May 2024

Dear Colleagues,

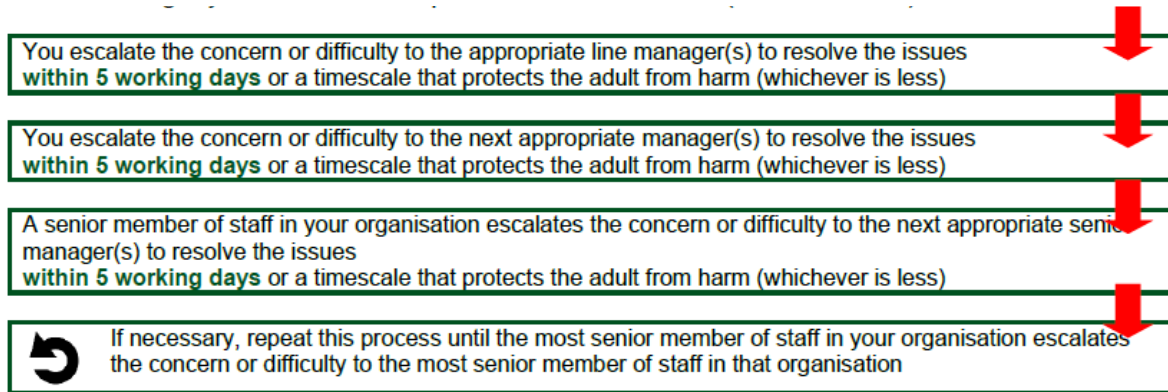
**Re: How to escalate professional concerns about an adult**

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.

<b>CQC (Care Homes etc)</b>	<a href="mailto:mohammad.peerbux@cqc.org.uk">mohammad.peerbux@cqc.org.uk</a>	Operations Manager East London <a href="mailto:Max.Geraghty@cqc.org.uk">Max.Geraghty@cqc.org.uk</a>
<b>NEL ICB</b>	Designate Nurse Adults	<a href="mailto:joy.maguire@nhs.net">joy.maguire@nhs.net</a>
<b>Havering Council Housing</b>	People (Homelessness etc) <a href="mailto:darren.alexander@haverling.gov.uk">darren.alexander@haverling.gov.uk</a>	People (Homelessness) <a href="mailto:Patrick.Odling-Smee@haverling.gov.uk">Patrick.Odling-Smee@haverling.gov.uk</a>
	Resources (property)	Resources (property)

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



If you have any general enquiries, please contact Elisabeth Major, HSAB Manager on 07958 741 588, alternatively email [elisabeth.major@haverinq.gov.uk](mailto:elisabeth.major@haverinq.gov.uk) or [safeguardingpartnerships@haverinq.gov.uk](mailto:safeguardingpartnerships@haverinq.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'.

HSAB Chair