



# Safer Seven

On: Professional Challenge and Resolution



## 1. Professional Challenge and Resolution

- Learning from CSPRs/SARs have identified some reluctance to challenge inter-agency decision making in Dudley.
- Some reviews have identified one or more professionals who were concerned with a decision made by a different agency.
- However, the learning demonstrates some concerns have not been followed up with robust professional challenge which may have altered the professional response and the outcome for the child or adult.

## 2. Why does it matter?

Evidence shows it can help lead to better outcomes for the child, young person, or adult that you are concerned about.

It is a sign of a good multiagency partnership and is healthy for professionals.

It is a positive sign of good professional practice, and it helps to ensure complacency doesn't take place within our work.

## 3. What is Professional challenge

Professional challenge is a positive activity and a sign of good professional practice, a healthy organisation and effective multi-agency working.

Being professionally challenged should not be seen as a criticism of the person's professional capabilities. Professional challenge is a fundamental professional responsibility.

In this context it is about challenging decisions, practice or actions which may not effectively ensure the safety of the children, young people, or adults we are working with.

## 4. Effective challenges

Professional differences and disagreements can help us find better ways to improve outcomes for children, adults, and families

Differences and disagreements should be resolved as simply and quickly as possible, in the first instance by individual practitioners and /or their line managers

Practitioners should respect the views of others whatever the level of experience – remember that challenging more senior or experienced practitioners can be hard

## 5. Continued

Expect to be challenged; working together effectively 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.

### What causes a professional Challenge?

- criteria for referrals
- outcomes of assessments
- roles and responsibilities of workers
- service provision & timeliness of interventions
- information sharing and communication.

## 6. Resolution

The purpose of the DSPP Professional challenge and resolution policy is to ensure partner agencies have a quick and straightforward means of resolving professional disagreements.

Effective working together depends on us all being able to resolve disagreements promptly to the satisfaction of workers and agencies and in the best interests of children, young people and adults we work with.

**7. Further information: You can access the DSPP Professional and challenge and Resolution policy by visiting the DSPP website.**

**A slide pack for you to use with your teams is also available in the Learning Zone.**