

ESCALATION CHECKLIST

ESCALATION CHECKLIST: WHAT IT'S FOR AND HOW TO USE IT

This document has been created to set out clearly and in one place a list of circumstances or issues which MUST be reported to the Central Team so that appropriate support and advice can be given.

These are grouped by business area, along with the name of the person you must contact to make them aware of the matter, or to provide advice or approval.

Please print off the checklist, share with the relevant staff and keep it somewhere you can easily refer to it. You can also find a copy on the Romero Central Portal.

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ADMISSIONS

GOVERNANCE LEAD AND TRUST CLERK, LAUREN LANG

lauren.lang@romerocat.com

07415 420507

- ✓ Any proposed change to agreed **Published Admission Number (PAN)**
- ✓ Any proposed change to **admissions arrangements**

COMMUNICATIONS, BRAND & MEDIA

EXECUTIVE ADMINISTRATOR AND CONVERSION PROJECT MANAGER, EMILY HIND

emily.hind@romerocat.com

07496 772942

- ✓ All **media contact**, including local and national broadcast, print or digital media outlet
- ✓ Serious safeguarding or other **sensitive matters** that requires stakeholder comms management
- ✓ Any contribution to external publications or events
- ✓ Any brand-related issues or questions, school or Trust level
- ✓ Any proposed use of Romero visual branding on public-facing assets, materials, publications etc
- ✓ Proposed purchase of a new website or redevelopment of existing website

COMPLAINTS & POTENTIAL LEGAL CLAIMS

GOVERNANCE LEAD AND TRUST CLERK, LAUREN LANG

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All stage 2,3 and 4 letter to be approved prior to sending out.

- ✓ Any written complaint
- ✓ Any complaint which has also been sent externally including Ofsted, DfE, media, MPs etc
- ✓ Any situation where someone has involved solicitors

SAR, FOI & GDPR

GOVERNANCE LEAD AND TRUST CLERK, LAUREN LANG

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- ✓ A breach, or a potential breach or data protection (reported immediately) (refer to Breach Protocol: Appendix 1 – Data Protection Policy)
- ✓ All SAR, FOI & GDPR requests

EDUCATION

CHIEF EDUCATION OFFICER*

***PLEASE CURRENTLY NOTIFY: CHIEF EXECUTIVE OFFICER, KATY COX**

kcox@romerocat.com

- ✓ For Trust approval: any change to the curriculum offer and delivery
- ✓ Any teacher who you have decided needs a support plan (also notify the HR team)
- ✓ Any malpractice that is reported to the examination board or the Standards and Testing Agency
- ✓ Any parental request to elective home educate or 'flexi school'
- ✓ The absence of the Headteacher
- ✓ Any change to the DSL/SENCo or absence of the DSL/SENCo for a prolonged period of time

ESTATES & PROPERTY

HEAD OF OPERATIONS AND ESTATES, JAMES BOLTON

james.bolton@romerocat.com

07396 732780

- ✓ Any new or changes to property leases
- ✓ Any break-ins or incidents of malicious damage
- ✓ Any refurbishment, demolition or construction works, including mechanical and electrical installations (a Notification of Works may be required)
- ✓ Any critical outages which place the school at risk of closure
- ✓ Any work requiring local building control or planning applications
- ✓ Any plans that involve a change of use, including outdoor spaces
- ✓ Any tenancy agreements

EXCLUSIONS AND SUSPENSIONS

GOVERNANCE LEAD AND TRUST CLERK, LAUREN LANG

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Note: All potential PEX decisions must also be run past the CEDO/SIO

- ✓ Before any decision to permanently exclude
- ✓ Any pupil matter involving the police, which may result in criminal proceedings
- ✓ Any circumstances which may lead to an exclusion or suspension where there is any discrimination issue/risk e.g. pupil with SEND or LAC
- ✓ Any request for a Governors' Disciplinary Committee (GDC) or request for an Independent Review Panel (IRP)
- ✓ All Governors' Disciplinary Committee decision letters must be reviewed

FINANCE

CHIEF FINANCIAL OFFICER, LIZ FLEMING

liz.fleming@romerocat.com

01282 222815

- ✓ Addition of posts outside of agreed budget (please also notify the HR team)
- ✓ Possible instances of theft or fraud
- ✓ Additional capital projects outside of agreed budget (also liaise with Head of Estates or Head of IT dependant on nature of project)

HEALTH AND SAFETY

HEALTH AND SAFETY MANAGER, HEATHER HAWORTH

heather.haworth@romerocat.com

07415 420848

- ✓ Accidents, incidents and near misses in line with incident reporting matrix
- ✓ Any incident that requires hospitalisation of a pupil, staff member or visitor to the school

HUMAN RESOURCES

CHIEF PEOPLE OFFICER, HELEN BARKER - *Notify by contacting your assigned HR Adviser*

- ✓ Any Safer Recruitment issues, gaps or concerns identified, prior to the employee starting work
- ✓ Any concerns rising during the probation period
- ✓ Any Early Careers Teacher causing concern
- ✓ Any concerns about performance, prior to initiating any support at an early or informal stage
- ✓ Any staff meeting absence triggers:
 - Sickness absence of 10 or more working days in any 12-month period and/or
 - Four periods of sickness absence in any 12-month period
 - Long-term absence, (which is usually defined as an absence lasting 4 calendar weeks)
 - Any levels of absence which show a trend or pattern

- ✓ Any issue, incident or allegation relating to, including informal and formal:

- Low level concerns or allegations against staff (also notify Head of Safeguarding)
- Disciplinary
- Grievance

- ✓ Suspension of a member of staff, prior to making the suspension
- ✓ Settlement agreements, for approval by CPO, CFO and CEO
- ✓ Resignation letters from all members of SLT
- ✓ Any planned changes to your SLT or planned appointments to your SLT, in advance of recruiting
- ✓ Addition of posts outside of agreed budget (please also notify the Finance team)

IT & DIGITAL

HEAD OF IT*

***PLEASE CURRENTLY NOTIFY: HEAD OF OPERATIONS AND ESTATES, JAMES BOLTON**

james.bolton@romerocat.com

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- ✓ Any plans for capital purchase of ICT hardware
- ✓ Any plan to procure new software or IT resources
- ✓ Support with cyber security planning
- ✓ Support with Cloud working
- ✓ IT strategy planning

ROMERO LGBS

GOVERNANCE LEAD AND TRUST CLERK, LAUREN LANG

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Also refer to ACC toolkit

- ✓ Any change in the LGB membership
- ✓ Resignation of the chair of LGB
- ✓ Resignation of the Clerk to the LGB
- ✓ Breaches in the Governance Code of Conduct

OFSTED, DFE OR LA COMPLAINTS

GOVERNANCE LEAD AND TRUST CLERK, LAUREN LANG

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- ✓ Any complaint to Ofsted, DfE or the LA that you have become aware of, including notification from your local authority of a complaint, prior to any action being taken.

OFSTED INSPECTIONS AND CSI

EXECUTIVE ADMINISTRATOR AND CONVERSION PROJECT MANAGER, EMILY HIND

emily.hind@romerocat.com

07496 772942

- ✓ Notice of an inspection

POLICIES

GOVERNANCE LEAD AND TRUST CLERK, LAUREN LANG

Lauren.lang@romerocat.com

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- ✓ Queries regarding Trust-wide policies

PROCUREMENT

HEAD OF FINANCE, CLAIRE WALSH

claire.walsh@romerocat.com

01282 222815

- ✓ Contracts where the lifetime value is in excess of £50,000 including renewal of existing contracts
- ✓ Any request for a loan or financing of any value (these MUST have Secretary of State approval)
- ✓ Any new leases, or variations to lease agreements
- ✓ Any issue which needs to be reported to the insurers (please copy EA too)

SAFEGUARDING

HEAD OF SAFEGUARDING, REBECCA BIRTWISTLE

rebecca.birtwistle@romerocat.com

07415 420852

This is in addition to the requirements in the school Child Protection and Safeguarding Policy and local authority procedures.

- ✓ Any safeguarding incident/concern which may enter the public domain
- ✓ Any child protection matter concerning a member of staff/LGB/volunteer
- ✓ Any situation where you need to make a referral to LADO (also notify HR)
- ✓ Any instances where you want to seek advise from the LADO, but without names (hypotheticals)
- ✓ Any contact from the Local Authority, DfE or Ofsted about a safeguarding complaint

Please notify the Head of Safeguarding within one working day about serious safeguarding incidents:

- ✓ Disclosure(s) of sexual abuse
- ✓ Concerns with regards to suicide
- ✓ FGM high risk
- ✓ Prevent high risk
- ✓ Significant police incident
- ✓ Pregnant student
- ✓ Missing student

SCHOOL CLOSURES

HEAD OF OPERATIONS AND ESTATES, JAMES BOLTON

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- ✓ Any critical or emergency situation which may lead to school closure e.g. flooding, heating failure, criminal incident, significant staff shortages, kitchen failure etc