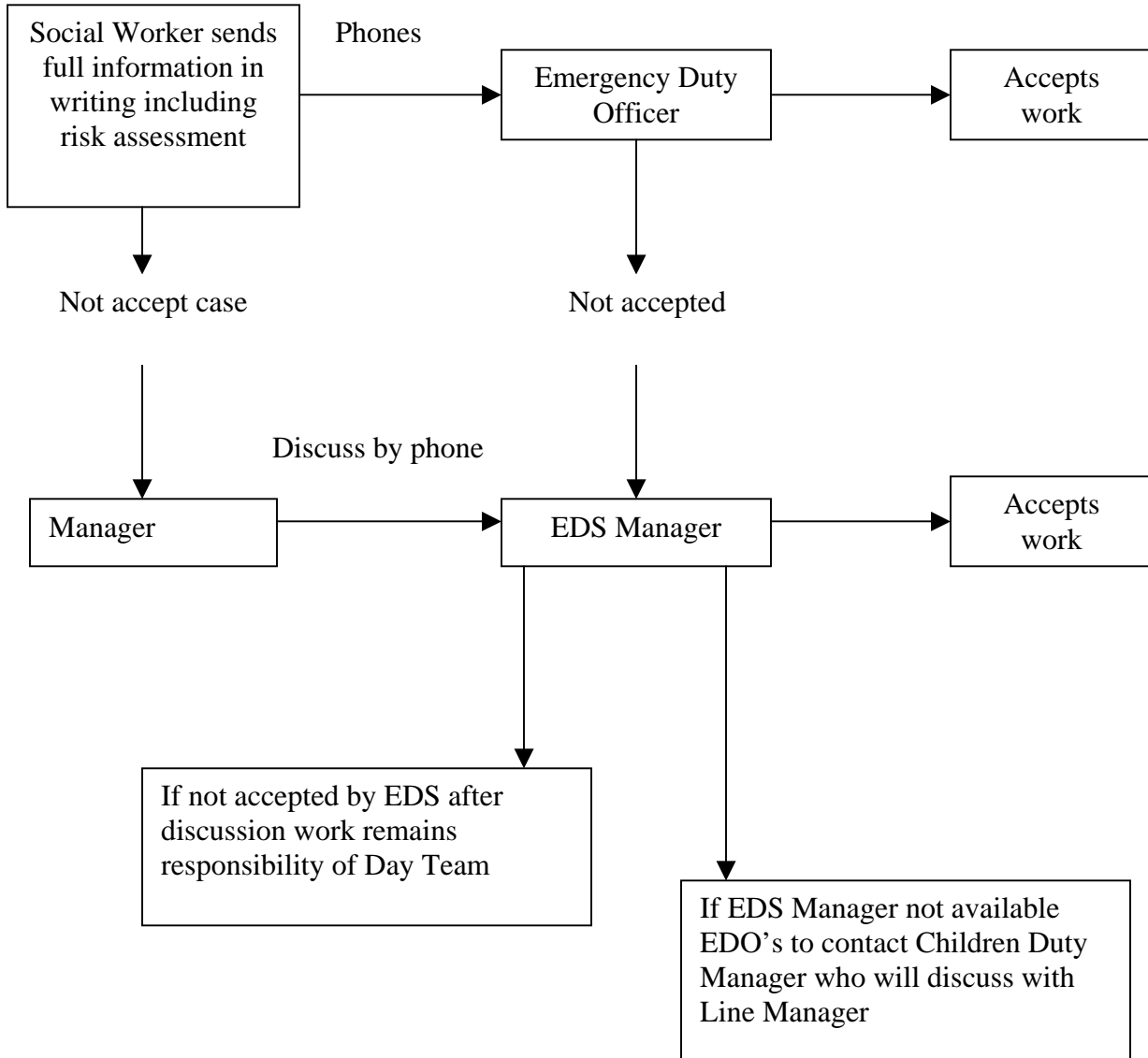


**9.URGENT CASE HANDOVER TO EDS AT 5.15PM  
ESCALATION PROTOCOL**



Situation **has** to be resolved on the evening either EDS accepts responsibility or day team retains responsibility. On the day resolution has to happen between Line Manager and EDS Manager (or Children Duty Manager). There is no further escalation process other issues will be discussed during the day.