

## 6. Escalations

When risks are unable to be mitigated within the service / programme areas (mitigations 1-6 above) and/or extend beyond the agreed improvement period, they require to be escalated to relevant Governance Group where a decision should be made to determine if the risk is Operational or Strategic and the necessary actions agreed. The governance group/s for each of the assurance areas and measurements are outlined below.

Assurance Area	1. Safe	2. Effective	3. Person Centred	4. Regulatory
<b>Measure (a)</b>	Adverse Events (including RIDDOR)	Core Mandatory Training	Complaints	Professional Registration
<b>Escalation Group</b>	<i>Clinical &amp; Care Governance or Business Governance</i>	<i>Workforce Governance (Engagement Subgroup) or Clinical &amp; Care Governance</i>	<i>Clinical &amp; Care Governance or Business Governance</i>	<i>Workforce Governance (Engagement Subgroup) or Clinical &amp; Care Governance</i>
<b>Measure (b)</b>	Duty of Candour	Personal Development (including PDPR)	Service User Experience & Engagement	Staff Performance Management (Conduct or Capability)
<b>Escalation Group</b>	<i>Clinical &amp; Care Governance</i>	<i>Workforce Governance (Engagement Subgroup) or Clinical &amp; Care Governance</i>	<i>Workforce Governance (Engagement Subgroup) or Clinical &amp; Care Governance or Business Governance</i>	<i>Workforce Governance (Engagement Subgroup) or Clinical &amp; Care Governance</i>
<b>Measure (c)</b>	Health & Safety	Supervision		External Compliance or Professional Audit (e.g. HSE, MDR, EHRC)
<b>Escalation Group</b>	<i>Business Governance or Clinical &amp; Care Governance via Health and Safety Governance Group</i>	<i>Workforce Governance (Engagement Subgroup) or Clinical and Care Governance</i>		<i>Clinical and Care Governance or Business Governance</i>
<b>Measure (d)</b>	Workforce Management	Service Performance and Quality Indicators and Standards		

<b>Escalation Group</b>	<i>Workforce Governance (Access and Demand Subgroup)</i>	<i>Escalation could be to any Governance Group depending on the service specific KPIs</i>		
<b>Measure (e)</b>		Finance / Resources		
<b>Escalation Group</b>		<i>Finance &amp; Performance or Business Governance via HSCP Premises Group or Contracts and Commissioning</i>		
<b>Measure (f)</b>		Change Management (including Workforce Organisational Change, Equalities Duties and Service or Programme change)		
<b>Escalation Group</b>		<i>Partnership Forum or Clinical &amp; Care and Governance</i>		