

Escalation Procedure

How an issue will be escalated, if necessary

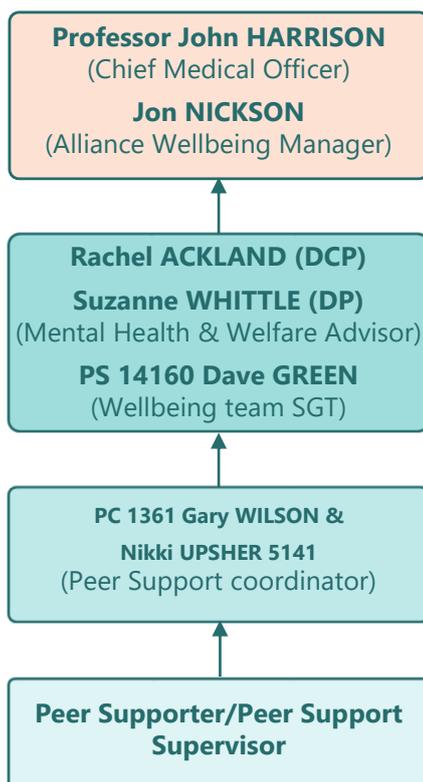
This is the agreed process for escalating any issues that may arise as a result of engagement with the Peer Support service. Issues of confidentiality will be treated slightly differently to those of performance, as detailed below.

When would a Peer Supporter breach confidentiality?

In principle, all conversations between a Peer Supporter and the person being supported are confidential. However, there are rare occasions when that confidentiality may need to be breached. These would be for matters of safeguarding, misconduct or criminality. Whilst disclosure of such topics is rare, when they do happen a Peer Supporter will attempt to safeguard as discreetly as possible in line with the agreed process below.

If as a Peer Supporter you have immediate safeguarding concerns i.e. someone is considering suicide or you believe life is at risk of serious harm you must ensure that they are referred to the appropriate support immediately be that 999, the Mental Health Crisis team, GP and/or OHSU. If you call 999 for immediate medical assistance you also need to ensure that the Force Incident Manager (FIM) (in Devon & Cornwall Police) / Force Incident Commander (FIC) (in Dorset Police) in the Police Force Control room is informed as you are supporting a member of the police organisation. Please refer to the useful contacts list at the end of this document.

Any personal data disclosure needs to be the minimum necessary to achieve to outcome and only to those that need to know.



How would I raise issues about my Peer Supporter?

In the unlikely event you have any concerns about the support you are receiving from your supporter, please use the escalation procedure below.



Useful Contact Details

If there are instances where an individual discloses matters of misconduct or criminality the matter must be referred immediately to Professional Standards Department whose contact details are below:

- [Professional Standards Department Contact details](#) (DCP)
- <http://dpintranet/Departments/professionalstandards/Pages/Default.aspx> (DP)