Outcome Resolution Flow Diagram

In exceptional circumstances negotiations at informal stage can be held between Chair and Team Manager

> Positive Outcome Resolutions will be raised formally on ICS under Positive Outcome

INFORMAL STAGES

Informal discussion to take place between Chair and social worker to discuss the Outcome Resolution and timescales. This is to be followed up with an email to SW and TM and placed on ICS as an informal resolution.

Timescale to be agreed between the TM and Chair.

Timescale

Day 5

Day 10

FORMAL STAGE 1

Resolved

Placed on ICS

Outcome Resolution Form to Team Manager

Copy of Outcome Resolution to relevant Service Manager and SQA Service Manager

No resolution/Unsatisfactory resolution

STAGE 2

Resolved

Placed on ICS

Outcome Resolution form to Service Manager

Copy of Outcome Resolution to Both Head of Service and SQA Service Manager

No resolution/Unsatisfactory resolution

STAGE 3

Outcome Resolution Form to Head of Service

Reminder to all the above Copy to Head of Service and SQA Service Manager

No resolution/Unsatisfactory resolution

STAGE 4

Resolved

Resolved
Placed on ICS

Placed on ICS

Outcome Resolution to all the above.

Copy to Assistant Executive Director of Children's Services.

No resolution/Unsatisfactory resolution

Consideration given to notify the Director of Children's Services.

Consider referral to CAFCASS (IRO Service Specific)

The Outcome
Resolution can be
sent straight to
Stage 2-4 if the
resolution requires
that level of
management
response

Day 15