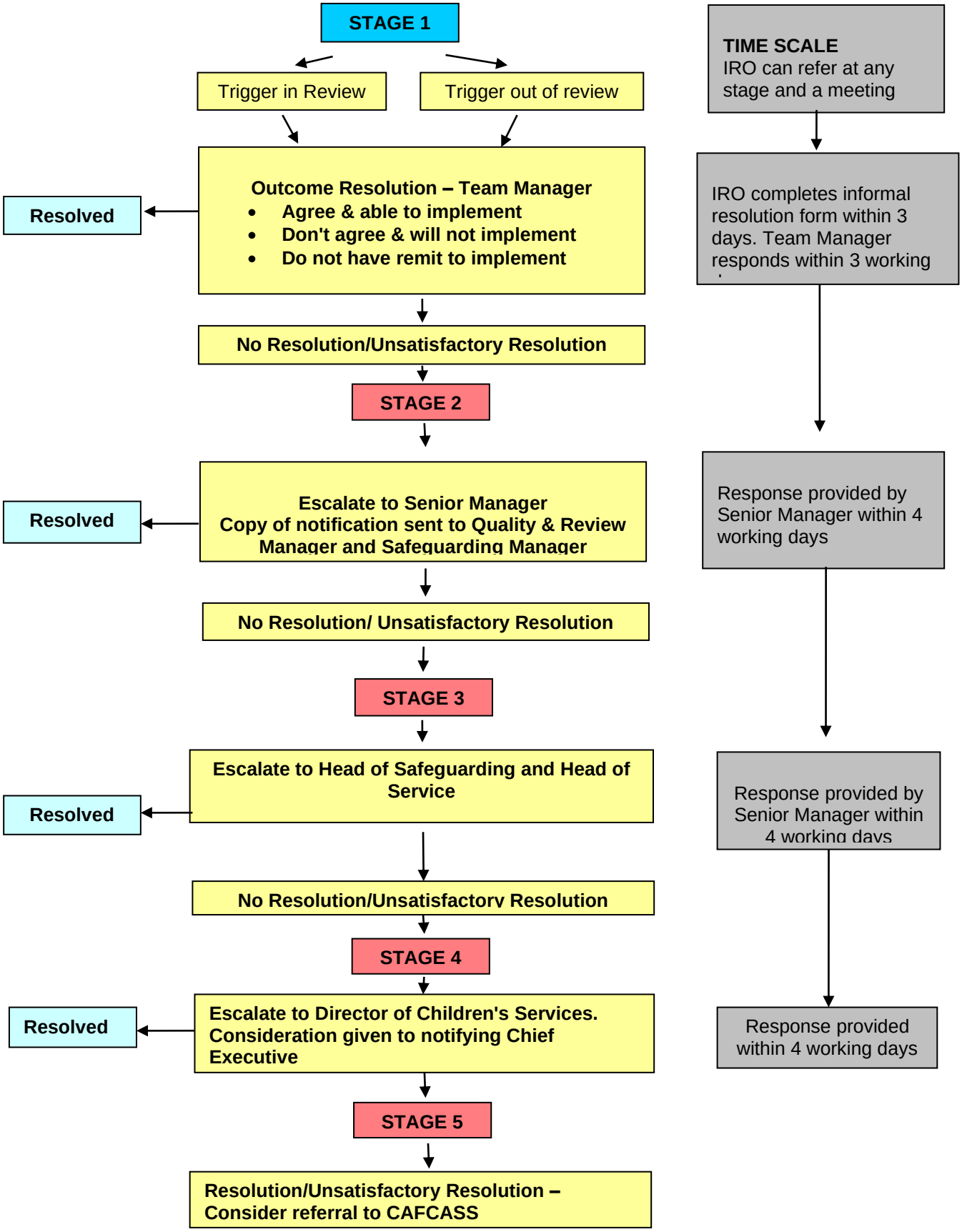
STAGE 1
Trigger in Review
Trigger out of review
TIME SCALE
IRO can refer at any stage and a meeting
Outcome Resolution – Team Manager
Agree & able to implement
Don't agree & will not implement
Do not have remit to implement
Resolved
IRO completes informal resolution form within 3 days. Team Manager responds within 3 working
No Resolution/Unsatisfactory Resolution
STAGE 2
Escalate to Senior Manager
Copy of notification sent to Quality & Review Manager and Safeguarding Manager
Resolved
Response provided by Senior Manager within 4 working days
No Resolution/ Unsatisfactory Resolution
STAGE 3
Escalate to Head of Safeguarding and Head of Service
Resolved
Response provided by Senior Manager within 4 working days
No Resolution/Unsatisfactory Resolution
STAGE 4
Escalate to Director of Children's Services. Consideration given to notifying Chief Executive
Resolved
Response provided within 4 working days
STAGE 5
Resolution/Unsatisfactory Resolution – Consider referral to CAFCASS