

The IRO may bypass any stage and progress a dispute to the level they consider most appropriate, dependent upon the urgency and severity of the concern.

IRO discusses concern with SW, (and manager dependent upon urgency / impact of issue) agrees actions, date for progress / update and identifies this as a **Tracked Recommendation**

SW advises IRO (* and AC) of progress made in addressing the recommendation at the earliest opportunity. If no update is received by the agreed date AC sends a prompt to SW and IRO to remind them to discuss

IRO sends email confirmation of Tracked Recommendation and date for completion / update to SW, PM (* and AC)

PM confirms with SW how action / update will be achieved within agreed timescale and SW completes this as agreed.

If progress / update can not be achieved by the specified date the PM negotiates an alternative timescale or resolution with IRO

IRO is not satisfied with outcome / proposal and resolution can not be negotiated with PM or Service Manager

IRO seeks '**Informal Resolution**' by negotiation working up the management line from Service Manager to Head of Service

Timescale appropriate to the nature, impact and urgency of issue

IRO satisfied that the issue is satisfactorily addressed

IRO not satisfied with outcome / proposal, and resolution can not be negotiated at this level

IRO & QASM meet with AD, and if still unresolved, with the Director to seek '**Formal Resolution within Directorate**'

10 days

At any point in the process if the IRO feels that it is in the child's best interests to do so they may seek legal advice with a view to making a referral to CAFCASS

IRO advises AC of outcome*

IRO not satisfied with suggested outcome, and resolution can not be negotiated at this level

Independent legal advise supports referral to CAFCASS

IRO makes a '**Referral to CAFCASS**'

IRO & QASM meet with Chief Executive to seek '**Formal Resolution within the LA**' of the issue

10 days

CAFCASS decide whether to proceed

*AC logs outcome of resolution process, and summary details reported by SMQA in quarterly report to Children Social Care Managers and LAC Strategic Partners