Challenge and Escalation – Flowchart

This flowchart reflects a combined formal Dispute resolution and Escalation and Challenge process for both IRO's and CC's

Stage 1 (5 Days)

To be raised by the IRO / CC with the Team Manager and a copy sent to the Social worker, Service manager and Ops manager. **Team manager to respond with an action plan around resolution within 5 working days.**

IRO / CC to review the action plan and track the actions until the outcomes for the child are achieved. If the response is not received in time or if the agreed actions are not implemented or sufficiently effective, thee process moves to the next stage.

Stage 2 (5 Days)

To be raised by the IRO / CC and Ops manager with the responsible Service Manager and a copy sent to the SW, TM and Ops manager. **Service manager to respond with an action plan around resolution within 5 working days.**

IRO / CC to review the action plan and track the actions until the outcomes for the child are achieved. If the response is not received in time or if the agreed actions are not implemented or sufficiently effective, the process moves to the next stage

STAGE 3 (4 Days)

To be raised by the IRO / CC and Ops manger with the Head of service for Safeguarding and QA. The HOS will then progress the challenge with the responsible HOS. A cop y of the challenge will sent to the SW, TM and Ops manager. **Head of Service to respond with an action plan around resolution within 5 working days.**

IRO / CC to review the action plan and track the actions until the outcomes for the child are achieved. If the response is not received in time or if the agreed actions are not implemented or sufficiently effective, the process moves to the next stage

Stage 4 (5 Days)

To be raised by the Head of service for Safeguarding and QA with the Deputy Director and or Director of CYPS. A copy of the challenge will sent to the SW, TM, HOS and Ops manager.

An Action plan around resolution to be agreed within 5 working days.

IRO / CC to review the action plan and track the actions until the outcomes for the child are achieved. If the response is not received in time or if the agreed actions are not implemented or sufficiently effective, the process moves to the next stage

Referral to CAFCASS - under Regulation 45 of the Care Planning, Placement and Case Review (England) Regulations, 2010.