

Formal Practice Learning Alert for issues of concern

The IRO can enter into dispute at any of the Stages of the Formal Practice Learning Alert and progress the escalation to the level considered most appropriate

STAGE 1

Once the Formal Practice Learning Alert has been started the resolution period is **20 Working days**

Complete the Practice and Learning Alert Template. Send to TM/SW and CYPS LAC Admin who will upload to Mosaic

TM to respond within 5 working days and to append the Practice and Learning Alert case record on Mosaic

IRO satisfied by response. IRO to append the Practice and Learning Alert case record on Mosaic and email CYPS LAC admin to complete the alert.

IRO not satisfied with the response. Escalate to **Stage 2**. Append the Practice and Learning Alert case record on Mosaic and email CYPS LAC admin to track escalation

STAGE 2

Send to Service Manager (SM)

SM to respond within 5 working days and to append the Practice and Learning Alert case record on Mosaic

IRO satisfied by response. IRO to append the Practice and Learning Alert case record on Mosaic and email CYPS LAC admin to complete the alert.

IRO not satisfied with the response. Escalate to **Stage 3**. Append the Practice and Learning Alert case record on Mosaic and email CYPS LAC admin to track escalation

STAGE 3

Send to Head of Service (HOS)

HOS to respond within 5 working days and to append the Practice and Learning Alert case record on Mosaic

IRO satisfied by response. IRO to append the Practice and Learning Alert case record on Mosaic and email CYPS LAC admin to complete the alert.

IRO not satisfied with the response. Escalate to **Stage 4**. Append the Practice and Learning Alert case record on Mosaic and email CYPS LAC admin to track escalation

STAGE 4

Send to Assistant Director (AD) and add to the Challenge Meeting Agenda

AD to respond within 5 working days and to append the Practice and Learning Alert case record on Mosaic

IRO satisfied by response. IRO to append the Practice and Learning Alert case record on Mosaic and email CYPS LAC admin to complete the alert.

IRO not satisfied with the response. Escalate to **CAFCASS**. Append the Practice and Learning Alert case record on Mosaic and email CYPS LAC admin to track escalation

Escalate to CAFCASS
See appendix 3. Referrals to CAFCASS form