

Informal Practice and Learning Alert for issues of concern

IRO prepares for review or monitoring in-between review

Concern raised

Informal Practice and learning Alert Process

Formal Escalation of Professional Concerns

IRO addresses any concerns/actions with the Social Worker /Team Manager by email or phone

All Actions to be recorded on mosaic under Quality Assurance Activity

Team have 5 working days to respond to the concerns/actions

IRO to make decision of next step

Matter resolved

Matter not resolved

Outcome complete:
All actions relating to Practice learning alert uploaded to mosaic: IRO QA activity

Formal Practice and Learning Alert initiated by IRO:
See Appendix 2