

## One Minute Guide

### Process for Dispute Resolutions

#### CP/IRO Service:

- The dispute resolution process allows CP Chairs and IRO's to escalate challenges in relation to the quality and impact of care and protection planning when children/young people are in need of care and protection.
- The dispute resolution is a form on Liquid Logic which is completed by the CP Chair/IRO.
- The response page of the form is delegated by the CP Chair/IRO to the responsible Managers dependant on the stage the dispute is raised.  
Stage 1 – Team Manager, Stage 2 - Service Manager/Head of Service, Stage 3 - Service Director, Stage 4 - Corporate Director.
- The CP chair/IRO will also add a case note to the child's file stating a dispute has been raised and at what stage, sending an alert via this case note to their respective Team manager, admin team.  
If the dispute is raised a stage 2 or above the case note alert should also be sent to the Team manager.
- If the dispute is not resolved within the specified timeframe the CP Chair/IRO will escalate the dispute through the stages until resolved.
- The Dispute should be created on all siblings that the challenge impacts.

#### Wakefield's Children's Social Care :

- The responsible Manager is required to respond to the dispute within 5 working days of the dispute being raised by the CP Chair/IRO.
- The delegated section of the dispute should be completed by the responsible manager who should then advise the CP chair/IRO this has been completed.
- The CP chair/IRO will consider the response and either escalate or resolve the dispute.

## Safeguarding and Review Unit:

- SGRU will monitor the timescales for dispute resolutions to avoid drift and delay from occurring.
- SGRU updates the dispute resolution spreadsheet following email confirmation from the CP Chair/IRO that a dispute has been raised and when resolved.