

# MOSAIC User Guide for IRO QUALITY ASSURANCE PROCESS

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## Children's Services

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Version: 1.0  
Date: 01/07/20

## Introduction

The **IRO Quality Assurance Process Workstep** has been created so that any concerns or informal and formal challenges identified during **LAC Reviews**, can be recorded by the IRO within this new **Workstep** and this will start the formal **Dispute Resolution Process** stages.

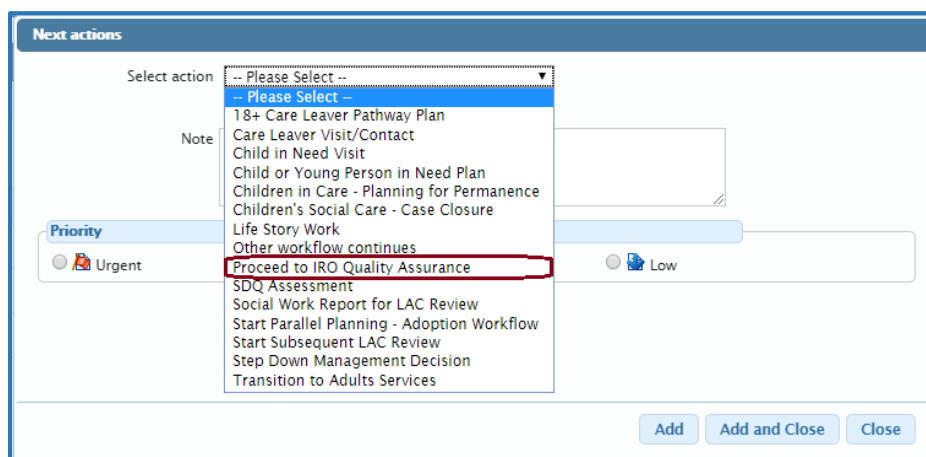
This **Workstep** can be actioned as a **Next Action** from the **LAC Review Workstep**. Or if the **LAC Review Workstep** has not been started as it is not due for a few months' time, you can get this **Workstep** from the Start menu and by selecting the **Significant Information on an open case**.

These will be mainly for issues raised outside of a **LAC Review**.

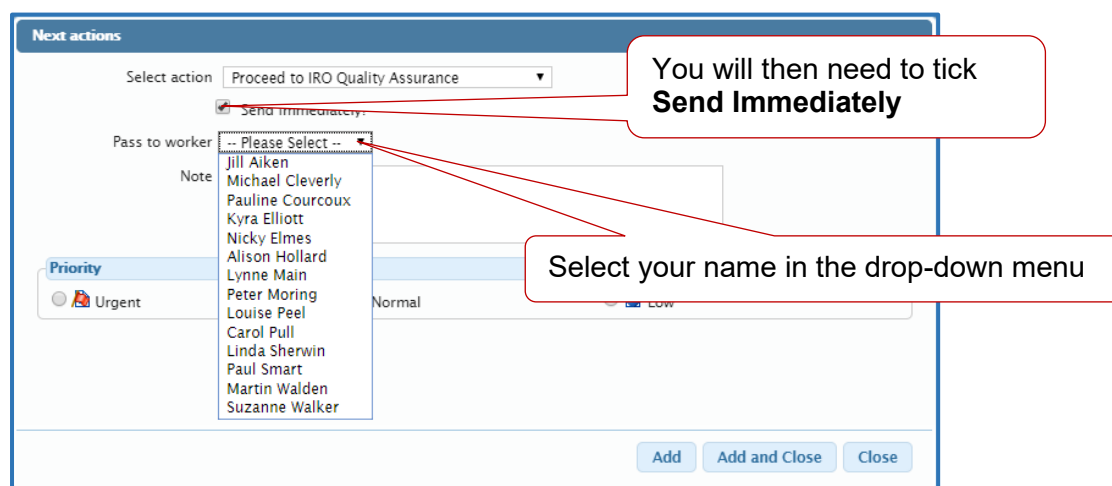
# LAC Review

## Completed by the IRO

Starting with the **LAC Review**. When you have finished typing up the **LAC Review** and completed the **IRO Audit – LAC Care Planning and Review**, where you have identified concerns, you will need to go to section 2 and choose the **Next Action** of **Proceed to IRO Quality Assurance**.



The screenshot shows the 'Next actions' form. The 'Select action' dropdown menu is open, displaying a list of options. The option 'Proceed to IRO Quality Assurance' is highlighted with a red box. Other options include '18+ Care Leaver Pathway Plan', 'Care Leaver Visit/Contact', 'Child in Need Visit', 'Child or Young Person in Need Plan', 'Children in Care - Planning for Permanence', 'Children's Social Care - Case Closure', 'Life Story Work', 'Other workflow continues', 'SDQ Assessment', 'Social Work Report for LAC Review', 'Start Parallel Planning - Adoption Workflow', 'Start Subsequent LAC Review', 'Step Down Management Decision', and 'Transition to Adults Services'. The 'Priority' section shows 'Urgent' selected. The 'Note' field is empty. The 'Add', 'Add and Close', and 'Close' buttons are at the bottom right.



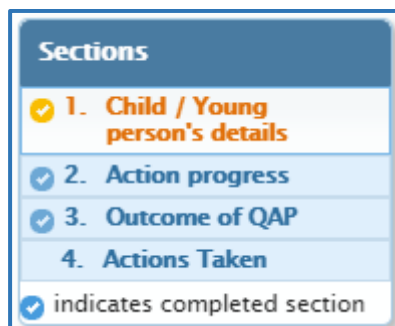
The screenshot shows the 'Next actions' form with two annotations. The first annotation, 'You will then need to tick Send immediately', points to the 'Send immediately' checkbox, which is checked. The second annotation, 'Select your name in the drop-down menu', points to the 'Pass to worker' dropdown menu, which is open and shows a list of names: Jill Aiken, Michael Cleverly, Pauline Courcoux, Kyra Elliott, Nicky Elmes, Alison Hollard, Lynne Main, Peter Moring, Louise Peel, Carol Pull, Linda Sherwin, Paul Smart, Martin Walden, and Suzanne Walker. The 'Select action' dropdown menu is set to 'Proceed to IRO Quality Assurance'. The 'Priority' section shows 'Urgent' selected. The 'Note' field is empty. The 'Add', 'Add and Close', and 'Close' buttons are at the bottom right.

Then press . Click on the  ICON. This will then send the **Workstep** to your Current Work in your Incoming Work Folder. *You will also see it appear on the Childs Person Summary Screen under Current Work.*

# IRO Quality Assurance Process

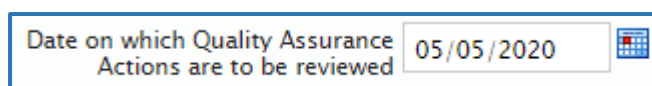
## *Completed by the IRO*


This **Workstep** contains 4 sections

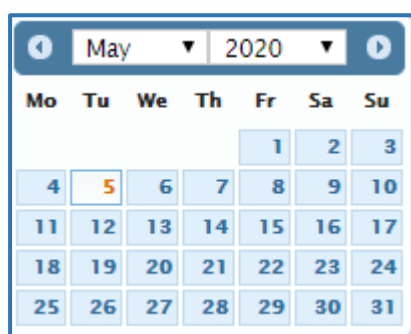


**Section 1 - Child/Young Person's Details** - All the information in this section is pulled through and does not require any input or editing unless the details are incorrect.

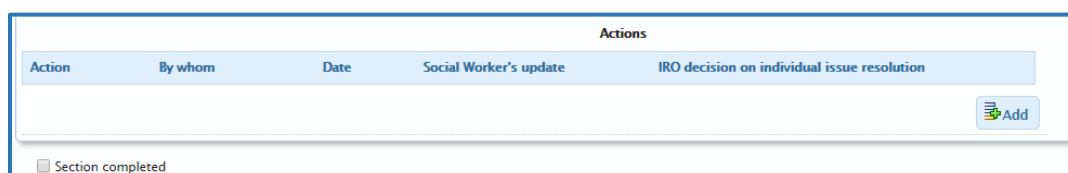
**Section 2 - Action progress** – This is where you would select the appropriate date the actions need to be reviewed.




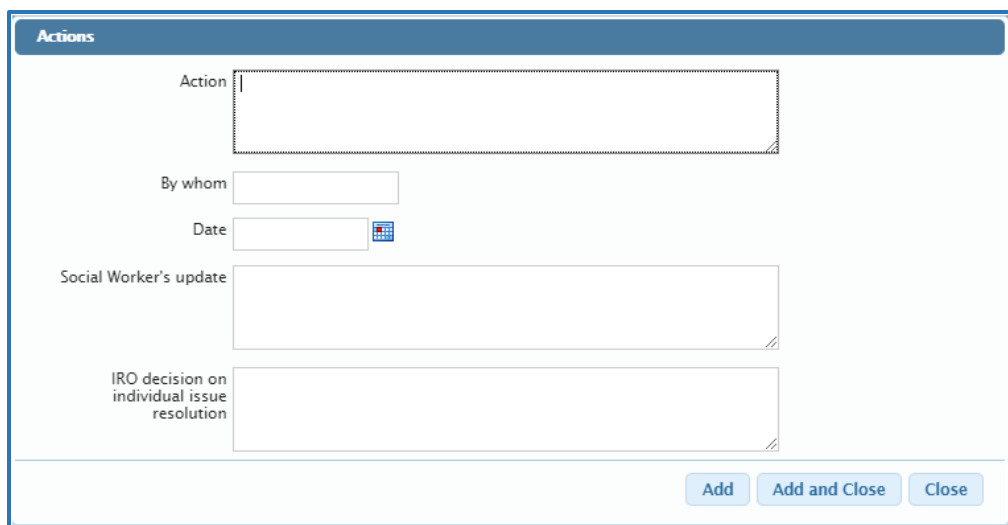
To adjust or change the date you will need to click the  ICON to do this. This will bring up a calendar picker. Click on the appropriate date and this will filter into the date field.





Complete the Actions table.




To access the table to fill in you need to click on the  ICON. This will open a new window where you can record the details of the issues you need to raise.





After each issue you will need to press the  ICON until you have finished. Once you have finished you can press .



If you only have one to add, then press  and this will fill the table.

Actions				
Action	By whom	Date	Social Worker's update	IRO decision on individual issue resolution
There has been no recorded PPM on Billys record. Billy has been in care since.... Social Worker to arrange PPM for Billy.	Allocated SW	03/07/2020		


Once you have completed the table then you will need to ensure you save by clicking on the  ICON.

You now need to send the **Request**.  
Follow the steps below to send this **REQUIRED Request**:


- Click on the  ICON.
- Select the radio  button.
- Add a note if you wish. (*Ensure this is professional and clear*).
- Pass to Worker - This mandatory **Request** should be sent to the Manager (and the Social Worker if required).

- Click the  button.
- Click the  ICON to send the **Request**.

Under your Current Work in your Incomplete Work folder you will notice the **Workstep** has turned Yellow. This means this **Request** has been sent.

Incomplete Work [31]		
	<a href="#">IRO Dispute Resolution Process Stage 1</a>	<a href="#">Iro Test (50031675)</a>

If you see the yellow now has a red border the Manager / Allocated Social Worker has returned the **Request** to you and should have a note explaining why the reason they are returning it back to you.

Incomplete Work [31]		
	<a href="#">IRO Dispute Resolution Process Stage 1</a>	<a href="#">Iro Test (50031675)</a>

Once it goes white this means they have completed their part and now you are required to complete the remaining sections of the **Workstep**.

Once the Manager / Allocated Social Worker have recorded their update in the Social Workers update in section 2. You will now need to record the **IRO Decision on individual issue resolution**.

To do this you will need to click the  ICON on the table and this will show the table contents for you to add your comments.

**Actions**

Action: There has been no recorded PPM on Billy's record. Billy has been in care since.... Social Worker to arrange PPM for Billy.

By whom: Allocated SW

Date: 03/07/2020

Social Worker's update: This has been completed but has not been uploaded to Mosaic. This has now been completed.

IRO decision on individual issue resolution:

Save Changes Cancel

Once completed click on the **Save Changes** button. This will then return you to the table where you will now see your entry.



Once this section has been completed. Remember to click .

**Section 3 - Outcome of QAP** – This is where you record the Summary and Conclusion of the concerns. Keeping this section child focused. The summary is also whether the actions undertaken by the child's Allocated Social Worker have resolved the issues originally identified.

Click on the relevant radio button to complete the **IRO Decision**. Depending on the outcome will determine which one should be ticked.

**IRO Decision**

☐ Issues resolved, no more QA needed at this time
 ☐ Outstanding issues, QA Review required
 ☒ Outstanding issues, proceed to DRP Stage 1


☐ Outstanding issues, proceed to DRP Stage 2
 ☐ Outstanding issues, proceed to DRP Stage 3

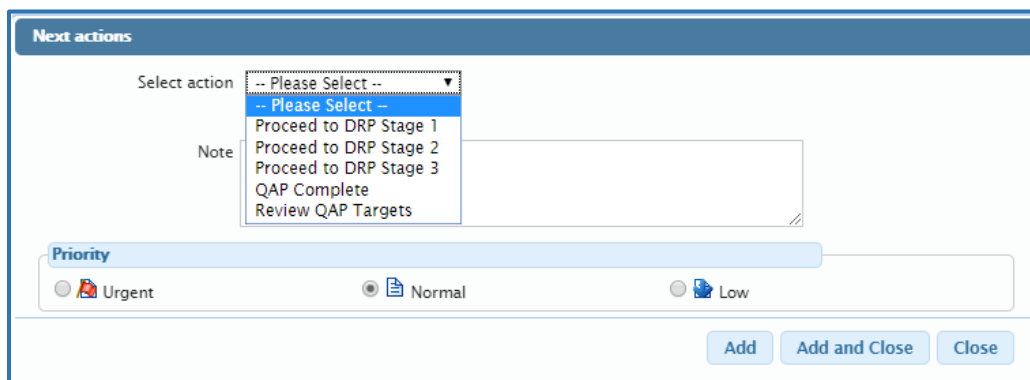
There is then an eSignature **QAP process overseen by** which you will need to tick, this will provide your verification to the **Workstep** with your details along with the date and time of sign off.

☒ QAP process overseen by

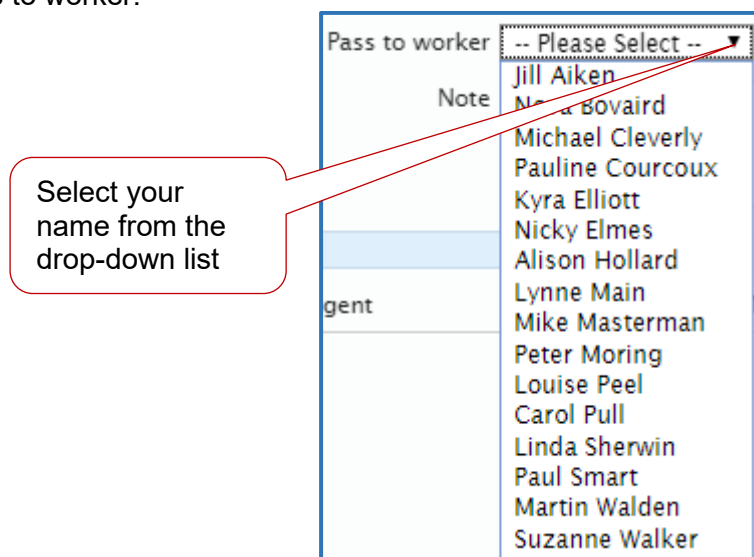
QAP process overseen by: Verified at 02:06PM on 29/06/2020 by Annie Palmer Job Title: Social Worker, Organisation: MOSAIC Support

## Section 4 - Actions Taken - This will reflect what you decided in your **IRO Decisions**.

Click on the  button, this will open the **Next Actions** available for you to choose from.



Pass to worker.



- **QAP Complete** - This is a terminating **Next Action** and will end this process if required.
- **Review QAP Targets** – This will trigger a review of the this **Workstep** if Stage 1, 2, 3 is not required at this stage. This review document is identical to this **Workstep** and will pull through the Actions table where you can remove or add further actions that may be required or not.  
*This **Workstep** will need to be assigned to you as the IRO to complete.*
- **Proceed to DPR Stage 1, 2 and Stage 3** - Either stage can be triggered off this **Workstep** depending on the severity the issues.  
*This **Workstep** will need to be assigned to you as the IRO to complete.*




# IRO Dispute Resolution Process Stage 1

## Completed by the IRO

This **Workstep** contains 5 sections

Sections
1. Child / Young Person's details
2. Details of dispute
3. Recommended Actions
4. Outcome of this stage of DRP
5. Actions Taken

**Section 1 - Child/Young Person's Details** - All the information in this section is pulled through and does not require any input or editing unless the details are incorrect.

**Section 2 Details of the dispute** - The date of the dispute will need to be checked it is correct as this pulls through. It can be changed by using the  ICON and choose the correct date.

Date Entire DRP to be resolved by

*This date will calculate the whole process from start to finish and is shown here.*

Level of Dispute, please ensure you check this, so that it reflects the correct Stage you are in.

Level of dispute Level 1

-- Please Select --

Level 1


Level 2


Level 3


*Click on the Level of dispute drop-down and it will allow you to select a level.*


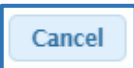
You can then record your Summary of issues in the free text box below.

**Section 3 - Recommended Actions** - By Clicking on the  button this will allow

you to add any further actions to this table. You can click on the  ICON to update the current actions.

Recommended Actions 				
Action	Who is responsible?	By when?	Update	Managers update
pmm		05/06/2020	pmm	Managers update
health				
pep				

If there is an Action that you wish to remove you can do this by clicking on the  ICON. It will ask you first before deleting, and a message will appear asking you to confirm this

action. Click on the  button to confirm to remove it or click on the  button to keep it in the table.

**Confirm**


Are you sure you wish to delete this row?

OK Cancel

Click on the  button when you have finished.

You can then record your Desired Outcomes in the free text box below.

Desired outcome




Once you have completed this section then you will need to pass to the relevant Manager for Sign off.

- Stage 1 is 5 days for Team Manager
- Stage 2 is 5 days for Service Manager
- Stage 3 is 5 days for Service Director
- Stage 4 is 5 days for Corporate Director

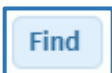

There is now a process of mandatory **Request's** to be sent within this **Workstep**.

## Request 1 -

IRO to click on the  and select the radio button



Place a note in the note field (*Ensure this is professional and clear*) should you wish to draw the Managers attention to anything or remind them to ensure they complete within timescales.

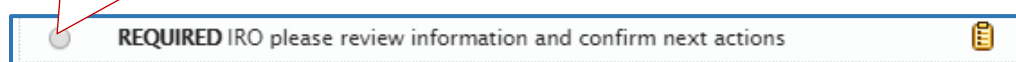
Click on the  button and find the Manager you wish to send it to. Once you have done this click on the  button.

IRO will then need to click on the  ICON and exit out of the **Workstep** to allow the Manager to access and provide an update to the issues that have been raised.

The Manager will complete their sections and complete the **Request** that was sent to them.

## Request 2 -

Manager to click on the  ICON then click on .




They will need to send the above **Request** to the allocated IRO, to alert them that the Manager has responded.

Once this has been sent by the Manager and saved and closed the **Workstep**, this **Request** can be found under the IRO's Current Work in their Incoming Requests folder.

The IRO will Resume the **Workstep** and read section 3, where the Manager has provided an update to the issues and actions.

The IRO will need to click on the  ICON and select the sent **Request**

 IRO please review information and confirm next actions (**Required**)  
- 29/06/2020 (Annie Palmer)

*This will then give you the option to Complete or Return the Request.*

Sent Request

Request Id: 85543  
Request Type: IRO please review information and confirm next actions (Required)

*You may Complete or Return the request.*

Status

☐ Completed
☒ Returned

Note

DateTime

29/06/2020 19:14

Click on the one that is appropriate then press the OK button.

Reassign OK Cancel

**Section 4 - Outcome of this Stage of DRP** - There are free text boxes to place the Overall summary of progress.

You then need to choose the Outcome of the Dispute to reflect the outcome of Stage 1.

Outcome of dispute

☐ Issue resolved – no further action required
☒ Issue unresolved – proceed to Stage 2 dispute resolution process
☐ Issue unresolved – proceed to Stage 3 dispute resolution process

☐ Issue unresolved – proceed to formal referral to CAFCASS

There is then an eSignature ☐ Independent Reviewing Officer to confirm recommendations which you will need to tick, this will provide your verification, this will show your details along with the date and time of confirmation of recommendations.

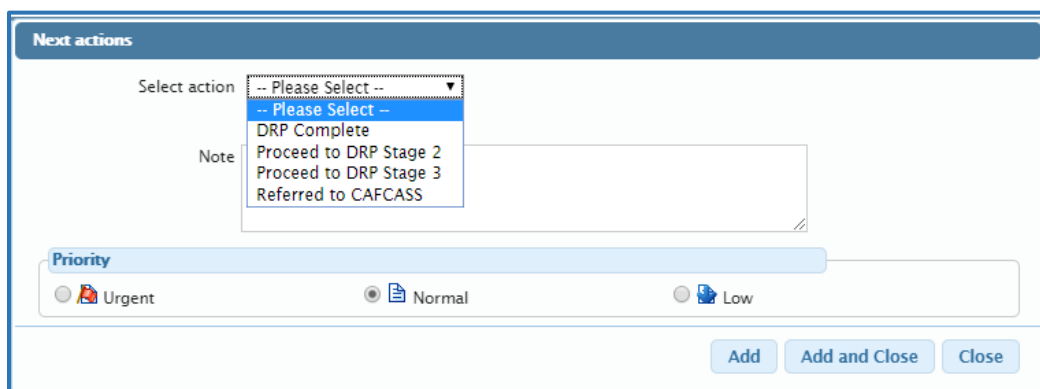
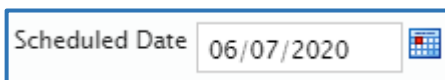
☒ Independent Reviewing Officer to confirm recommendations

Independent Reviewing Officer to confirm recommendations

Verified at 03:40PM on 29/06/2020 by Annie Palmer Job Title: Social Worker, Organisation: MOSAIC Support

## Section 5 – Next Actions - Depending on the outcome you will need to select your Next Actions.



- **DRP complete** – This is a terminating **Next Action** and will end this QA process with no further **Worksteps** initiated.
- **Proceed to DPR Stage 2 & 3** – This is a repeat of this **Workstep** you are currently in, you can go to either Stage depending on the outcome. These **Worksteps** will need to be assigned to you as the IRO to complete.
- **Referred to CAFCASS** – This is a terminating **Next Action** and will not open any further **Worksteps**. This referral is completed offline and should be attached to the record on the system.

You can choose when to schedule this work for



Once you have chosen your name from the drop-down list click on the button and the appropriate **Next Action** is then shown as below.

Add and Close

Next actions					
Next action	Assigned to	Reason	Note	Priority	Status
 Proceed to DPR Stage 2	Jill Aiken				Proposed  

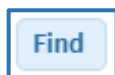
### Request 3 -

Once IRO has finished all the above.

IRO to click on the  ICON then click on  Send request. Select the radio button




Place a note in the note field (*ensure this is professional and clear*) to the IRO Manager if required.



Click on the **Find** button and find the named IRO Manager to send this **Request** to.

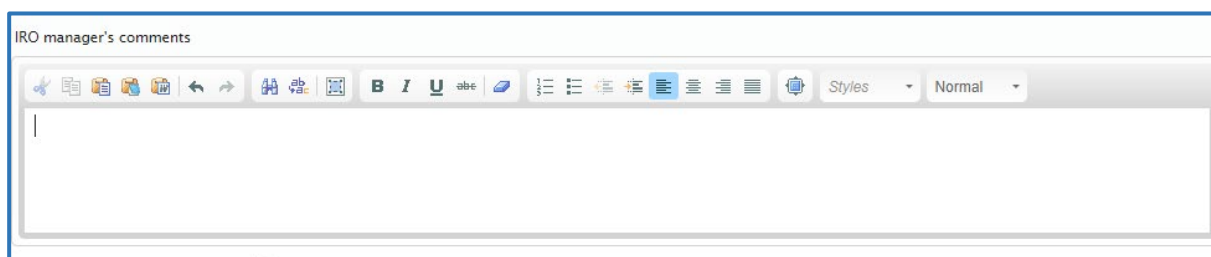


Press the **OK** button, you will need to click on the  ICON for the **Request** to be sent,



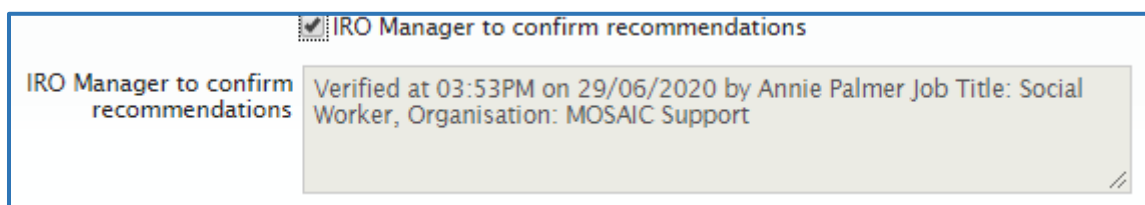
then exit **Workstep** by clicking on the **Exit** ICON and saying yes to save.

The IRO manager will then receive the **Request** in under their Current Work in their Incoming Requests folder. The Manager will then need to resume the **Workstep**. Read the issues, actions and comments. In section 4 the IRO Manager will provide an appropriate comment in the free text box.



☐ IRO Manager to confirm recommendations

There is then an eSignature which they will need to tick, this will provide your verification, this will show their details along with the date and time of confirmation of recommendations.




Once the IRO Manager has completed this they should go to the **Request** ICON and locate the **Request** that was sent to them and Complete the **Request** and then **Finish** the



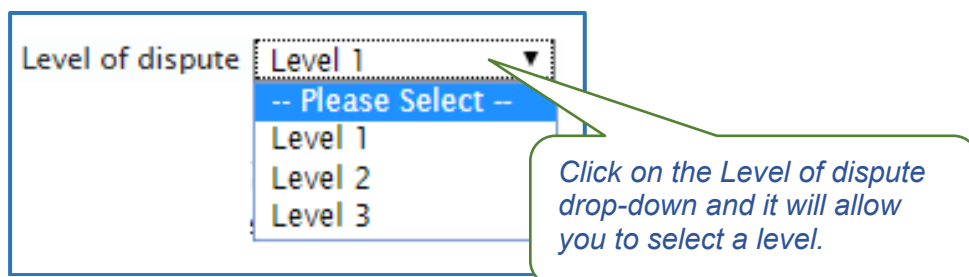
**Workstep** by clicking on the **Finish** ICON.

**IMPORTANT  
NOTICE**

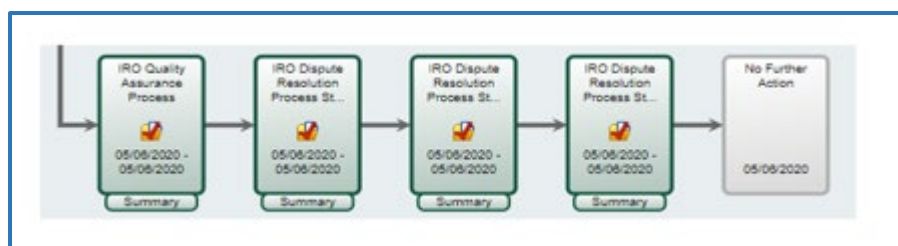
If you are proceeding to Stage 1, 2 or 3, you will notice that when you open the **Workstep**, it is the same **Workstep**, although now blank as the one you have previously used. You just need to update with the up-to-date actions and information.



Remember to update certain drop downs *i.e. dates or Level of Dispute*, please ensure you check this, so that it reflects the correct Stage you are in.

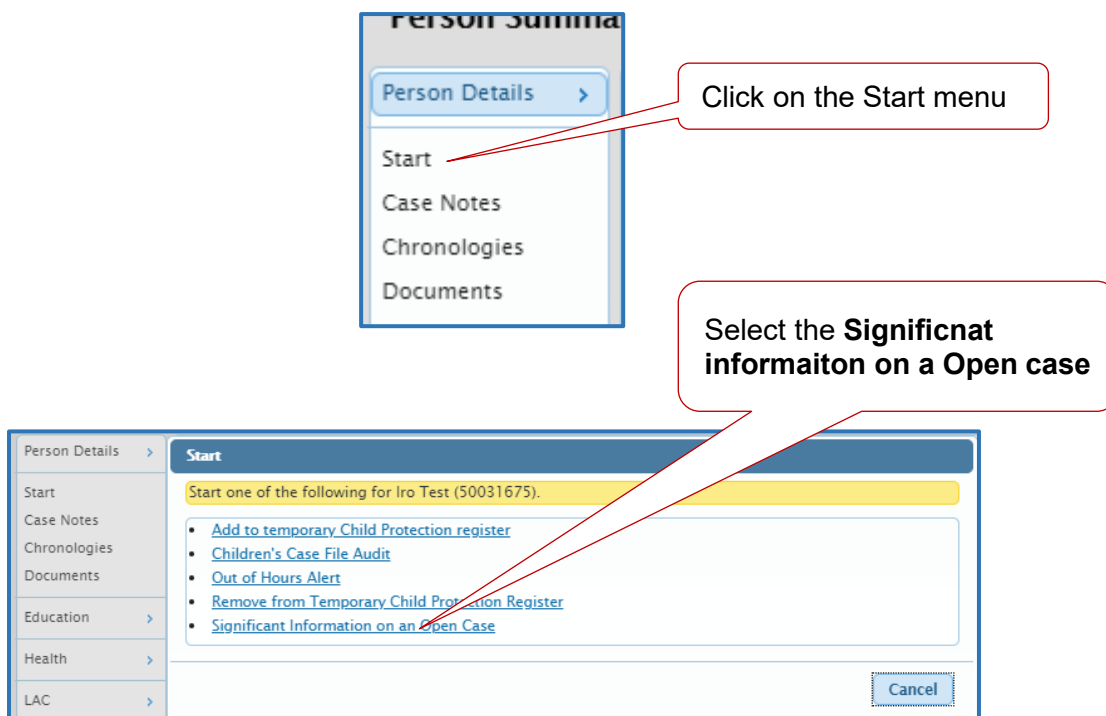


### Workflow map



## Issues raised outside of a LAC Review

If any issues were raised outside of a **LAC Review** you can start the **IRO quality Assurance Process** from **Significant information on a Open case** via the Start menu on the Person Summary screen.



This **Workstep** is completed to allow you to move onto the start of the **IRO quality Assurance Process**.

## Significant Review on an Open case


This workstep is made up of 4 sections.


Sections	
1.	Person(s) details
2.	Details of follow up information received
3.	Completion details
4.	Actions Taken

**Section 1 - Person(s) details** – You will not be required to do anything on this section.





**Section 2 - Details of follow up information received** – Enter the date of the new information received.


Date of new information received  



To add the date, click the  ICON. This will bring up a calendar picker. Click on the appropriate date and this will filter into the date field.

Below you have two free text boxes, where you should type up a brief summary of the new information and any actions to be taken in response to this information. Please keep it appropriate and accurate.

**Section 3 - Completion Details** – This will pull through your details on the system as a worker and will automatically fill in today's date. However, these fields are editable .

Name and designation  

Organisation  

Date   

**Section 4 - Actions Taken** - The action you should choose from the drop-down list is **IRO Quality Assurance Process**

**Next actions**

Select action

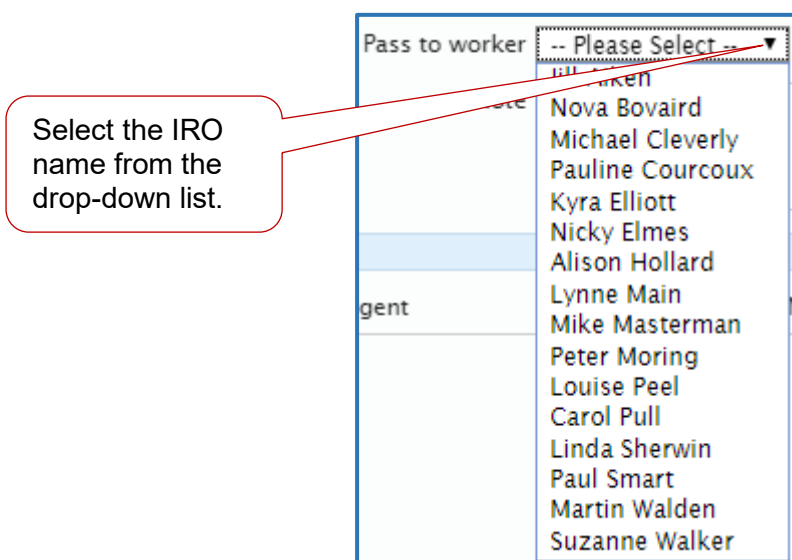
Note

Priority ☐ Urgent ☐ Low

**IRO Quality Assurance Process**


Add Add and Close Close

Pass to worker.



Then click on the **Add and Close** button.



Once the **Workstep** has been completed, you can click on the  ICON and this will then Finish the **Workstep** and trigger the **Next Action** and can be found under the IRO's Current Work in their Incoming Work folder..

### Workflow map

