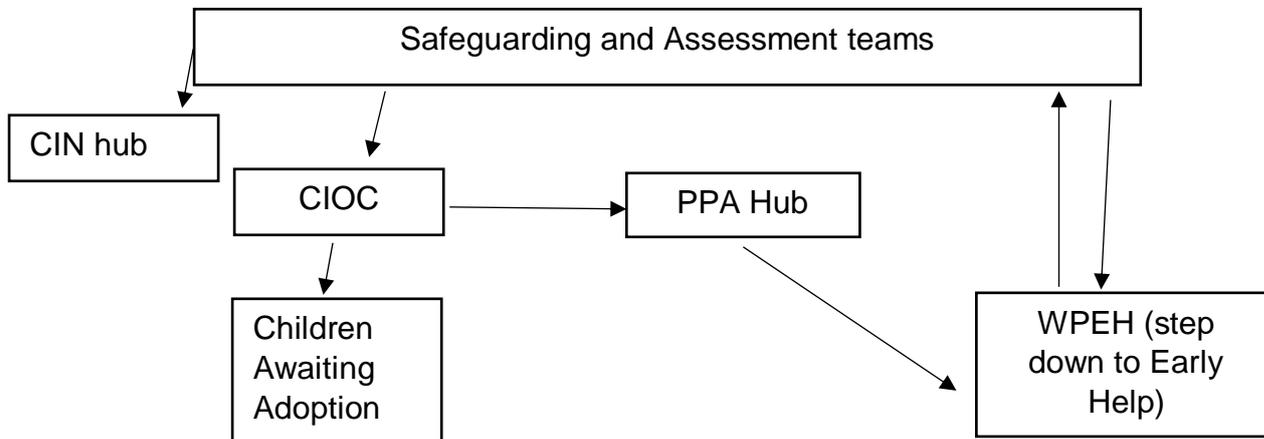


Case Transfer Across Teams / Services

- There are numerous transfer points across /services where case responsibility changes, for example:



- There is a particular process for stepping down cases to Well-being, Prevention & Early Help:
 - Locality Allocation Meeting with WPEH, assessment shared.
 - Ensure consent from the family to step down is explicit.
 - Handover meeting/visit to take place between the workers.
- When transferring any case within teams, or from one team or service to another (via Locality Allocation Meetings) whether this be CIN, PPA, CIOC the following will be completed:
 - **Up to date Chronology. Please involved the family is formulating this, information for a chronology can be obtained as part of the assessment.**
 - **Up to date Case Summary. Where age appropriate involve the CYP in this case summary in particular the pen picture, ask them to describe themselves, likes/dislikes, how they want to be involved in statutory processes, for example, CLA reviews, PEPs think about ways of enabling this. Ask them to think about how they want you to work with them, for example, go out for coffee sometimes, discuss restrictions around having to see them at placements as well and find a balance of approach.**
 - A Transfer letter to the family and multi-agency partners, stating who the new social worker is and their contact details.
 - Internal agencies involved are informed, for example, IRO / legal department/ contact team/ fostering/residential/YOT.

- **A face-to-face handover meeting is held which involves a visit to the family and the CYP. This should be a home visit, or visit to a CYP's placement/home so they have the opportunity to meet the new social worker in an informal setting and ask any questions.**
- **The YP should be provided with a 1 page profile about the social worker so they know something about them and it brings the worker to life. This ideally should be provided prior to meeting the social worker.**
- In exceptional circumstances where this is not possible prior to transfer, a CIN, CP, CAF or Core Group Meeting should be jointly undertaken so that agencies/ and the family/CYP are introduced to the new worker by the current worker.
- **A handover visit to the CYP should still be arranged to take place after this.**
- **Getting to know the CYP and case history should always be a priority. This prevents a CYP or family repeating their story to numerous people. CYP do not have confidence in staff who do not have the knowledge or understanding of their journey.**
- **CYP, however, want the opportunity to tell their side of the story too so don't make assumptions about how they viewed events. Ask them.**
- **You should not be asking families or CYP to go through what's happened to them instead of reading the case file yourself. It is imperative you read the case history prior to working a new case.**
- **When working with older CYP and CIOC booking a session with them on a one to one basis in order to understand how best to work with them and in what setting should be a priority.**
- **Building rapport and trust is a key priority.**
- Plans, visits, case notes and reports will be completed and up to date at the point of transfer to ensure the case file is current and accurate.
- The dates of future reviews/ meetings/court dates are clearly discussed with the new worker and these dates are clearly recorded on LCS.
- If a case is transferring to Children Awaiting Adoption, the CPR must be updated and the life story template completed. **This is a child's story and very integral to their identity.**
- **Adopted children do not have access to wider family members or birth parents to ask them about their birth, and early years. Please be mindful of how important this information is to them.**
- Any new Case going to a social worker should be discussed at an allocation meeting, and the social worker matched to the case
- Practice Manager to have face-to-face discussion with allocated social worker to discuss the allocation and the priority tasks that need to be undertaken.

- Statutory cases should not be transferred and allocated to staff who are off sick or on prolonged annual leave.
- **If any staff member is absent from work for a couple of days the duty social worker in the team should be made aware of this in case any issues arise. If the social worker is absent for longer than a week the YP and carers should be informed of this and who to contact in their absence.**
- **If there is long term absence and the CYP needs to be reallocated, the YP and carers should be informed and a visit arranged by the new social worker at the YPs placement. Please see above for good practice expectations around visits and reading the file etc. Letters documenting who the new social worker is should be sent to carers, YP and all other agencies involved. The IRO should be informed.**
- Any disagreements about allocation and capacity of teams to take work should be discussed at Team and Senior/HOS management level.