The Child’s Journey
CASE TRANSFER PROTOCOL
September 2018

Author: Sue Brunton-Reed & Iain Low
Version 8
## CONTENTS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Purpose</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Aims</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>Transfer of cases from the Single Point of Contact: MASH to Referral and Assessment</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>Transfer of cases from Assessment to Care Planning, Young People’s or CWD teams</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>Transfer process</td>
<td>6</td>
</tr>
<tr>
<td>6</td>
<td>Emergency and Police Protection</td>
<td>7</td>
</tr>
<tr>
<td>7</td>
<td>Transfer in Child Protection cases coming into Croydon</td>
<td>8</td>
</tr>
<tr>
<td>8</td>
<td>Pre-birth assessments</td>
<td>8</td>
</tr>
<tr>
<td>9</td>
<td>S7 and S37 Court Reports</td>
<td>8</td>
</tr>
<tr>
<td>10</td>
<td>SGO</td>
<td>9</td>
</tr>
<tr>
<td>11</td>
<td>Adoption</td>
<td>9</td>
</tr>
<tr>
<td>12</td>
<td>Young person remanded to local authority or youth detention accommodation</td>
<td>9</td>
</tr>
<tr>
<td>13</td>
<td>Private Fostering Notifications</td>
<td>9</td>
</tr>
<tr>
<td>14</td>
<td>No Recourse to Public Funds Families</td>
<td>9</td>
</tr>
<tr>
<td>15</td>
<td>Unaccompanied Asylum Seeking Children</td>
<td>10</td>
</tr>
<tr>
<td>16</td>
<td>Children with Disabilities</td>
<td>10</td>
</tr>
<tr>
<td>17</td>
<td>Transfer of looked after children to permanence</td>
<td>10</td>
</tr>
<tr>
<td>18</td>
<td>Transfer to Leaving Care service</td>
<td>11</td>
</tr>
</tbody>
</table>
1. Purpose

The purpose of this Protocol is to ensure the effective and efficient transfer of cases between Croydon’s Children’s Social Care services. Transfers should be timely; children and families should experience no gaps in service provision. The process will adopt the principles of ‘no delay’.

The purpose of this protocol is also to ensure:

- There are no unallocated cases across services and every case has a named worker within 48 hours of transfer
- Appropriate decision making is in place to ensure children and families receive the right level of service, based on application of thresholds linked to level of identified need
- Other relevant services within the council and partner agencies are clear about where and when cases are transferred

2. Aim

The main aim is to ensure that children receive the right level of service at the right time in order to achieve positive outcomes, from early help through to planning for permanency and leaving care where relevant. The transfer of cases will be conducted in a timely fashion, providing a seamless service; the child’s journey within the Service should always be the central concern.

Our standard is for all children and young people to experience a ‘warm handover’ by this we mean the transferring and receiving social workers meeting the child or young person and their family together on a joint visit, where the transfer can become real for the child or young person.

When cases meet the criteria for transfer, this should take place regardless of capacity issues in the receiving service. Transfer arrangements will always be mindful of the need to ensure children’s safety and the need for good quality information to be passed from the old team to the new team to prevent gaps in knowledge and to ensure that the welfare and protection of children is paramount.

3. Transfer of cases from the Single Point of Contact: MASH to Assessment

The Single Point of Contact: MASH (Multi Agency Safeguarding Hub) is responsible for the triage of cases and making threshold decisions about the next steps within one working day.

Managers in the Single Point of Contact determine whether a case requires statutory social work intervention or an Early Help intervention.
If the threshold is met for statutory social care intervention, there are a number of pathways the Single Point of Contact can progress the referral; in the first instance it is likely the majority of referrals will be progressed to the Assessment Teams to complete a Child and Family Assessment. However there will be some contacts that progress directly to Care Planning, Targeted Services teams, Children with Disabilities, Permanence and Leaving Care Team. A summary of such contacts include:

- Request for a transfer in Conference (see section 7)
- A pre-birth assessment where there are no other children in the family (see section 8)
- Request from the Courts for a Section 7 / 37 report (see section 9)
- Request for support for a Special Guardianship Order (SGO) placement (see section 10)
- A young person who becomes looked after as a result of a remand to local authority accommodation or to youth detention accommodation - YoDA (see section 11)
- Adoption support (see section 12)
- Private fostering (see section 13)
- Direct contact with No Recourse to Public Funds (NRPF) team (see section 14)
- Unaccompanied asylum seekers (see section 15)
- Assessment of need and services for a child with a disability (see section 16)
- Request for Leaving Care services for a relevant or former relevant child (see section 18)
- A re-referral for a case that has been closed within the last three months – this will be referred back to the Team Manager who closed the case

Other cases will be transferred to the relevant Assessment Team on duty to undertake a Child and Family Assessment.

4. **Transfer of cases from Assessment to Care Planning, Targeted Services or CWD teams**

If, as a result of a child and family assessment, the Assessment Team Manager identifies an ongoing need for statutory social work involvement under a Child in Need (S17) or a Child Protection (S47) plan this will transfer on conclusion of the assessment to either:

- A Care Planning team,
- Adolescent Services team if the main presenting need is related to adolescent behaviours including specific risk factors including CSE, missing, substance misuse and gangs involvement\(^1\)
- The 0-25 children with disability team if the presenting need meets the criteria for this service.

The transfer point will be the first child in need meeting, Initial Child Protection Conference (ICPC) or the LAC review.

Due to the volume of cases moving from the Assessment Service, a ‘Child’s Journey Listing’ (see below) will be created each week, to allow the receiving service to have oversight of cases coming into their service.

The assessment worker will give at least 5 working days’ notice to the new team of the date of the child in need meeting or ICPC through the Child’s Journey Listing.

Where the transfer point is the initial child in need meeting this will be chaired by the assessment social worker and attended by the new worker from Care Planning, the adolescent services or CWD worker.

If there is an identified need for an Initial Child Protection conference the Assessment team will request an ICPC date through the CRS system. The timeframe is that the conference should be convened within 15 working days from the first strategy discussion when the S47 was initiated.

The report to conference will be completed by the assessment team social worker.

The identified Care Planning, Adolescent Services or CWD team manager will ensure the new social worker is able to attend the ICPC. The point of transfer will be directly following the ICPC which will be attended by both the assessment team and the new care planning, CWD or adolescent services team.

If the case is to transfer to the Adolescent Service or the CWD team the assessment worker should ensure that they have a conversation with that service to ensure criteria are met, and the case will be sent to their service in tray once the assessment and the transfer documentation is completed. It will then be the responsibility of the service to determine which team and case worker will pick up the case.

If the child is not made subject of a CP plan at conference, but requires services under a Child in Need plan, the conference chair will ensure that an initial child in need plan is agreed at the conference and a date for the first child in need meeting will be agreed and recorded. The ICPC will be the point of transfer.

\(^1\) If there are other children in the family who also require a statutory service under a Child in Need Plan or a Child Protection Plan the case will be allocated to the young people’s team under the principle of only one social worker per family
If a case is escalated to PLO or proceedings before the assessment is concluded, it may still be transferred on conclusion of the assessment, but the assessment social worker will be responsible for drafting the documentation and discussion with receiving social worker and manager.

The Child’s Journey Listing will be available weekly and will alert Care Planning Service of new cases moving from the Assessment Service or the CWD Service. Assessment Team or CWD Managers will identify cases ready for transfer and either:

1) Send the case to the in tray of Adolescent Services, CWD Service or
2) Pass the following details to the Business Support Officer (BSO) within the Assessment Service by 5.00pm every Monday
   - CRS reference Number
   - Case status (CiN, CP, LAC)
   - Brief case summary
   - Date of the CiN Meeting, ICPC or LAC Review

The Business Support Officer will allocate cases to Care Planning 1, 2 or 3 on a rota basis. The Child’s Journey Listing will be sent to all Service Managers in Care Planning by 2.00pm every Tuesday to allow them to manage and ensure allocation of work is equitable and appropriate and plan for attendance at the CiN Meeting, ICPC or LAC Review which will be the transfer point.

Service Managers will respond to the BSO by 5pm on Wednesday if they wish to change the allocation, confirming their preferred service area.

Assessment Team Managers or CWD Service Team Managers will then be notified by the BSO and will send the case on CRS to the allocated Care Planning Tray (CP1, 2 or3) by Thursday 12.00.

Receiving Service Managers will then arrange transfer the case from the tray to the new practitioner on the date of the CiN Meeting, ICPC or LAC Review.

In exceptional circumstances, the Service Manager may be unable to allocate to a worker within the required timeframe. This should only be the case for Child in Need cases as no child protection case should be unallocated. In this event, the cases should be allocated to a named manager within their service (currently Head of Service) and ensure the reasons for the inability to allocate to a worker is recorded. These cases will be monitored by the Head of Service who may request work to be undertaken by the duty worker. Exception reports will be made to the Director of Early Help and Children’s Social Care.
5. CRS Transfer Process

The Team Manager responsible for the case requiring transfer should ensure that the following is complete and available on CRS in advance of the transfer.

- Transfer summary with a clear rationale for the reason for transfer
- Completed child and family assessment
- Chronology/genogram
- Up to date case summary
- All relevant paperwork including LAC reviews, PEPS, Pathway Plans, conference reports, CIN minutes and Court directions. However QA completion of these tasks should not be a barrier to transfer; they have a commitment to completing their minutes within 20 days.

The workflow on CRS must be up to date to avoid unnecessary delays in progressing the case following transfer.

Any statutory visits should be completed within timescales and recorded and cases should not be transferred with an out of date visit at the time the transfer is sent.

Once the case has been sent on to a receiving service there is no expectation that the sending service will continue to be responsible for work on the case, although specific tasks may be agreed, including cases discussion, completion of any unfinished tasks and joint handover visits. The three Care Planning services will operate a daily transfer rota and will receive cases in line with the rota. Where there is a fixed point of transfer e.g. ICPC or Child in Need meeting, the receiving service will be the one on the transfer rota on that date and the SM should be notified in advance to ensure representation at the meeting.

The outgoing worker is expected to complete the required tasks prior to transfer and it is expected that recording standards will be adhered to and work completed in advance of transfer. However in the event of any information missing from the child’s electronic record there should be discussions and collaboration between the respective Team Managers as to a timeframe to update this information and responsibility for doing so – **this is not a barrier to transfer.** If agreement cannot be reached by negotiation between Team Managers, escalation to the respective Service Managers may be needed to progress the work outstanding. The interests of the child will govern any decision about who is best placed to complete any outstanding work. If for example that worker has left, it is expected that the receiving worker will pick up work to avoid any unnecessary change of worker for the child, although Team Managers are expected to ensure work is concluded before staff leave the authority.
Under no circumstances are cases to be rejected and sent back and forth between units. This builds in drift of casework and leaves children vulnerable, with no identified worker or unit.

Cases should only be escalated to a Head of Service if Service Managers have had discussions and cannot agree on the way forward, which results in drift for the child.

6. Emergency and Police Protection

If a child is made subject of an Emergency Protection Order or placed under Police Protection, their allocated social workers will be responsible for taking forward any legal action. If the order was taken out of hours and there is no allocated worker, the case will be allocated to the Assessment team on duty and the allocation process will proceed as outlined above.

7. Transfer in Child Protection cases coming into Croydon

When a family with children who are subject to a Child Protection Plan move to Croydon, the originating authority should notify the Single Point of Contact at the earliest opportunity. The Single Point of Contact: MASH team will check that the request to transfer is appropriate, and will then put the contact onto CRS and progress to referral. They will also confirm that the referring authority has provided the following documentation:

- An up to date assessment of each child in the family
- Minutes of all the CP conferences relating to the period for which the child/ren has been subject to a CP plan
- The most recent child protection plan and most recent core group minutes (if available)
- Chronology and Genogram
- Up to date case summary
- Completed form CP 41 - an invite list for the conference
- Completed form 87A to enable relevant checks to be undertaken

The Single Point of Contact will alert the Conference Service and complete the initial report prior to transferring the case to the care planning service on the transfer rota who will allocate a worker. The Conference Service will arrange for a conference to be convened within 15 days of receiving the request. Formal case responsibility will be accepted at that case conference, although the allocated social worker may undertake an introductory visit prior to conference in collaboration with the referring authority.
8. Pre-Birth assessments

If the Single Point of Contact identifies a need for a pre-birth assessment, and there are no other children in the family, the case will transfer straight to the care planning service on the transfer rota. The service manager will allocate the case and the care planning social worker will undertake the assessment. Where there are siblings, and concerns about all children in the family including the unborn, it will transfer to the Assessment service.

9. S7 and S37 Court Reports

Referrals for S7 and S37 reports received from the Court will be allocated to a social worker from the Care Planning team on the rota, having been received and triaged in the Single Point of Contact.

10. Request for support for a SGO placement

Referrals for Special Guardianship assessment and support will be allocated to an SGO social worker in the LAC service having been received and triaged in the Single Point of Contact.

11. Remand to local authority accommodation or youth detention accommodation

Young people who become looked after as a result of a remand to local authority accommodation or youth detention accommodation (YoDA) will be allocated to a social worker in Targeted Services, having been received and triaged in the Single Point of Contact.

12. Request for adoption support

Referrals for adoption support will be allocated to an adoption team social worker having been received and triaged in the Single Point of Contact.

13. Private Fostering Notifications

These referrals will be screened by the Single Point of Contact and will then be transferred to the specialist team in the Care Planning service for a Child and Family Assessment to be completed.
If the privately fostered child has additional needs requiring a Child in Need plan or where a S47 enquiry and possible Child Protection plan is required, the case will remain allocated to the Private Fostering social worker.

14. **No Recourse to Public Funds Families**

Cases will initially be screened by the Single Point of Contact and if deemed to meet the duty of the Local Authority in accordance with Practice Guidance for Local Authorities (Assessing and Supporting Children and Families with No Recourse to Public Funds (NRPF)) the case will be transferred to the NRPF team in the Care Planning service to undertake the necessary assessment.

If there are safeguarding concerns or the child has a disability then the assessment team or CWD team will undertake the Child and Family Assessment and the case will be allocated on completion of the assessment.

15. **Unaccompanied Asylum Seeking Children**

Most cases will be referred directly to the Unaccompanied Asylum Seeking Team (UASC) within the Permanence service. If any cases present to the Single Point of Contact, they will be screened and if deemed to meet the duty of the Local Authority under statutory guidance ‘Care of unaccompanied migrant children and child victims of modern slavery - November 2017’ the case will be transferred to the Permanence Service who will undertake the necessary assessment.

16. **Service for children with a disability**

Referrals for assessments of need for children with a disability, including their siblings, will be screened by the Single Point of Contact: MASH who will discuss the case with a social worker in the 0-25 disability service to determine the next step. If the child meets the criteria for the 0-25 service, the case will be allocated to this service, otherwise it will progress to the Assessment team. If allocated to the 0-25 service, the social worker will continue to work with the family, irrespective of the level of need and service required, including safeguarding and LAC services.²

17. **Transfer of looked after children to permanence**

Any child who has a plan to remain in the care of the Local Authority will be transferred to the Permanence service. This plan should be ratified at the first review which will be the transfer point. Any child who comes into care under S20 will be transferred directly from the assessment service to the permanence service at the first LAC review unless there is an agreed return home date and a Child in Need plan is proposed to

²² If there are other children in the family who also require a statutory service under a Child in Need Plan or a Child Protection Plan it is expected that the family will be allocated to the CWD team under the principle of only one social worker per family

21/09/2018
support the return home, or there is a plan to initiate proceedings. In these situations, the case will transfer to the Care Planning service; otherwise the permanence service will be responsible for the work under S20, including plans to reunite the child with their family.

The other transfer point to permanence will be at the conclusion of care proceedings following the court hearing when the final care order is made. The permanence service will be responsible for any work required, including any plans to reunite child home under a Care Order.

The case will be sent by the care planning team manager to the Permanence in-tray and the service manager will be responsible for allocating the case within 48 hours and ensuring CRS is updated accordingly. Exception reports will be made to the relevant Head of Service if a case has not been allocated within 48 hours. There should be no children awaiting allocation. Transfer arrangements to permanence are as set out above in section 5, including an expectation that work will be completed to the required standard prior to transfer.

18. Transfer to Leaving Care service

An explicit aim of the Children (Leaving Care) Act 2000 is to facilitate a smooth transition from care, improve preparation, planning and consistency of support for young people with Personal Advice and Pathway Planning for young people up to the age of 21, or 25 years if continuing in education.

In order to achieve this objective, the Leaving Care service will allocate a worker to any young person who is 17 years in order that they can attend the last two LAC reviews and plan a smooth transition. The allocated LC worker will meet with the referring social worker and the young person to plan tasks and set objectives.

During the transitional period the referring social worker will maintain contact with the named Leaving Care Worker who will be able to provide advice and support in preparing to transfer young people to the Leaving Care Service.

Social Workers from the transferring teams preparing to transfer a case, must ensure that the following is documented and recorded on CRS:

- **Pathway Plan which clearly states the following:**
  - Housing application and Registration number
  - Application for Sponsored Tenancy Scheme completion date
  - Full landlord/placement details and contacts
  - Placement cost with managers agreement and end date for extension
  - Necessary notice period given to the current provider (usually 28 days) & Placement Cost.
  - Approved DOB (Very important that this corresponds with HO records)
Current Immigration Status & Solicitor’s details.
In time application to extend leave
Young person’s current mobile/phone number
Bank account details
NI Number
Savings
Health Needs (to be detailed and included transfer summary)
Education /Training /NEET details
Employment – full or part time
Information of any dependents /parental responsibility for children in their care, is that child known to social services? If so in what capacity; CP/CIN concerns, category, current care plan, involved social worker contact details.

- **CRS / Info @ work to include**
  - Transfer summary signed by team manager
  - A file auditing form signed by team manager.
  - Copy of Initial Home Office document and Evidence of In time application to extend leave
  - Completed age Assessment
  - Full birth certificate and up to date passport for young people born in UK
  - Learners Agreement
  - Case chronology not CRS chronology
  - Signed Staying Put Agreement
  - Benefits appointment date booked
  - Copy of application for Landlord Bonded Scheme on CRS

At the final LAC review the allocated social worker will go through the transfer checklist with the Leaving Care worker.

If there is information missing from the young person’s electronic record there should be discussions between the respective Team Managers as to a timeframe to update this information and responsibility for doing so – **this is not a barrier to transfer** and all young people should be transferred to the Leaving Care serve by their 18th birthday. It is expected that Team Managers can work together to come to agreement and should endeavour to do so. If agreement cannot be reached by discussion, escalation to the respective Service Managers may be needed to progress the work outstanding. The interests of the young person will govern any decision about who is best placed to complete any outstanding work. The outgoing worker is expected to complete the required tasks prior to transfer.