



HILLINGDON

LONDON

Protocol for children transitioning from one social work team to another within Hillingdon Children's Social Care

Introduction

This protocol applies to all social care teams working in Children's Services. The premise of the protocol is that child centred transitions for children and their families are at the core of our social work practice throughout the child's journey. In addition, that children, young people and their parents or carers have where possible the option choice as to who will support them during their journey.

Purpose

- To ensure safe and timely transition of children and young people's case responsibility
- To ensure children and young people are informed about their allocated social worker and the team responsible for their plan
- To ensure a seamless transition for children across the service areas
- To ensure clear lines of communication in preparation for transfer
- To promote joint working and a collaborative approach at the earliest opportunity during transitions for children when a newly allocated worker is required to support them

Principles

- The child's needs should be at the centre of any process
- The principles of choice, involvement and participation in the process is pivotal
- The social worker or personal advisors' profiles for the relevant team should be shared when the child is agreed to require continued support from the Child in Need & Child Protection Service, Corporate Parenting Service, Court Team or Children with Disabilities Team.
- Social worker profiles should be shared at the earliest opportunity to enable introductions and facilitate a seamless transition
- Children and their families will 'tell their stories' once
- All managers have a shared responsibility for the work of the department as a whole and the way work flows through and between services
- Social workers and team managers should work collaboratively, when a child is to be allocated a new social worker as well as at point of transfer, in order to promote good practice
- All files will be quality assured prior to transfer by the team manager

- Minimising the number of social work changes for the child is essential in order to best meet the needs of children and their families
- There will be no delay in transfers as this is detrimental to the child and their family
- All teams will prioritise their own workload and if there are difficulties in doing so the team manager will speak to their Head of Service for additional support
- Case management responsibility including the decision-making process, quality assurance and case direction transfers when the child is allocated a new social worker and not when a transfer is pending
- The same transfer standards apply when a team is ending their involvement with a family.

Case File Expectations

- Chronology must be up to date and evidence the impact on the child of the significant event detailed in the 'outcome' column to illustrate the 'so what?' aspect
- Case Summary will include: the pen picture of the child and updated every three months or when a significant event takes place, with clear risk issues highlighted and regularly updated.
- Case notes up to date and finalised, including final later life case note from the transferring social worker to the child or young person concerned.
- Child and Family Assessment updated within the last 6 months
- Record of case management decisions and practice supervisions
- Accurate demographic information including ethnicity, gender and primary language
- All relevant documents held in Civica will be signposted on LCS case notes

Practice expectations

- Communication with child and family regarding the transition is an essential part of the process
- Social worker profiles should be shared at the earliest opportunity to enable introductions and facilitate a seamless transition
- Notification of the first meeting, conference or review is conveyed to the incoming team within 24 hours of the decision being made to provide a longer-term support and/or protection plan

For looked after children

- Social worker profiles should be shared at the earliest opportunity to enable introductions and facilitate a seamless transition
- the placement planning meeting must have occurred prior to transfer and within 5 working days of the commencement of a new placement
- Placement plan to be completed before transfer
- Initial health assessments will be commissioned within 48 hours of the child becoming accommodated
- Personal education plan will be arranged within 10 working days

- Pathway plan - Part 1 will be completed where relevant
- Referral to the National Transfer Scheme for UASC will be made within two days of the welfare interview
- Children should have been seen within 1 week of transfer initiation

For children considered at initial child protection case conferences

- Social worker profiles should be shared at the earliest opportunity to enable introductions and facilitate a seamless transition
- The report and reasoning for progression to ICPC should be shared with the family at least 48 hours before the ICPC
- Children should have been seen within 1 week of a new social worker being allocated

For children with complex needs

- Social worker profiles should be shared at the earliest opportunity to enable introductions and facilitate a seamless transition
- The assessment should be shared with children and their families prior to transfer
- The reason for ongoing support fully explained with parental consent for ongoing support obtained
- Children should have been seen within 2 weeks of a new social worker being allocated
- Support plans will be co-produced by the receiving team and the family at the first meeting

For children and young people being supported by the Youth Justice Service

- Social worker profiles should be shared at the earliest opportunity to enable introductions and facilitate a seamless transition
- Parental consent should be obtained to refer to CSC unless the child or young person is thought to be at risk of significant harm
- The reason for CSC involvement should be shared with children and their families prior to transitioning
- The reason for ongoing support fully explained with parental consent for ongoing support obtained
- Joint working to be promoted with an ending completed by the YJS practitioner in the event a Court order expires
- Children and young people should be seen within 48 hours of being referred to statutory social work services and within 24 hours if deemed to be at risk
- Support plans will be co-produced by the receiving team and the family at the first meeting

For children with additional needs including the 'step down' process to Stronger Families (early help and prevention)

- Keyworker profiles should be shared at the earliest opportunity to enable introductions and facilitate a seamless transition
- An Early Help Assessment to be completed by the allocated social worker

- A 'next steps' meeting to be arranged by the allocated keyworker
- The parent(s) or carers as well as the professional network supporting the child to be notified of the transition and invited to the first meeting
- the next steps meeting to be held within 5 working days of the management decision to transition to Stronger Families, where practical
- If no keywork support is agreed to be necessary, the allocated social worker will complete the EHA and ensure the first next steps meeting takes place
- The next steps plan to be co-produced in partnership with the child's parents/carers and the professionals working with the family
- Lead professional to be agreed prior to the first next steps meeting
- In the event there is an escalation in risk resulting in a role for statutory services being required, the existing professional network should continue to work with the family and a social worker will join the network in order for a child and family assessment to be completed

Process for Transfer

- Social worker profiles should be shared at the earliest opportunity to enable introductions and facilitate a seamless transition
- The allocated team manager will quality assure the child's file to ensure the necessary standards have been met before the transfer is initiated on LCS
- Incoming team managers will review case files and hold a discussion with the outgoing manager within four working days of being notified of the decision for the child to transition. At this time arrangements including confirming the social worker chosen by the child/family, practitioners' case discussions, joint visits, video calls, outstanding tasks as well as the date of the re-allocation must take place
- The new social worker must be re-allocated no later than 48 hours from the LCS transfer request being initiated
- Where transfer expectations have not been met the receiving team will return the case for rectification by the outgoing team to resolve and return within 24 hours
- Team managers must have a collaborative approach to children's transitions to avoid any unnecessary delay leading to confusion, drift or dis-engagement by children and their families

Table of current key transfer points

Transfer Points	Outgoing Service	Receiving Service	Best Practice Guidance
New referral for C&F and or Section 47	MASH	FR	In cases of Section 47 this should occur immediately with C&F's between 1-3 days dependant on the RAG rating
New contact received when the most recent involvement was within 12 weeks	MASH	FR, CSW or CWDT	Case to be reviewed by HoS before reassessment agreed. Once agreed transfer to occur immediately
EHA received	Early Help Hub	Stronger Families (Early Help and Prevention)	The contact is given the outcome of Stronger Families and assigned to the relevant locality team early help module work tray. Practitioner profiles to be shared by the incoming team manager. A later life case note from the allocated worker to the child or young person to be completed when ending their involvement.
EHA completed	FR or CiN & CP Service	Stronger Families (Early Help and Prevention)	An EHA is completed and the child stepped down to a lead professional on completion of a C&F or EHA. In addition, the transfer process for children with additional needs is completed including practitioner profiles to be shared by the incoming team manager. A later life case note from the allocated worker to the child or young person to be completed when ending their involvement.
Notification of request for SGO Assessment	MASH	FR and Kinship Team	Transfer to both teams within 24 hours to enable joint working. A later life case note from the allocated worker to the child or young person to be completed when ending their involvement.
Notification of a potential private fostering arrangement	MASH	CiN & CP Service and Kinship team	Transfer to both teams to enable joint assessment and practitioner profiles to be shared. A later life case note from the allocated worker to the child or young person to be completed when ending their involvement.

Notification from Court for a Section 7 or Section 37 report	MASH	COURT or CiN & CP Service or FR	<p>If child currently has an allocated social worker then the report is to be completed by them.</p> <p>If case closed or not known, then the s37 report will be completed by the Court Team and practitioner profiles to be shared.</p> <p>S7 reports to be completed in accordance with CAFCASS guidance.</p> <p>A later life case note from the allocated worker to the child or young person to be completed when ending their involvement.</p>
Child in Need plan assessed as required	FR	CiN & CP Service	<p>On completion of the C&F assessment being shared with the family as well as the practitioner profiles the transition should take place. The receiving team to allocate within 48 hours and coproduce the CIN Plan with the family. A later life case note from the allocated worker to the child or young person to be completed when ending their involvement.</p>
Initial Child Protection Case Conference agreed to be convened	FR	CiN & CP Service	<p>CPA consultation must be completed within 24 hours of being requested. Practitioner profiles to be shared. FR Team Manager to communicate the ICPC date within 24 hours of the strategy meeting taking place with the receiving team manager to ensure the new social worker participates. Social worker reallocation on LCS within 24 hours of the ICPC. A later life case note from the allocated worker to the child or young person to be completed when ending their involvement.</p>
Child or young person requires statutory social work support	YJS	FR and CiN & CP Service (Adolescent Team)	<p>Joint working to be promoted to facilitate a collaborative approach to meet the young person needs and risk management plan. Adolescence Team practitioner profiles to be shared. A later life case note from the allocated worker to the child or young person to be completed when ending their involvement.</p>

Child becomes LAC	FR or CiN & CP Service	CPT or COURT	<p>Practitioner profiles to be shared during the assessment process. Transition to take place following the PPM.</p> <p>Transferring team to ensure that the LAC Health Assessment, LAC Review and PEP are booked prior to transfer. In addition that the C&F assessment and placement plan pt 1 is completed. The case should be re-allocated within 48 hours of the LCS transfer request being initiated.</p> <p>For UASC, NTS referral to be completed within 2 working days of the welfare interview.</p> <p>A later life case note from the allocated worker to the child or young person to be completed when ending their involvement.</p>
Child becomes subject to Care Proceedings	FR or CiN & CP Service	COURT	<p>Practitioner profiles to be shared within 5 days of the LPM if thresholds for proceedings agreed to be met. Incoming manager to be notified at the legal planning meeting with the case to transfer within 24 hours of the First Hearing.</p> <p>In addition any direction agreed at the first hearing, with a filing date 10 days following transfer, will be undertaken by the transferring team; however this will not delay the transfer but will be completed as a task eg updating statement with the transfer taking place within 24 hrs of the First Hearing.</p> <p>A later life case note from the allocated worker to the child or young person to be completed when ending their involvement</p>
Child becomes subject to a Care Order	COURT	CPT	<p>Transition to occur within 24 hours of the final hearing.</p>
Child becomes subject to a Supervision Order	Court	CiN	<p>A later life case note from the allocated worker to the child or young person to be completed when ending their involvement.</p>

Child ceases to be LAC but requires CIN Plan	CPT	CiN & CP Service	<p>Transition to occur within 7 days of the last Hearing. The outgoing team should progress immediate directions e.g. contact plans, updating care plans and also allow time for SW to share the outcome of court with the child and family. Joint visit should take place during this time.</p> <p>A later life case note from the allocated worker to the child or young person to be completed when ending their involvement.</p>
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