**Overview:**

* A Child Protection (CP) Transfer In, is when a child(ren) from another local authority (LA), is/are on a Child Protection Plan and move to live in Kent.
* The previous LA need to transfer the child(rens) case/records to the appropriate Children’s Social Work District Team in Kent (depending on where the child(ren) will be living).
* The process of transferring the case from the previous LA to Kent, is coordinated through the Front Door Service and tracked by the Child Protection Chair (CPC) Service.

**Process Part 1 – Receipt of Initial CP Transfer In Request**

1. CP Transfer In Requests are emailed to the Front Door - CY Mailbox.
2. Duty Admin Officer checks the address for the child is in Kent, by using [Royal Mail postcode checker website](https://www.royalmail.com/find-a-postcode).
3. If the child resides in Medway, Duty Admin replies to the referrer to advise and asks them to make the CP Transfer In Request to Medway.
4. If the request is not on a Request For Support Form (RFS Form), Duty Admin replies to the referrer, with the link to the [RFS Form](https://www.kscmp.org.uk/guidance/child-in-need-chin), asking for it to be completed and submitted to Front Door Mailbox through Firmstep.
5. Duty Admin allocate the email to an Admin Officer undertaking the Loading task.
6. The Admin Officer searches for the child/family members on EHM, by searcing names, dates of birth and addresses for child and all immediate family members (parents, siblings).
7. If parents/siblings are found but not the child(ren) mentioned in the RFS, then create the child(ren) and complete the demographics for each child. Ensure all family members are ‘linked’ in the Relationships section.
8. If the child(ren) are found, create all family members mentioned in the RFS (if not already done) and ensure all family members are ‘linked’ in the Relationships section.
9. If no family members including the child(ren) mentioned in the RFS are found, then create the family, ensure demograhics are completed for all and ‘link’ all family members in the Relationships section.
10. The Admin Officer creates a Contact on the child(rens) record on EHM as follows,
    1. Create a Contact on EHM entering the following information
       * 1. Date of Contact – today’s date
         2. Contact Method – email
         3. Reason for Contact – FD Request for Support
         4. Firmstep Reference – Transfer In
    2. Details of person making Request for Support
       1. Complete all referrers details
          1. Does the person wish to remain anonymous? – No
          2. Role of person making contact – 5C
          3. Consent – No
          4. Form Type – Request for Support
          5. Details – [Enter all details from RFS]
          6. Primary reason for request – None of the above
    3. Navigate to Initial Decision tab and complete
       1. Initial Decision – No role for CSWS or EH Unit
       2. Triage Comment – ‘CP Transfer In’
       3. Name of Manager making the initial decision – find your name from the address book
       4. Date and Time of Initial decision – today’s date and current time
       5. Name of Team Making Initial Decision – ‘Other
    4. Navigate to the Next Steps tab and complete
       1. Action taken – select Information, Advice and Guidance
       2. Reason for Action Taken – leave blank for now, you will come back to this
       3. Contact Decision Date – today’s date
       4. Name of officer completing next steps stage – select name from drop down list
       5. Name of team completing next steps stage – Other
    5. Navigate to the Attachments tab and complete
       1. Category – Front Door
       2. Type – Request for Support
       3. Date – today’s date
       4. Notes – ‘CP Transfer In received [date and time].’
       5. Upload the RFS Form (and any other documents)

**PLEASE DO NOT FINALISE THE CONTACT AT THIS POINT!**

1. Next, you will need to complete a [CP Transfer In Letter to Referrer](file:///\\invicta.cantium.net\kccroot\Global\Ashford\CY%20SCS%20Front%20Door\Guidance\Business%20Support%20Guidance\4.%20CP%20Transfer%20In\FINAL%20Transfer%20In%20Letter%20to%20Referrer%20v1.docx), ensuring you complete the fields highlighted in red. The Locality to which the child is moving will determine which District Team the case will be allocated to. If more than one child has been captured in the RFS Form, please include details of all the children in the letter.
2. Save a copy of the letter to your desk top [ ] and then upload a copy of the letter to the child(rens) Contact by following the above process. **DO NOT FINALISE CONTACT AT THIS POINT!**
3. Forward a copy of the original email, with all documents attached and also attach a copy of the CP Transfer in Letter, ensuring the email is secure, to the referrer and copy in the allocated District Team and the CPC Team either NW or SE ([CPC Team NW – CY](mailto:cpctmnw@kent.gov.uk) or [CPC Team SE – CY](mailto:cpctmse@kent.gov.uk)). You should also copy in the Fair Access Team, by emailing the individual in the table below depending on the District

|  |  |
| --- | --- |
| **Name** | **District** |
| Zoe Webb | Maidstone, Tunbridge Wells, Tonbridge & Malling |
| Carmen Louth | Dartford, Gravesend & Sevenoaks |
| Andrea Roffe | Ashford, Shepway, Dover, Deal and Sandwich |
| Lynne Nothwood-Jones | Thanet & Canterbury |
| Sharon Richards | Swale |

1. Go to your Mailbox, Sent items, find the email above and select ‘forward’
2. Copy all of the information in the email
3. On the Contact on EHM, navigate back to Next Steps tab and paste the information from the email into the ‘Reason for Action Taken’ field.
4. Now you can Finalise the Contact!

**Process Part 2 – Follow Up**

Once the referrer has sent all the information needed to the District Team, as per instructions in the CP Transfer In Letter to Referrer, the District Team will make contact with the Front Door to complete the CP Transfer In Process, as follows

1. District Team will email the Front Door using the template below

Acceptance email template

Dear Front Door 

This email is to confirm that the CP Transfer In for [NAME OF CHILD] - [ID NUMBER] has been accepted. Please find attached all relevant documents to be loaded by the Front Door team. 

Kind regards 

[Signature]



1. Duty allocates the piece of work to an Admin Officer
2. Admin Officer searches for the child(ren) on EHM.
3. Navigate to the Forms tab and ensure original Contact from the other Local Authority is on the child(ren) record. Any discrepancy should be alerted to a Senior Adminitration Officer.
4. Using the original RFS Form, Admin Officer creates a further Contact on the child(rens) record on EHM
   1. Create a Contact on EHM entering the following information
      * 1. Date of Contact – today’s date
        2. Contact Method – email
        3. Reason for Contact – FD Request for Support
        4. Firmstep Reference – Transfer In
   2. Details of person making Request for Support
      1. Complete all referrers details
         1. Does the person wish to remain anonymous? – No
         2. Role of person making contact – 5C
         3. Consent – No
         4. Form Type – Request for Support
         5. Details – [Enter all details from RFS]
         6. Primary reason for request – None of the above
   3. Navigate to Initial Decision tab and complete
      1. Initial Decision – Threshold met for CSWT
      2. Triage Comment – ‘CP Transfer In’
      3. Name of Manager making the initial decision – find your name from the address book
      4. Date and Time of Initial decision – today’s date and current time
      5. Name of Team Making Initial Decision – ‘Other
   4. Navigate to the Next Steps tab and complete
      1. Action taken – Threshold met for CSWS
      2. Reason for Action Taken – *copy and paste the text from the Acceptance Email from the District Team.*
      3. Contact Decision Date – today’s date
      4. Name of officer completing next steps stage – select name from drop down list
      5. Name of team completing next steps stage – Other
   5. Navigate to the Attachments tab and complete
      1. Category – Front Door
      2. Type – Request for Support
      3. Date – today’s date
      4. Notes – ‘CP Transfer In received [date and time].’
      5. Upload the RFS Form (again!) along with all other documents.
   6. Finalise the Contact
5. Then follow the process to transfer a case from EHM to Liberi. You will find guidance on this on OneNote, Business Support Tray Section, Urgents/C&F and then follow from Point 5.
6. Once transferred to Liberi, *start* a Contact on Liberi
7. Reassign the Contact to the Duty Manager in the District Team to which the child(ren) are allocated (this information can be found on the [CSWT Rota](file:///\\invicta.cantium.net\kccroot\Global\Ashford\CY%20SCS%20Front%20Door\Team%20lists\CSWT%20Duty%20Rota%20-%202020.xlsx)).
8. Email the District Duty Manager using the template below,

*Dear Team*

*Please find attached request for a CP Transfer in conference. Child’s ID:*

*The contact has been reassigned to your tray on Liberi*

*Kind regards*

*[Signature]*