

# Children's Services

## Internal procedures for managing concerns on an open case

<b>Title</b>	<b>Internal procedures for managing concerns on an open case</b>
<b>Purpose/scope</b>	To outline process and procedure to follow when information is received about a child/young person who is open to the service
<b>Subject key words</b>	Concerns, contact, open
<b>Council Priority</b>	Behaviours: be consistent
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<b>Date Established</b>	2017
<b>Date of Next Review</b>	01.04.2025
<b>Service Improvement &amp; Efficiency Validation</b>	
<b>Legal Sign Off</b>	n/a
<b>Finance Sign Off</b>	n/a
<b>Approver and date</b>	Jeanette Hill 15 <sup>th</sup> May 2023

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### Concerns via FPOC:

1. FPOC to take the basic detail to determine the urgency of the call;
2. FPOC records the call in observations/case notes;
3. FPOC transfers the call to the relevant admin team;

### TEAM ADMIN

1. ADMIN takes the call and transfers directly to the allocated social worker if available.
2. If allocated social worker **is not** available ADMIN will need to inform the caller of expected due back time (having checked the whiteboard to distinguish if the worker will be away for a short period i.e. in a meeting, medium term i.e. annual leave or long term i.e. sickness), ADMIN to then ask the caller if they want to leave a message or to speak directly with a worker if urgent or if it cannot wait for the worker to return.
3. If message to be taken, ADMIN to email the allocated social worker with details of the call and copy team manager (or covering team manager) into the email.
4. If call is to be transferred due to urgency (or matter cannot wait until return of allocated social worker) then 1) transfer to duty social worker, if not available 2) transfer to responsible team manager, if not available 3) transfer to covering team manager, if not available or no one identified 4) any available team manager, if none available then escalate to service manager following the same

principle i.e. firstly responsible service manager, then any service manager.

### Concerns via COMPASS:

1. Compass to record concern in a case note on LCS, assigning an alert to the allocated social worker, the relevant team work tray and team manager (in the absence of the team manager the covering team manager should check the work tray regularly).

### Procedure for dealing with concerns on a closed case but where sibling is open:

