

Case Transfer Protocol

In Derbyshire we have robust and effective processes for cases to step up and down between Early Help and Social Care services. This protocol is to ensure that we have equally robust processes for cases to transfer between workers on teams.

Cases should not become a routine process and should only be transferred between workers if there are clear and appropriate reasons as it is good practice to maintain continuity of allocated workers for children and their families, enabling the development of good and consistent working relationships to effect positive change.

Reasons for case transfer may be:

* The allocated worker is leaving the Locality
* The family have moved house and the case is transferring to another Locality or another Local Authority
* There has been an irretrievable breakdown in the working relationship between the family and the social worker
* The child is now a Child in Care and it is appropriate to transfer case responsibility to a social worker from the Children in Care Team
* If there are other reasons for changing the allocated social worker then this must be agreed with the Head of Service

If case transfer has been agreed by the Team Manager (for in-Locality transfers) or between Team Managers (for inter-Locality transfers) then there should be a clearly agreed plan for the transfer between workers.

Best practice is for the Team Managers and/or Practice Supervisors to meet, with the transferring and receiving workers to discuss the issues in the case, background information, case-management requirements in the short and long-term and the current worker’s insights into how best to engage with the family

This meeting should identify the date of the agreed transfer and any planned introductory visits for the new worker (where achievable)

A case transfer template document is available to provide a clear record on the child’s file. This document records the following:

Name of child(ren): (*identify all of the children who are transferring to the new worker*)

Date of Case Transfer: (*as agreed at the transfer planning meeting*)

Reason for change of Social Worker (*as identified by the current Team Manager* - *if this is for a reason other than those identified above the Team Manager must agree the transfer with the Head of Service in advance*)

Date agreed with Head of Service

(*if applicable*)

Impact on the child

(*How will the change of worker affect the child? What has been done to minimise this impact and how has the child been informed/prepared for a change of worker*)

When & how have the family been informed?

(*Please ensure that all relevant family members have been informed of the change of social worker and given the necessary contact details in a timely manner*)

When & how have involved professionals been informed?

(*Please ensure that all relevant professionals and agencies have been informed of the change of social worker and given the necessary contact details in a timely manner. Please identify the professionals who have been notified. If it is not possible to confirm the identities of any new professionals if the family are moving between localities or Local Authorities it will be the responsibility of the new social worker to update the file accordingly*)

Key dates for meetings/visits/court

*(Please identify the nature of the event, along with the date, time and venue – this may refer to planned statutory visits, core group or CIN meetings, reviews, court hearings etc.)*

Outstanding Actions

(*Any additional tasks, case requirements, upcoming reports etc. that the receiving worker will need to undertake*)

Once completed this document should be uploaded to the child’s file and identified as the case transfer record.

A case summary should be recorded in case notes and clearly labelled.

Case transfer template

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| Name of child(ren): |  |
| Date of Case Transfer: |  |
| Reason for change of Social Worker  (*if this is for any reason other than the previous worker leaving the locality the Team Manager must agree the transfer with the Head of Service in advance*) |  |
| Date agreed with Head of Service  (*if applicable*) |  |
| Impact on the child  (*How will the change of worker affect the child? What has been done to minimise this impact and how has the child been informed/prepared for a change of worker*) |  |
| When & how have the family been informed?  (*Please ensure that all relevant family members have been informed of the change of social worker and given the necessary contact details in a timely manner*) |  |
| When & how have involved professionals been informed?  (*Please ensure that all relevant professionals and agencies have been informed of the change of social worker and given the necessary contact details in a timely manner. Please identify the professionals who have been notified*) |  |
| Key dates for meetings/visits/court  *Please identify the nature of the event, along with the date, time and venue* |  |
| Outstanding Actions  (*Any additional tasks, case requirements, upcoming reports etc. that the receiving worker will need to undertake*) |  |