Practice Matters

Case closure

What is case closure?

For practitioners in Early Help and Safeguarding, case closure is about ending our involvement with a child, young person or family, and ensuring that the this is well planned, and communicated with the family and all stakeholders. Case closures may be due to: a child, young person or family no longer needing support from Early Help and Safeguarding, family makes sustainable changes meaning risk levels have reduced / threshold for intervention no longer met, family withdraws consent / do not engage, family moves out of Derbyshire, or partner agency providing emerging needs support

Why do we need a case closure process?

* Helps children, young people and families to understand who has / is supporting them and the outcomes they have achieved
* Supports Starting Point when triaging new referrals
* Assists managers and leaders with understanding work levels and capacity in teams
* Ensures Supporting Families claims can be made
* Helps partner agencies understand when they might need to provide emerging needs support to a child, young person, or family

What good practice looks for case closure?

* Good communication between practitioners, partners and families to ensure everyone is clear about why the case is closing
* Discussions should take place with key relevant partner agencies and the family, prior to a case closing to identify whether on-going support emerging needs support is needed, how these outcomes will be met and who else needs to be involved once closed to children’s services. This best ensures their commitment to, and understanding of, the plan going forward.
* The practitioner’s manager will ensure there is oversight and agreement of the decision to close the case. The assessment or Child’s Plan will provide the evidence needed for case closure

To be completed within 7 days of the decision being made to close the case including where a single assessment concludes no further actions.

* Practitioner to complete the Case Closure workflow (though it is not necessary to send a copy of this to the family or partner agencies)
* Practitioner to complete the final Child’s Plan review and request Business Services to process a case closure letter will be sent to the family and key partners (Business Services staff to complete tasks within a maximum of 10 days of receipt of requests)
* Practitioner writes a case summary case note on Mosaic
* Practitioner ensures that Supporting Families evidence workflows are completed
* Practitioner to ensure their worker’s current relationship with the family is ended in Mosaic, along with the completion of the checklist within the workflow

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