



# Case Transfer Standards

## Step Up and Step Down

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This document sets out the requirements for workers when transferring cases between early help and social care, it sets out the process and explains how work undertaken as part of the Signs of Safety/ Wellbeing Assessment and Planning process should inform the next assessment and plan. This will help to:

- Ensure the family benefits from a transition period where both the Early Help Worker and Social Worker are involved before the case transfers.
- Minimise duplication for the family and children.
- Ensure key information such as the genogram, words and pictures, recent direct work with the child and chronology forms part of the new assessment and is recorded in a way which can be easily picked up via audit and performance monitoring reports.

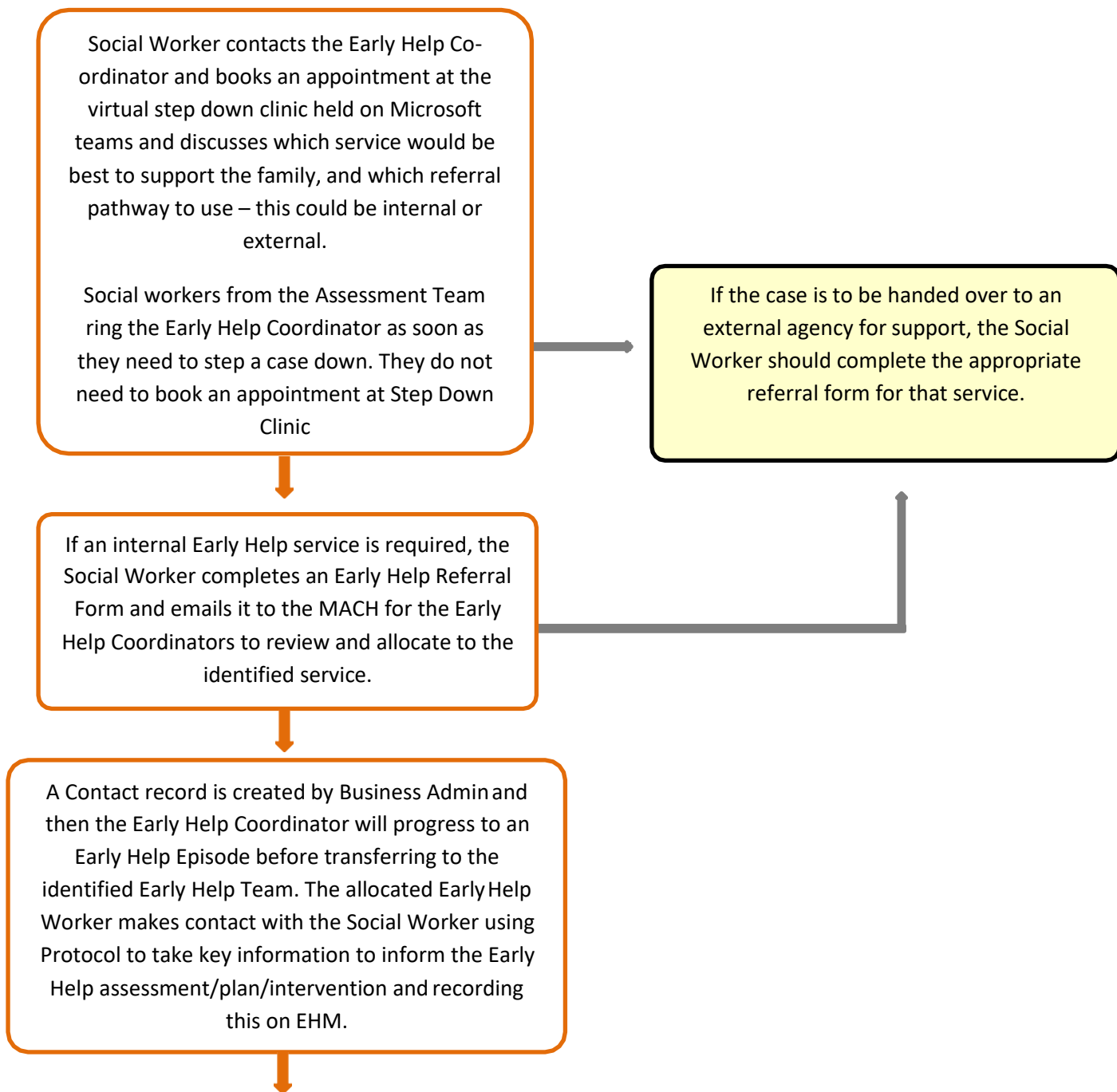
### Document Review Information

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# 1 - Virtual Step Down to Early Help Process

## 1.1 Virtual Step Down Process Flow Chart - Clinics held every 4 Thursday's.



## 1.2 Virtual Step Down Practice Standards

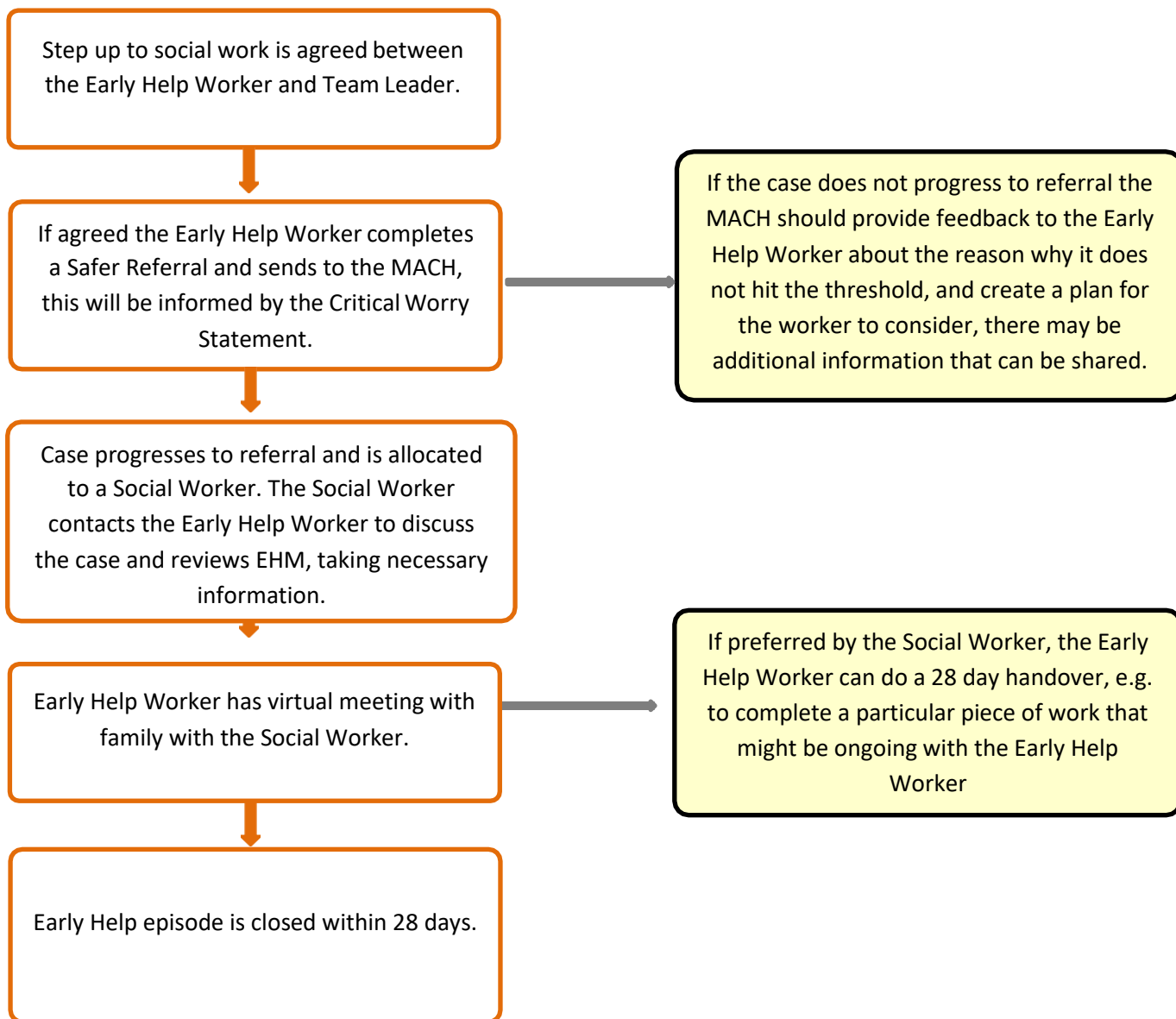
- 1) Following the decision to step down a case, the Social Worker will ring the Early Help Coordinators to book an appointment at the step down clinic which will be held every 4 Thursdays on Microsoft Teams. On clinic day they will discuss the case and the support required. If this case is from the Assessment Team they do not need to book on at clinic. They will discuss the case with the Early Help Coordinators and step cases down as soon as they have completed their assessment.
- 2) The Social Worker completes the Early Help Referral Form and emails to the MACH. The referral should include the following wording clearly stated on the request form “Step Down to Early Help agreed with Team Manager and following discussion with Early Help Coordinator” so that the MACH manager knows to authorise the request.
- 3) The Early Help Admin Officer at the MACH will set up a contact on EHM the Early Help Coordinator will review this and progress to an Early Help Episode.
- 4) Where an Early Help Assessment is required the lead practitioner must check Protocol to understand the history of the case taking information as appropriate to complete the Early Help Assessment including the family network and the chronology. The genogram document should be saved and uploaded to EHM; this can be found in the general Documents Tab on Protocol and should be saved in the equivalent place on EHM.
- 5) The allocated Early Help Worker or if unavailable, their Team Lead will attend the last Child in Need Meeting to hand over the case (if this is not possible, a virtual visit should be arranged for the family to meet their allocated Early Help Worker with the Social Worker present). This is not relevant if the case came from the Assessment Team. However they must introduce the Early Help worker to the family.
- 6) At the last Virtual Child in Need Meeting all parties will work together to agree a Critical Worry Statement and a Wellbeing Goal to form the basis of the Early Help Assessment. A critical worry and wellbeing goal will still need to be shared from the Social Worker in the Assessment Team
- 7) If there is a Words and Pictures document on file, save this and upload it to the general Documents Tab under the category ‘Words and Pictures’, add a note to record when this was created and the name of the Social Worker that did this work.
- 8) If direct work with children has been completed very recently by the Social Worker this should be saved and uploaded to the Early Help Assessment pathway, along with any explanatory notes providing further details about the information shared by the child during the direct work (where notes are copied the lead practitioner should make it clear that this has been copied from Protocol and reference the name of the Social Worker who completed this work).

**For the social worker in the field team, the process should take no longer than 28 days from when the decision is made to step the case down to an internal early help team. Assessment team step-downs will be quicker.**

**\*\* To support the transfer process, the allocated Early Help Worker can start the Early Help Assessment while the case is still open to a Social Worker\*\***

## 2 - Step Up to Social Work Process

### 1.2 Step Up Process Flow Chart



## 1.2 Step Up Practice Standards

- 1) The decision to submit a Safer Referral for requesting a step up to social work is agreed between the Early Help Worker and the Intervention Team Lead.
- 2) The Early Help Worker completes the Safer Referral Form and emails this to the MACH; this is informed by the Critical Worry Statement from the case.
- 3) If the MACH agree that the case meets the threshold, it progresses to referral and is allocated to a Social Worker.
- 4) The Social Worker contacts the Early Help Worker for more information about the family and worries. The Social Worker must review the information held on EHM to understand the history of the case and take key information to inform the assessment such as the family network information, chronology and, where appropriate, direct work with the child.

The genogram document should be saved from EHM and uploaded to Protocol, this can be found in the general Documents Tab on EHM and should be saved in the same place on Protocol.

- 5) If direct work with children has been completed very recently by the Early Help Worker this should be saved and uploaded to the assessment on Protocol, along with any explanatory notes providing further details about the information shared by the child during the direct work (where notes are copied, the Social Worker should make it clear that this has been copied from EHM and reference the name of the Early Help Worker who completed this work).

Even where direct work has been completed recently, the Social Worker should use their professional judgement to decide if this is adequate, given that the worries have escalated and this work may not be focused on the current worries. Additional work may be required.

- 6) The Social Worker virtually invites the Early Help Worker to introduce the family. If this is not possible a joint home visit should take place as soon as possible.
- 7) If preferred by the Social Worker the Early Help Worker can do a 28 day handover, e.g. to complete a particular piece of work which is ongoing such as Direct Work or an Intervention with the Early Help Worker

**Process should take no longer than 28 days from the date the decision was taken to step up to closure of the Early Help Case.**

**\*\* To support the transfer process, the Social Worker can start the Children & Families Assessment while the case is still open to Early Help\*\***

### 3 Key Contact Details and Resources

<b>Redcar Multi Agency Children's Hub (MACH)</b>	
<b>Email Address</b>	<a href="mailto:redcarmach@redcar-cleveland.gov.uk">redcarmach@redcar-cleveland.gov.uk</a>
<b>Telephone</b>	01642 130700
<b>Early Help Co-ordinators</b>	
<b>Tracey Bullock</b> Early Help Co-ordinator Team Leader	Telephone 01642 130678 Mobile: 07796472036
<b>Jo Churms</b>	Telephone 01642 130678 Mobile: 07825228080
<b>Rachel Young</b>	Telephone 01642 130678 Mobile: 07973965609
<b>Racheal Thompson</b>	Telephone: 01642444620 Mobile: 07909888872
<b>Matthew Robinson</b>	Telephone: 01642444168 Mobile: 07766698078
<b>Gemma Bradley</b>	Telephone: 01642444619 Mobile: 07966626070
<b>Redcar MACH</b>	<a href="mailto:redcarmach@redcar-cleveland.gov.uk">redcarmach@redcar-cleveland.gov.uk</a> 01642 130700
<b>Resources</b>	
Redcar <a href="#">Early Help Referral Form</a> <a href="#">Safer Referral Form</a>	