

CASS Process - Calls from Parents/Family members- V12 - January 2020

Initial concerns/needs identified by RAO as Complex & Significant then call <u>passed to Social Worker</u>. RAO completes contact template when instructed by Social Worker who takes the call



Social Worker speaks to caller & identifies the concern as Complex & Significant (significant harm)



Social Worker speaks to caller & identifies the concern as Complex & Significant



Referral and Advice Officer speaks to caller & identifies the concern/need for support as possible Additional Needs. Parent may initially state to the RAO that they would like family support



Referral & Advice Office speaks to caller & identifies the concern/need for support as **Universal Plus**. In some cases may need to seek advice from SW,EH Manager or RAO Team Leader. If the parent already has a Family Support Worker (BCT or other) the RAO will redirect the parent back to them for support at this point



Signposting RAO will signpost parents to other ganisations e.g. Pare

organisations e.g. Parent phones with contact issues (no concern's regarding child's safety)RAO signpost to Citizens Advice Bureau



Grouping/Relationships RAO reassigns contact to Social Worker. SW adds any additional information including rationale & then converts to a referral. Reassigns to CASS Team Manager to agree Strategy discussion. TM includes their rationale reassigns to CP Desk top



Reviewed by ASTI Strategy Discussion arranged Partner information gathered



Grouping/Relationships RAO reassigns contact to Social Worker who reviews history and sends for partner checks. SW adds any additional information including rationale & then converts to a referral. Reassigns to CASS Team Manager to agree Family Assessment. TM includes their rationale closes the referral and opens up an Assessment worklist relevant ASTI Team

Relevant ASTI Team Desk

Top to be allocated for a

Family Assessment



RAO speaks to phone SW who will provide advice and SW may need a discussion with the parent. If family support needs are identified RAO/SW gains consent from the parent. Grouping/Relationships RAO creates a contact and sends to EHFS clipboard to be considered by the EARLY Help Manager



RAO talks to the parent about local support & how the parent can get support via an Early Help Assessment being undertaken by a professional that knows them e.g. school, nursery, Health Visitor Midwife etc.



RAO talks to the parent about local support & how the parent can get support via an Early Help Assessment being undertaken by a professional that knows them e.g. School, nursery, Health Visitor Midwife etc.Parent states that they do not feel confident in approaching a professional or unsure who to approach



Identifies with parent who they could ask to undertake an EHA. RAO provides parent with the parents information sheet about EHAs. If the parent feels confident in approaching e.g. school, nursey, HV etc. the RAO asks the parent to do this but to contact CASS again if they are unsuccessful in finding a professional to undertake an EHA for them and CASS will take this forward on behalf of the parent



RAO gains consent from the parent for CASS to contact an agreed agency/professional -e.g. school, nursery. Health Visitor to request that an Early Help Assessment is undertaken in conjunction with the parent. Grouping/ relationships RAO completes contact with clear instructions . RAO provides the parent with information about EHAs. RAO reassigns contact to EH Team Leader to progress. If a family member calls on behalf of a parent seeking support the RAO will tell them about the EHA process and ask them to discuss this with the parent. The parent can then either contact a professional who knows them to complete an EHA or they can phone CASS for a professional to be contacted on their behalf