Access Team Referrals

- Email received via Access_Team@sandwellchildrens trust.og
- Check to see if record is known in LCS/ EHM.
- Contact is recorded containing information from referral and workflowed to MASH TM

Resp: BSO
Timescale: 1 working day

- Contact and threshold is reviewed.
- Case allocated.

Resp: MASH TM
Timescale: 1 working day

Child Protection Receiving in Conference

Case not known to LA/ LCS

- Create record on EHM.
- Create contact containing referral information.
- Choose contact outcome CP receiving in conference.
- Add temporary CP marker CEP.
- Alert sent to QAS for provisional conference date.
- Documents attached.
- Reassign contact to Front Door Duty SW

Resp: Service Support Worker
Timescale: 24 hours

- Review EHM contact content.
- Review documents received.
- Record decision in contact outcome.
- Reassign contact to MASH TM.
- Alert Care Management of case

Resp: MASH SW
Timescale: 1 working day

Practise Guidance

- Review content and rationale from Contact.
- Record management decision case note supporting the decision.
- Workflow contact back to BSO worktray.
- Initiate early case transfer.
- Allocate case to MASH SW.

Responsible: MASH TM
Timescale: 1 working day

- Case is transferred from EHM into LCS if known in LCS documents to be added to existing record).
- Contact progressed to referral on LCS.
- QAS notified of requirement of conference date.

- SW to check that all documentation is present.

Conference is convened. Case transfer on LCS is complete.

Temporary transfer in CIC

- Case transferred from EHM to LCS.
- Temporary LAC information recorded on LCS.
- LCS marker added to record.

Resp: Service Support Worker
Timescale: 1 working day

End of temporary CIC notification.

Permanent transfer in CIC

Case not known to LA/ LCS

- Create record on EHM.
- Create contact containing referral information.
- Alert sent to QAS for provisional review date.
- Upload documents.
- Reassign contact to Front Door Duty SW

Resp: Service Support Officer
Timescale: 24 hours

Person Posing a Risk (PPRC)

Child not known/information only

- Send to quality_development@sandwelchildrentrust.org

Resp: Service Support Officer
Timescale: 24 hours

If Assessment required
Open Case

- On LCS record case note incoming information referring to referral received.
- Upload all documents.

Assessment required – closed case/ not known

- On EHM record contact and upload all relevant documents.

Resp: Service Support Officer
Timescale: 24 hours

- MASH TM to review contact and assess and determine if SA or SAT is required.
- Decision recorded in the contact and progressed to SAT TM.

Responsible: MASH TM
Timescale: 24 hours

Court Order and Calcass Referrals

Open Cases:

- Documentation uploaded to LCS.
- Case note Email recorded referring to the documentation received.

Resp: Service Support Worker.
Timescale: 24 hours

Not known/ closed cases

- On EHM record contact.
- Upload documents.
- Send original email to legal_orders or calcass_enquiries

Resp: Service Support Worker.
Timescale: 24 hours

- TM to pick up contact from front door duty worker tray.
- Assess content.
- Allocate to duty worker with tasks identified.

Resp: MASH TM
Timescales: 24 hours

- Complete identified tasks and liaise with the court.

Resp: Duty allocated worker.
Timescale: In line with court timescales

SARS/ Annex C/ Adoption requests/ OBJ/ Complaints

Forward to email to cs_firmstep.

Fostering Checks from other LA.

Known

- Record case note email.
- Upload documentation.
- Send to Early Help

Not known

- Record contact on EHM.
- Upload document.
- Send to Early Help

Resp: Service Support Assistant
Timescale: 24 hours

- MASH TM to review contact and assign to duty SW containing any tasks.

Responsible: MASH TM
Timescale: 24 hours

Annex A/ Annex H

- Record case note email.
- Upload documentation.
- Forward to quality_development

Not known

- Record contact on EHM.
- Upload document.
- Forward to quality_development

Resp: Service Support Assistant
Timescale: 24 hours

- MASH TM to review contact and assign to Early Help containing any tasks.

Responsible: MASH TM
Timescale: 24 hours

Annex B

Known

- Record case note email.
- Upload documentation.

Not known

- Record contact on EHM.
- Upload document.

Resp: Service Support Assistant
Timescale: 24 hours

- MASH TM to review contact and assign to information governance.

Responsible: MASH TM
Timescale: 24 hours

Other professional referrals including: Ambulance referrals/ Domestic abuse notifications etc.

Known

- Record case note email.
- Upload documentation.

Not known

- Record contact on EHM.
- Upload document

Resp: Service Support Assistant
Timescale: 24 hours

- MASH TM to review contact and assign to duty SW containing any tasks.

Responsible: MASH TM
Timescale: 24 hours

- Complete lateral checks.
- Return back to TM for authorisation.

Resp: Duty SW
Timescale: 24 hours

- TM to ratify SW recommendations and agree next steps.

Resp: MASH TM
Timescale: 24 hours

POT/ LADO

Known

- Record case note email.
- Email sent to sandwell_lado

Not known

- Record contact on EHM.
- Email sent to sandwell_lado

Resp: Service Support Assistant
Timescale: 24 hours

Ofsted Suitability Checks

- Check LCS and EHM to identify if person is known.

Resp: MASH Business Admin Supervisor
Timescale 24 hours

- Known
- Complete basic details of individual on proforma and email to TM.

Resp: Business Admin Supervisor
Timescale: 24 hours

- Complete in-depth lateral checks.
- Email to Access inbox.

Resp: TM
Timescale: 5 working days

- Forward email from TM onto ofsted@enquiries

Resp: Business Admin Supervisor
Timescale: 5 working days

- Not known
- Email ofsted_enquiries to advise not known.

Resp: Business Admin Supervisor
Timescale: 5 working days

Ofsted complaints

- Forward email to dss_enquiries

Resp: Service Support Officer
Timescale: 24 hours