



## CASS Process- Reviewing 'Requests for Support' before contact stage

CASS Business Support Service (BSS) receives a Request for Support or free form email with concern about a child who is known but closed



BSS conduct an additional check within 'assessments' in Eclipse

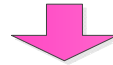
If there has been any BCT involvement regarding this child within in the last 4 weeks i.e. Contact, Referral, Assessment, Care Plan, Family Support Family Plan(closed within the last 4 weeks) BSS worker will 'drag' the original email with attachments to the 'REVIEW CONTACTS' folder within the CASS inbox. BSS will not save the referral & email to CF or create a contact



RAO accesses the 'REVIEW CONTACTS' folder -constantly monitoring and progressing these emails. RAO to work on the oldest first or prioritising those marked as urgent. The RAO will mark the email that they are currently working on in the folder with the 'RAO' flag. RAO must check to make sure that the child or siblings are not already open- need to return to BSS if this is the case . RAO will save the email / RFS to e-records. and also will record/save all actions or letters sent in case recordings/observations. RAO then reviews the information within the new referral and compares with recent information logged on CF. RAO will seek advise via email from a CASS Team Manager/Senior Practitioner regarding action to take. When emailing the TM or SP the RAO will give a brief note regarding the information they have reviewed e.g. new referral from NSPCC same incident but slightly different information from that provided by the police in the last referral 2 weeks ago. RAOs must flag up urgent referrals. Where possible the new referral information should go to the TM/SP who made the decision on the previous referral. RAO will send these emails out evenly where possible to TM/SP to review. Referral emails received and sent out to TM/SPs between 8 am and 12 noon should be returned to the RAO with a decision by the end of that working day at the latest. Email referrals received after 12 noon and sent to TM/SP before the end of the working day will be sent back to the RAO with a decision by 10 am the following working day at the latest. RAO to be mindful when sending emails in the afternoon – please check that TM/SP is in work the next day. RAO to send a reminder email 1 hour before the deadline if they have not received a response from the TM/SP. Decision responses need to be return to the RAOs own email address and copied into all RAOs who are undertaking this task



Referral may be an 'absolute' identical duplicate copy of the previous referral but sent again. The RAO will record in CF observations that a second copy has been received- these will not be sent to the TM/SP to review



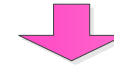
The referral may be about similar concern or give more information about the previous recent incident reported to CASS. TM/SP would need to determine whether this new information has changed the outcome of the recent previous referral



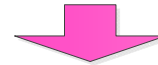
The referral is a completely different concern RAO will check with the CASS TM/SP to verify whether a new contact needs to be created



Family Support closed the case within the last 4 weeks. The RAO will gather the information and ask the Early Help Manager whether a new contact needs to be created or whether Early Help Manager will request that a Family Support Worker visits the family



ASTI has recently did an assessment on the family but closed the case within the last 4 weeks. RAO will ask with CASS Team Manager - they will review and take this forward as required. The same process will apply when a case has been closed by other Children' Social Care Teams such as area safeguarding teams



If it is decided that a new Contact is to be created the RAO will undertake this and reassign to the CYPADM clipboard also sending an activity( RAO will inform Team Leader if urgent). RAO will undertake outcome letters as required and send to the referrer securely. All actions and email letters sent must be saved in CF Observations Once completed the RAO will include the outcome/action on the subject line of the email e.g. contact created or duplicate contact- outcome sent to referrer. They will then mark the email within the folder as 'ACTIONED' The RAO will then drag the actioned email where a contact has been created into the 'CONTACT COMPLETED' folder. Where no contact has been created the RAO will drag the actioned email into the 'Business Support COMPLETED' folder