



**London Borough of Enfield Children
and Family Services**

**Case Transfer & Step Up/ Step Down
Policy**

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1. Introduction

- 1.1 This document is the Case Transfer Policy which is intended to cover transfers across the department. The purpose is to ensure the effective and efficient transfer of cases between Enfield Children Services teams. Transfers should be timely, ensuring that children/families receive support with no gap in service provision.

This document sets out agreed principles and processes regarding case transfers and the guidelines included in this policy should be considered as ‘best practice’. All cases must be considered separately, and any changes to this process should be agreed at manager level and the justification recorded.

- 1.2 This document includes the procedures regarding ‘step up’ and ‘step down’ to and from Statutory Services.
- 1.3 All references to ‘the child’ should be assumed to mean child or young person.



2. Key principles

At all times the needs of the child are paramount when considering the transfer process and the appropriate point to transfer case responsibility. Any changes to the team or social worker involvement should be minimal.

Safe transfer of work means:

- early case transfer alert where possible;
- all relevant tasks completed;
- all evidence and decisions recorded;
- forward dates clearly identified;
- all parties informed;
- joint handover visits where possible.

2.1. Principle 1 - That the child and their family receive the right service from the right team at the right time.

In most cases, this will be as follows:

Specific need	Case most likely to be held by:
Complex needs (requiring social work service) including life-limiting and palliative care. If in doubt, liaise with Duty Manager at JSDC	Joint Service for Disabled Children's Service
At risk and at home	Child Protection and Child in Need Service (CPCiN) or the Children's Specialist Support Service (CSSS)
Living at home with significant /ongoing risk of domestic abuse and at least one child in the family is aged five or under.	Domestic Abuse Team
At risk of family breakdown/risk of coming into care (11-17 years old)	Adolescent Safeguarding Teams
16+ threatened with/at risk of homelessness	Adolescent Safeguarding Teams
At risk of exploitation	Adolescent Safeguarding Teams
Public Law Family Proceedings and Child in Care	Under 16 years old – Looked After Children Services
Looked After Children aged 16 and over who have been in LA care for 13 weeks or more from the age of	Leaving Care (LC) Team

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Private fostering arrangement	Private Fostering Team
Unaccompanied Asylum- Seeking Children	Under16 years old - LAC team 16 and above - Leaving Care team
Child/ren subject to Supervision Order (following conclusion of Public Law Family Proceedings)	Child Protection and Child in Need Service (CPCiN)

2.2 Principle 2 - That work with the child and their family should be undertaken in a way that makes most sense for the child and their family.

If a new child protection concern emerges for a child in care (under responsibility of LAC or LC teams), the team holding the case is responsible for following the correct process for any situations that may arise. This means following child protection processes where a child is suspected to have suffered significant harm (including LADO processes) rather than referring to the MASH or Assessment and Intervention (A&I) Teams.

2.3. Principle 2 - No case transfer should be delayed to the detriment of the child and their family.

Efficient processing is essential to maintain access to new referrals. All cases should move to the new team once the transfer point has been reached. Any capacity or allocation issues must be managed by the receiving team, and not hold up the transfer process. Teams have a responsibility to ensure that the case transfer is not delayed because of further work required on the case file. It is expected that case files are in good order.

When considering transitions between teams, it is important that there are no unallocated cases across the service. When transferring a case, the children and families must be given the maximum information about impending changes and any contact details, at the earliest possible opportunity.

3 Good Practice for Individual Case Transfers

Responsibility	Action
Both Managers	<ul style="list-style-type: none"> • Where there is a potential case transfer between two teams both managers must follow the Early Case Transfer Alert Process (see Section 5 below) • To agree the appropriate decision-making procedures and put

	<p>plans in place to support the transfer of cases to ensure children and families receive the appropriate level of service delivery, based on threshold and the level of identified need.</p> <ul style="list-style-type: none"> • To agree that the file has been audited and that the checklist agreed. • In exceptional situations, to agree a timescale for the completion of any outstanding tasks and to record this in the case note, stating who will be responsible. • To put appropriate arrangements in place for case discussion between current and receiving social worker and agreement for a handover / joint visit where possible.
Current Case Worker	<ul style="list-style-type: none"> • To discuss with the child and their family and confirm in writing that the case is being transferred, where it is being transferred to and to provide details of the new team including the date of transfer. • To inform the professional network in writing (including the IRO for CP and LAC cases) that the case is being transferred and the team it has been transferred to. Allocated worker to provide the Team Manager and the duty contact numbers. • Allocated worker to make themselves available for case discussion and handover/joint visit where possible.
New allocated Case Worker	<ul style="list-style-type: none"> • Must make themselves available for case discussion and handover/ joint visit. • To contact the child and the family to inform them of the allocation of the case to them. • Be aware of key upcoming dates in relation to the case such as court hearings, reviews, transition events etc.

4. Early Case Transfer Alert Process

The Early Case Transfer Alert form (see Appendix 3) should be used to initiate transfers between all social care teams and to step down to the Early Help service. It should be sent to the proposed new team manager by the current team manager when the need to transfer is first identified. The current team manager should upload the form to LL and record a brief case note at this point. The receiving team manager should respond within two working days. Please refer to the various sections below for further details pertaining to specific services.

5. Transfers from A&I to CPCiN, CSSS and JSDC

When an A&I Team completes a Strategy Discussion and the outcome of S47 enquiries is for the case to progress to an ICPC, the A&I Team Manager will share the Strategy Discussion Minutes and S47 Enquiries with the CPCiN Team Manager or the relevant CSSS or JSDC Team Manager.

The A&I Team Manager will send the **Early Case Transfer Alert** to the relevant CPCiN, CSSS or JSDC Team Manager within 2 working days of the decision to progress the case to a CIN Plan or ICPC. This should be recorded on LL by uploading the form and entering a brief case note. The Early Case Transfer Alert must include the proposed plan at that time.

If the receiving CPCiN, CSSS or JSDC Team is not going to be the team accepting the case due to cross team allocation, the receiving team will liaise with their colleagues accordingly and forward the Early Case Transfer Alert on. They will also inform the A&I Team Manager where the Early Case Transfer Alert has been forwarded to within one working day. (Same principle applies for LL case transfers)

Within 2 working days of receiving the Early Case Transfer Alert, the CPCiN, CSSS or JSDC Team Manager will review the case and raise any issues of clarification in respect of threshold or work to be completed with the A&I Team Manager. Joint working/ planning opportunities will also be considered at this point.

Should there be any changes to the proposed plan for the child or any significant events, the A&I Team Manager will alert their CPCiN / CSSS / JSDC counterpart within one working day.

At least two working days prior to CIN meeting or ICPC (sooner if possible), the CPCiN, CSSS or JSDC Team Manager will identify who the allocated social worker will be and will confirm this with the A&I Team Manager.

The Early Case Transfer Alert will include a proposed date for a joint visit and this arrangement is to be confirmed or a new date agreed by the A&I Social Worker before the CIN meeting or ICPC.

For CIN cases, when the assessment has been completed in advance of the initial CIN meeting, the Child and Family Assessment will be shared with the CPCiN, CSSS or JSDC Team Manager by the A&I Team Manager 7 days prior to the CIN meeting.

Prior to initiation of case transfer on LL, the A&I Team Manager is expected to have audited the case ensuring the case file is ready for transfer.

For CIN cases, the LL case transfer will be sent to the CPCiN, CSSS or JSDC Team Manager within 2 working days of the CIN meeting allowing the A&I SW sufficient time to complete the initial CIN meeting minutes.

For CP cases, the LL case transfer will be sent to CPCiN, CSSS or JSDC Team Manager within 1 working day of an ICPC.

The CPCiN, CSSS or JSDC Team Manager will review the case file to ensure it is ready for transfer – i.e., demographics, case summary, genogram, case summary and case notes. Any discussions about threshold or outstanding tasks must have taken place prior to this. The case transfer will not be refused if minor tasks are outstanding, but the CPCiN, CSSS or JSDC Team Manager will inform the Social Worker and Team Manager of the omissions and the A&I TM will ensure the omissions are rectified within 24 hours. The CPCiN, CSSS or JSDC Team Manager will ensure the case is allocated within 24 hours of case review (i.e., 2 working days from initiation and receipt of LL case transfer alert)

If any issues remain unresolved, refer to Section 17 Escalation Process.

6 Child in Need Section 17 Cases

If the A&I Team identifies an ongoing need for statutory social work intervention under a CIN Plan (S17 Children Act), this will most likely be provided by the CPCiN teams. Additional criteria are applied for cases that require a child in plan when transferring to the Domestic Abuse Team, Adolescent Safeguarding Teams and the JSDC.

The case transfer will be undertaken at the first CIN meeting that will be arranged and chaired by the current Team Manager or allocated social worker and attended by the newly allocated team social worker. All professionals who are deemed necessary to support the transferring plan must be invited to attend the initial CIN Meeting by the current social worker. The initial CIN Meeting should be held within 10 working days from completion of the child and family assessment.

A CIN Plan must be developed before the initial CIN meeting and shared at the first CIN network meeting to ensure parents/carers and professionals agree with the plan and/or for relevant amendments to be made to the CIN Plan following this meeting.

The case will then be transferred on the case management system (LL) once the CIN meeting minutes have been completed and uploaded on to the system (within 2 working days). The aim is for the case be transferred within 4 working days after the initial CIN meeting. The minutes of the initial CIN Meeting, CIN network meeting including the agreed plan must be shared with the professionals, child and the family prior to case transferring.

7 Child Subject of a Child in Need Plan Transferring to Enfield from Another Local Authority

Where a child subject to a CIN plan in another authority moves to Enfield, the referral will initially go to MASH. The referral from the other local authority must include:

- Copies of current assessments (including Education & Health Care Plan (EHCP) if one is in place) of each of the children in the family which clearly identifies the assessed need and any risk / areas of concern(s) for each child
- Copies of the minutes of all the CIN meetings and CIN plans relating to the period for which the children have been subject to the plan
- Chronology and genogram
- An up-to-date case summary setting out both the current situation and all relevant background information about the children

In the absence of any of the above paperwork, the MASH team must not accept the case responsibility.

If the case is considered to meet threshold for a child in need plan in accordance with the Enfield Threshold document supported by all the requested documentation, MASH progress the contact to referral and send to the relevant Duty CPCiN, CSSS or JSDC Managers work tray. The relevant Duty Manager will liaise with the referring local authority for a transfer discussion/meeting.

8 Child Protection Plan Cases

If, because of a Section 47 Investigation / Child and Family Assessment, the A&I Team identifies an ongoing need for statutory social work intervention please refer to paragraph 5, Early Case Transfer Alert Process. If the child meets the criteria for the JSDC service, please refer to paragraph 14.

A date for the Initial Child Protection Conference (ICPC) will be arranged in consultation with the Safeguarding and Quality Assurance Service (SQAS) and the date of the ICPC will be shared with the receiving Team Manager.

The A&I Team social worker or current social worker will produce a report for the ICPC and ensure this is shared with the parents in advance and with the Chair of the

Conference two days before the ICPC.

The receiving CPCiN, AST, DAT or JSDC team manager and social worker will attend the ICPC. The case transfer will be initiated by the A&I Team within one working day of ICPC. The receiving Team Manager will review the case file within one working day to ensure the case is ready for transfer and accept case transfer within one working day of case review. Therefore, case transfers will be accepted within two working days from case transfer being initiated in LL (i.e., three working days from ICPC).

If the decision from the ICPC is that the child is not made subject to child protection plan, then a SMART CIN Plan will be agreed at that point in the meeting. The ICPC Chair will ensure that an initial CIN Plan is made at the meeting. It is also expected that a date for the initial CIN Meeting will also be arranged within 10 working days of the meeting and recorded in the plan / minutes).

9 Transfers between CPCiN, CSSS and JSDC

It may sometimes be appropriate to transfer cases between the CPCiN, CSSS and JSDC services where a change of circumstances means that a different service may now be better placed to meet the children's needs.

In these circumstances, the current team manager will send the Early Case Transfer Alert to the proposed new CPCiN, CSSS or JSDC team manager within two working days of the decision to request a transfer. This should be recorded on LL by uploading the form and entering a brief case note. The Early Case Transfer Alert must include the proposed plan at that time.

Within two working days of receiving the Early Case Transfer Alert, the new team manager will review the case and raise any issues of clarification in respect of threshold or work to be completed with the current team manager.

The next CIN meeting or the next child protection conference should be the mechanism for enacting transfer. At least two working days prior to this meeting, the new team manager will identify who the allocated social worker will be and will confirm this with the current team manager.

The Early Case Transfer Alert will include a proposed date for a joint visit and this arrangement is to be confirmed (or a new date agreed) by the current social worker before the CIN meeting or child protection conference.

The case will then be transferred on LL once the CIN meeting / child protection conference minutes have been completed and uploaded on to the system (within two working days). The aim is for the case be transferred within four working days after this meeting. Minutes including the agreed plan must be shared with the professionals, the child (where appropriate) and the family prior to the case transferring.

10 'Transfer In' Child Protection Conference

When a family with children subject to a CP Plan moves to Enfield, the originating authority notify the MASH at the earliest opportunity. MASH should notify the SQAS immediately on receipt of the relevant information.

Requests for 'transfer in' conferences are managed by the SQAS and Meetings, Panels and Events (MPE) team and any requests should be referred to MPE who will request all relevant documentation, update temporary CP Plan list and inform key agencies in Enfield, e.g. health and police. MPE will open a contact. MASH should redirect any referrals to MPE.

The 'Transfer in' conference should take place within 15 working days of submission of all information/documents. Once this date is confirmed the information should be shared with the CPCiN, AST, DAT or JSDC duty manager so that they can arrange to attend the forthcoming meeting and assist with the allocation of the case. At that 'transfer in' case conference, Enfield Children Services will formally accept case responsibility.

11 'Transfer Out' Child Protection Conference

Where a child on a CP Plan moves out of Enfield, the allocated social worker must inform MPE and the Child Protection Chair that child resides out of the borough. The social worker must complete the form with details within 24 hours and forward to MPE so the host authority can be notified. Social workers should liaise with host authority to arrange the 'transfer out' conference within 15 working days. MPE and

Child Protection Chair to be notified of date and 'transfer out' pathway to be completed.

12 Children subject of Public Law Family Proceedings and Children in Care

If care proceedings have been initiated, the LAC manager and/or social worker should attend the first court hearing wherever possible and the case must transfer either at the initial court hearing or the 1st LAC review. In situations where the local authority has not been successful in securing an interim care order but the child is subject of care proceedings, the case should transfer to the LAC service at the initial court hearing.

In situations where there is a care plan for the child to remain in the Local Authority's care on a long-term basis, the case should be transferred to the LAC Team. This plan should be ratified at the first LAC Review.

When Placement Panel or Out of Panel agreement is given for care proceedings to be issued, an Early Case Transfer Alert should be completed and sent to the LAC Service within 2 working days of approval. The Early Case Transfer Alert will include a proposed date for a joint visit and this arrangement should be confirmed with the LAC SW and should happen before or soon after the interim court hearing but case transfer should not be held up.

Within 2 working days of receiving the Early Case Transfer Alert, the receiving LAC Service Team Manager will review the case, inform the allocated Team Manager who the case will transfer to and raise any issues of clarification relating to threshold or work to be completed with the allocated Team Manager. Joint working/planning opportunities will also be considered for before the case transfer point.

Should there be any changes to the proposed plan for the child or any significant events, the allocated Team Manager will alert their LAC counterpart within 1 working day.

When the Interim Hearing Date is provided, the allocated Team Manager will inform the receiving LAC Team Manager of the relevant details so the LAC Team Manager and receiving LAC Social Worker attend the court hearing alongside the allocated Social Worker and Team Manager.

Prior to initiation of case transfer on LL, the allocated Team Manager is expected to have audited the case ensuring the case file is ready for transfer.

For cases in care proceedings, the LL case transfer will be sent to the LAC Team Manager within 2 working days of the Interim Court Hearing allowing time for a joint visit and case file records to be up to date.

The LAC Team Manager will review the case file to ensure it is ready for transfer – i.e., demographics, case summary, genogram, case summary and case notes. Any discussions about threshold or outstanding tasks must have taken place prior to this. The case transfer will not be refused if minor tasks are outstanding, but the LAC Team Manager will inform the Social Worker and Team Manager of the omissions and they will ensure the omissions are rectified within 48 hours. The LAC Team Manager will ensure the case is allocated within 48 hours of receipt of LL case transfer task (i.e., within 4 working days from initial court hearing)

If the child is Section 20, the case transfer will take place at the 2nd LAC review unless earlier by agreement except where there is an ongoing PLO process.

Where a child is accommodated under S20 and reunification is not likely in the short term, an Early Case Transfer Alert should be sent to the LAC Service (or Leaving Care Service for young people aged 16 and above or approaching their 16th birthday) at least 4 weeks before the 2nd LAC review. The Early Case Transfer Alert will include a proposed date for a joint visit and this arrangement should be confirmed with the LAC/LCT SW and should happen before the 2nd LAC review.

Within 2 working days of receiving the Early Case Transfer Alert, the receiving LAC/LC Team Manager will review the case, inform the allocated Team Manager who the case will transfer to and raise any issues of clarification relating to threshold or work to be completed with the allocated Team Manager. Joint working/planning opportunities will also be considered for before the case transfer point.

Should there be any changes to the proposed plan for the child or any significant events, the allocated Team Manager will alert their LAC/LCT counterpart within 1 working day.

Prior to initiation of case transfer on LL, the allocated Team Manager is expected to

have audited the case ensuring the case file is ready for transfer.

The LL case transfer will be sent to the LAC/LC Team Manager within 1 working day of the 2nd LAC review.

The LAC Team Manager will review the case file to ensure it is ready for transfer – i.e., demographics, case summary, genogram, case summary and case notes. Any discussions about threshold or outstanding tasks must have taken place prior to this. The case transfer will not be refused if minor tasks are outstanding, but the LAC/LCT Team Manager will inform the Social Worker and Team Manager of the omissions and they will ensure the omissions are rectified within 24 hours. The LAC Team Manager will ensure the case is allocated within 24 hours of receipt of LL case transfer task (i.e. within 3 working days from 2nd LAC review).

In all cases, a visit should be undertaken with the previous and the new worker, the visit should be at the placement and include introductions to the child and the carers.

If the child is subject to care proceedings and the final order is a Supervision Order, the case will transfer to the CPCiN team* unless if the child is to live outside the London Borough of Enfield. In such circumstances, the allocated social work in conjunction with the legal team should seek designation of the Supervision Order to the relevant local authority and for the case to be transferred to the relevant local authority.

* Where the proposed final care plan is reunification alongside a Supervision Order, an Early Care Transfer Alert should be sent to the relevant CPCiN, DAT, AST or JSDC Team Manager at the earliest opportunity (i.e., Issues Resolution Hearing (IRH)). The allocated Team Manager should audit the case to ensure the case file is up to date. The receiving Team Manager should review the Early Case Transfer Alert and have a discussion where there may be threshold queries. The receiving Team Manager and Social Worker should attend the relevant part of the final hearing where possible. Prior to initiation of case transfer on LL, the allocated Team Manager is expected to have audited the case ensuring the case file is ready for transfer. The LL case transfer will be sent to the relevant CPCiN, AST, DAT or JSDC Team Manager within 1 working day of the final hearing.

The receiving Team Manager will review the case file within 24 hours to ensure it is ready for transfer – i.e., demographics, case summary, genogram, case summary and

case notes. Any discussions about threshold or outstanding tasks must have taken place prior to this. The case transfer will not be refused if minor tasks are outstanding, but the receiving Team Manager will inform the LAC Social Worker and Team Manager of the omissions and they will ensure the omissions are rectified within 24 hours. The receiving Team Manager will ensure the case is allocated within 24 hours of receipt of LL case transfer task (i.e., within 3 working days from conclusion of care proceedings and granting of the Supervision Order).

13 Children and Young People that should not transfer to the Children Looked After teams

The procedures for young people of 16-17 accommodated under Section 20 are detailed in the *Protocol For Preventing Homelessness for 16-17 year olds*.

14 Transfer to the Leaving Care Service

All 16- and 17-year-olds assessed as homeless and accommodated under Section 20 will initially be case managed in AST band transferred to the LC Team once it is clear they will be eligible, i.e., have completed 13 weeks in care from the age of 14 and at least one day post 16 years.

The allocated social worker from any of the services holding a 16 / 17-year-old looked after child will complete Pathway Plan Part 1 (Needs Assessment). Case responsibility should transfer to the LC Service after the 13 weeks if they meet the eligibility criteria.

In such situations, an Early Care Transfer Alert should be sent to the LC Team at least 4 weeks before the 2nd LAC review. The Early Case Transfer Alert will include a proposed date for a joint visit and this arrangement should be confirmed with the LC Team SW and should happen before the 2nd LAC review. The same principles apply as noted above, the allocated and receiving Team Managers should audit the case file and have a conversation if there any omissions. The allocated Team Manager should initiate the LL case transfer within 1 working day of the 2nd LAC review and the LC Team Manager should review the case file within 24 hours and inform the allocated Team Manager of any omissions for such to be completed within 24 hours. The LC Team Manager will ensure the case is allocated within 24 hours of reviewing the case file (i.e. within 3 working days of the 2nd LAC review).

15 Children with Disabilities and Complex Needs

Children with disabilities who have complex needs and or a group of siblings with disability can be transferred to the JSDC following a Child and Family Assessment which identifies the need for ongoing support from the service.

If the child is disabled and requires 'child in need' services, transfer at the first CIN meeting after the completion of the Child and Family Assessment.

If the child is disabled and subject to a child protection plan, the Team Manager and Social Worker from the JSDC should be invited to the ICPC.

JSDC will retain case responsibility for LAC, children on CP plans and CIN plans if the required criteria are met.

Further details relating to the transfer process and those that are applicable to JSDC can be found within section 5.

16 Transfer of Children with Disabilities from JSDC to Leaving Care Service

With the new transition arrangements in place, all young people over 16 will be entitled to a pathway plan and those over 18 may be entitled to leaving care team support and adult support services. All LAC young people who are eligible for LC Services will therefore transfer when the young person reaches 18.

17 Siblings (including households with more than one family)

When making a judgement about which team is best placed to take overall case responsibility for a group of siblings with individual needs, the primary reason for social care involvement will be the determining factor. A family group should be allocated one social worker, unless in exceptional circumstances where a sibling is a care leaver and will be allocated his/her own social worker/personal advisor.

18 Escalation Processes

- It is understood that there can be challenges with case transfers due to differing threshold opinions or capacity to allocate. It is the clear expectation that any such issues are discussed openly and honestly between the allocated and receiving Team Managers to resolve at the earliest opportunity.
- There may be occasions where this cannot be achieved, and escalation is

needed. Once the relevant Team Managers agree by phone or face to face (including virtual) that they have considered all options, they must escalate to their respective Service Managers within one working day.

- It is the expectation that the relevant Service Managers have a telephone or face to face (including virtual) discussion that may include the Team Managers to resolve and agree a way forward within one working day.
- Only if the issue has not been resolved should the case then be escalated to the Heads of Service. Service Managers must decide who will escalate the case and will need to alert the Head of Service. The Head of Service will resolve and provide direction within one working day.

19 Step Up / Step Down Procedures

This document should be read alongside the [London Safeguarding Children Procedures and Practice Guidance \(7th Edition\)](#) and the [Threshold of Need Matrix Feb 2023](#) which include detailed explanations of agreed national thresholds.

The step up/ step down approach describes:

- the process for when a child and/or family may require the support of statutory services (Social Care) – **Step Up**
- the process for a child and/or family to step down from statutory services (Social Care or Youth Justice) to receive continued support via Early Help - **Step Down**

Our aim is to ensure that all families received the appropriate support at the right time, with a smooth transition between Early Help (EH) Services, Children’s Social Care and Youth Justice Services.

19.1 Step Up

Children and families’ needs can often be addressed by way of EH Services. However, there will be circumstances where the family situation deteriorates, and statutory intervention is needed to assess the situation and prevent the risk escalating. If the EH Case Worker has safeguarding concerns, in the first instance they must alert the EH Manager (or the Head of EH Services in their absence) as a matter of priority. If raised verbally, this must be followed up immediately with a confirmation email. The

EH Manager and the Case Worker will discuss the case, and the EH Manager will decide whether to refer the case to MASH. In this event, the EH Manager will discuss the case with the MASH Team Manager.

If the MASH Team Manager determines that threshold has been met, the case will escalate to statutory services. The case will be stepped up as directed by the MASH. If it is determined that threshold has not been met, the case will remain with EH Services.

If the EH does not agree with the MASH decision, Head of EH (HoS 2) will escalate to the MASH Service Manager for review. If concerns remain about the decision, the escalation must be directed to Head of Service (HoS 3) in Social Care who will review the case and confirm the final decision.

Final decisions for all safeguarding step-up escalations must be made within 24 hours.

19.2 Step Down

For all cases to be considered for step down from statutory services (Social Care and Youth Justice), an Early Case Transfer Alert form must be completed and sent to ehpcasetransfer@enfield.gov.uk. This should explicitly confirm that the family have consented to an Early Help service.

The EH Manager will review the case and will confirm if the case is deemed appropriate for step down to Early Help. EH will confirm a decision for the referred step-down case within 72 hours.

Where the EH Manager feels that the step down to EH services is not appropriate, the case will remain with statutory services who may choose to close or step down to voluntary sector / universal services. However, if the referrer for step down is unhappy with the decision, the case must be escalated to the Head of EH (HoS2). If there are still concerns about the decision making by Early Help, the case must be escalated to the HoS (3) within Early Help.

Once the case is accepted within EH, the EH Case Worker and the statutory Case Worker will agree a date for formal handover to include a joint visit to the family. Handover should take place within 5 working days of the agreement to step down. Case responsibility remains with the statutory worker until the handover meeting and until the family has confirmed their consent for EH support.

If the family do not give consent at that meeting, the case responsibility remains with statutory services.

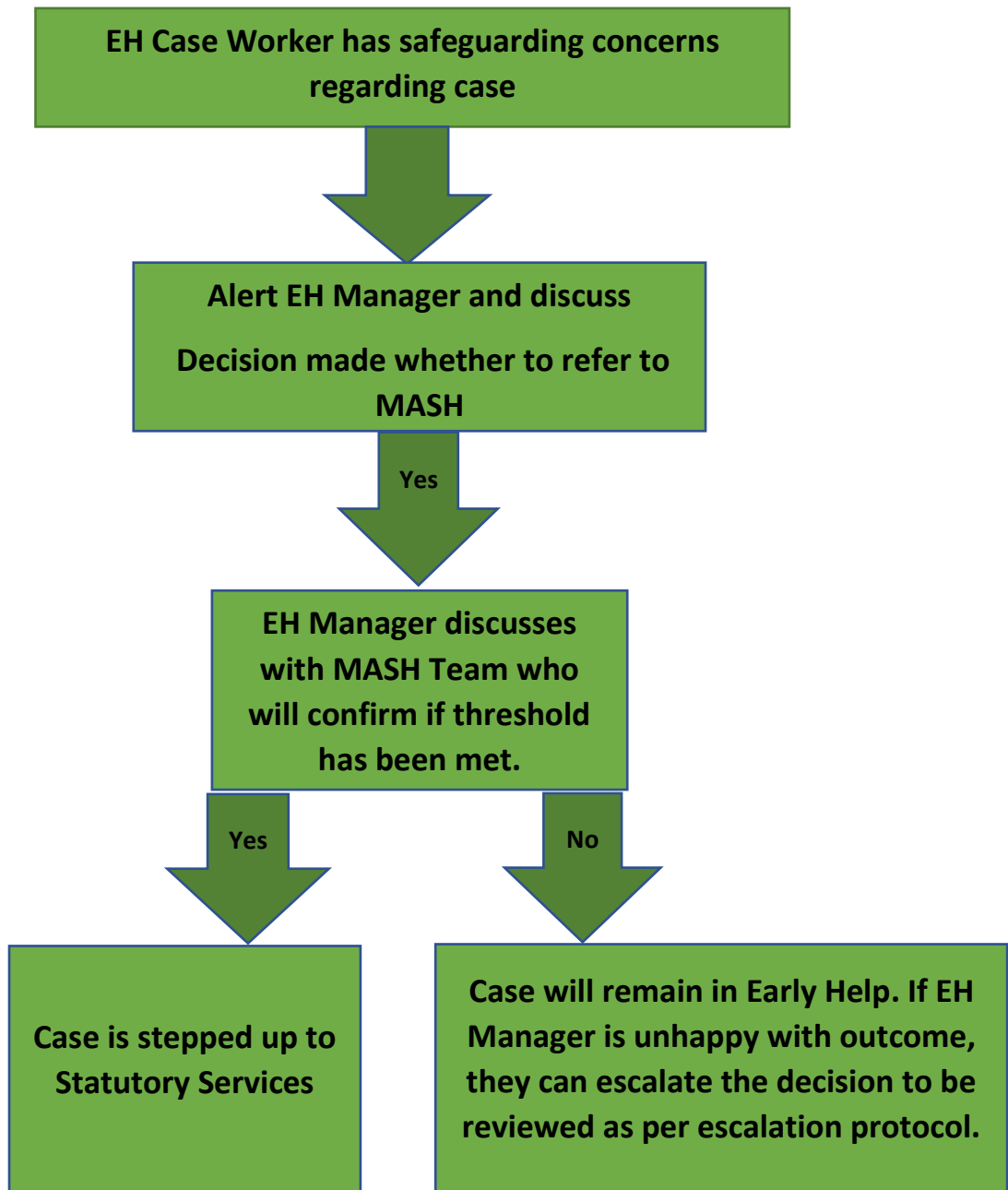
19.3 Escalation

In summary, if an agreement cannot be reached the following will apply;

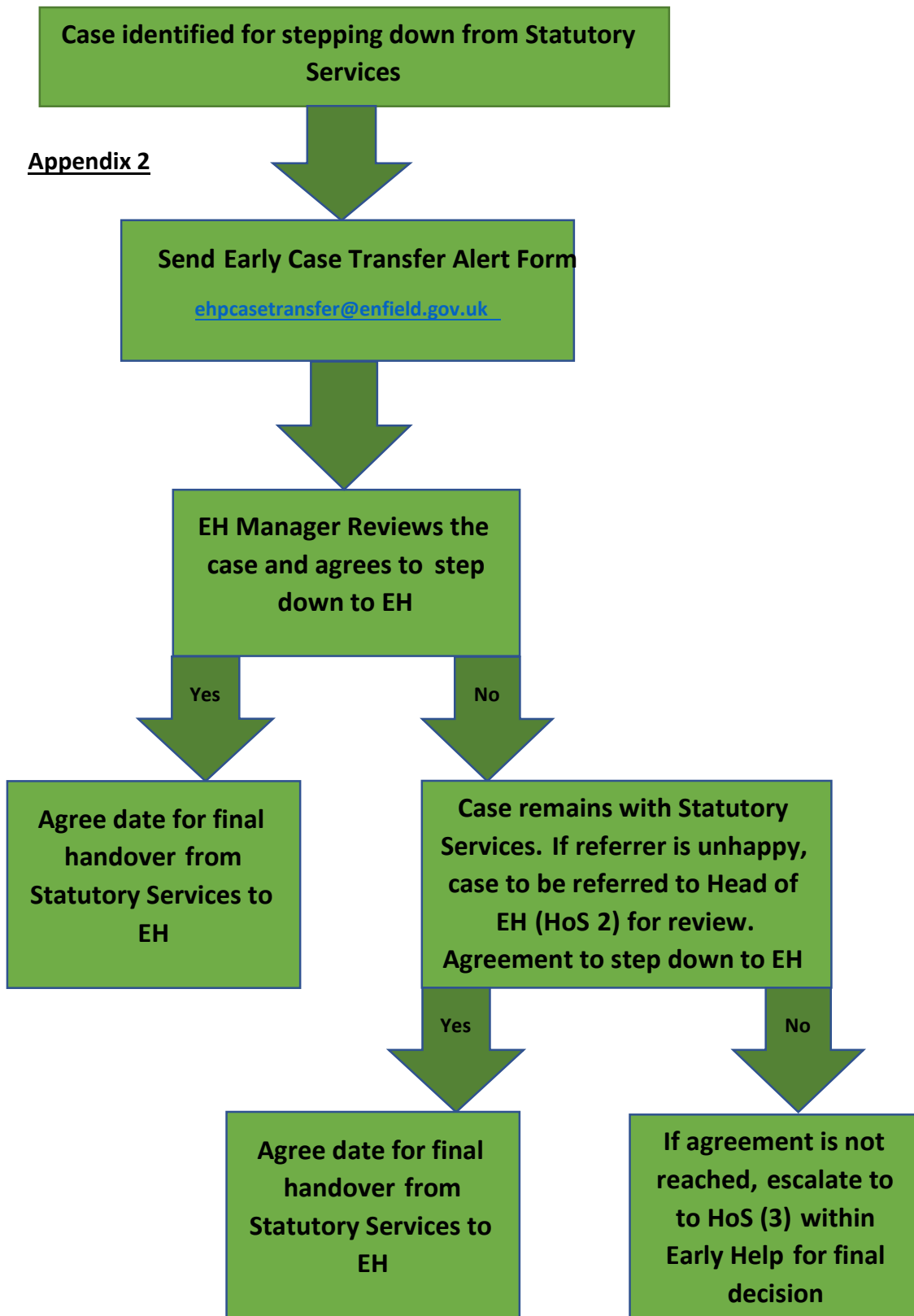
- **Step Up** - the decision maker is the MASH Service Manager – the next level for escalation will be HoS (3) who will review the case and make the final decision
- **Step Down** – the decision maker is the Head of Early Help Service. The next level for escalation will be HoS (3) who will review the case and make the final decision.

Appendix 1

Step Up



Step Down



Appendix 3

Early Case Transfer Alert Form

Name of young person, DOB and LL no.	Place of Residence/Address	Category of Need	Legal status/ Immigration issues	Complexity: (TM decision)	Expected case transfer date
Case Summary:				Key dates (CIN Meeting/ICPC/Court Hearing etc) including date of last PWP:	
Summary of analysis of strengths and risk factors:					
Care Plan					

Has parental consent been provided for Child in Need or Early Help Services: Y/N

Current worker: _____ **Current Manager** _____ **Date** _____
Current Team _____

Appendix 4

Glossary of Abbreviations and Acronyms

A&I	Assessment and Intervention
CIN	Child in Need
CPCiN	Child Protection & Children in Need
CP	Child Protection
CSSS	Children's Specialist Support Service
EHCP	Education & Health Care Plan
ICPC	Initial Child Protection Conference
IRO	Independent Reviewing Officer
JSDC	Joint Service for Disabled Children (Cheviots)
LAC	Looked After Children
LADO	Local Authority Designated Officer
LC	Leaving Care
LL	Liquid Logic
MPE	Meetings, Panels and Events
SQAS	Safeguarding and Quality Assurance Service