

**ENFIELD CHILDREN AND FAMILY SERVICES  
PRACTICE GUIDANCE NOTE**

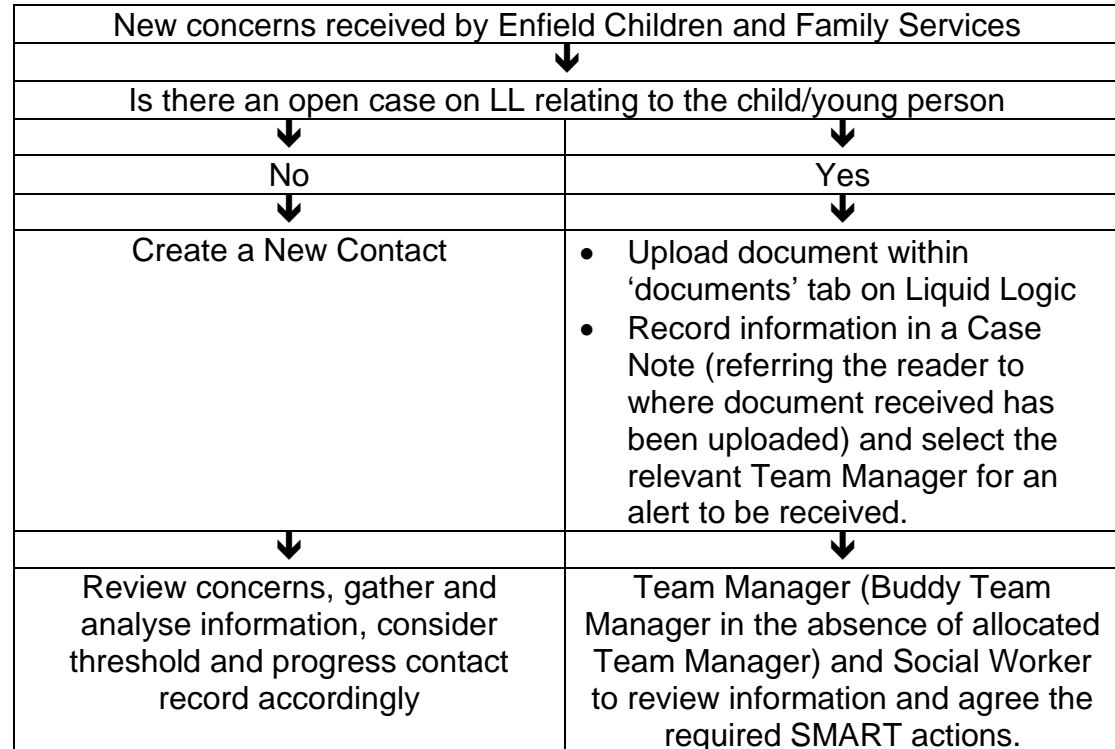
<b>TITLE:</b>	<b>Process relating to when a ‘Contact’ should be recorded</b>
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<b>Who is it for?</b>
Children and Family Services Teams - for all team members, managers and business support staff where they may be required to create a contact on Liquid Logic.
<b>When is it in effect from?</b>
Monday 29 <sup>th</sup> January 2024
<b>What is it in response to?</b>
Duty Management work trays being overwhelmed with alerts where new information has been received on open cases and there being the potential for Duty Managers and the Allocated Team Manager to duplicate work with reviewing the case note and providing case direction.
<b>What is its purpose</b>
<ol style="list-style-type: none"> <li>1. To provide clarity on what is a ‘Contact’ and when a ‘Contact’ should be recorded on Liquid Logic.</li> <li>2. For performance data reports to accurately reflect the number of ‘Contacts’ received by Enfield Children and Family Services within the required time period.</li> <li>3. For new information to be reviewed by the allocated social worker and team manager (buddy team manager in the absence of the allocated team manager) and for relevant actions to be completed.</li> </ol>
<b>What does it amend/or replace?</b>
Previous practice guidance note which was effective from 12 <sup>th</sup> December 2022.
<b>Practice Guidance Note</b>
<p><u>Definition of a ‘Contact’</u></p> <p>A ‘contact’ is where concerns are raised with regards to a child, young person and their family who are <b>not open and in receipt of Support / Services from Enfield Children and Family Services.</b></p> <p>Where concerns are being raised about a child, young person and their family who are open to Enfield Children and Family Services, such information should be viewed as ‘new information’, recorded within case notes by the person in receipt of the information so that the allocated social worker receives a notification within their LL work tray for the information to be viewed and relevant action to be taken where needed.</p>

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The person recording the case note should also alert the allocated Team Manager to this information for the information to be reviewed and appropriate management direction to be provided.

### **Process/Pathway relating to recording of a 'Contact'**



<b>Name of person/s issuing this practice note:</b>	<b>Rashmi Patel</b> (Head of Child Protection and Vulnerable Children)
<b>Date issued:</b>	25.01.2024