

Process- Calls to CASS from professionals- V10 January 2020



RAO gathers key information from the caller & asks them where on RHRT they think the concern sits. (Professional may not always know about RHRT – RAO to flag RHRT up to them.) Concern identified as Complex and Significant (Significant Harm).



RAO passes call to phone Social Worker. RAO completes contact template when instructed by the SW (RAO includes own name, job role, date & time on Contact) RAO sends contact template to RAO ADMIN box to be grouped/relationships added.

Grouping RAO will then reassign the grouped contact to the phone SW



CASS Phone SW speaks to caller & then converts contact to a referral including rationale. Sends CASS Team Manager to agree Strategy Discussion to take place (SW includes own name, job role, date & time on Referral Activity for networking sent to SW RAO. Where TM agrees Strategy discussion includes their rationale and reassigns to CP Desk Top



ASTI and shared with partners for Strategy Discussion



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RAO seeks advice from Social Worker. Social Worker will either take the call and after discussion ask the caller to submit a Request for Support Form (RFSF) or the RAO after discussion with the Social Worker will ask the caller submit a RFSF. If the child is known on Eclipse a Case Note will be made by the RAO regarding the call & agreed actions



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Additional Needs



RAO seeks advice from Early Help Manager or SW if EH Manager is not available. RAO then discusses the options with the caller – gathering more information and /or submitting a RFSF. If the child is already known on Eclipse an observation will be made by the RAO regarding the call & agreed actions



RAO gathers key information from the caller & asks them where on RHRT they think the concern sits.(Professional may not always know about RHRT – RAO to flag RHRT up to them.) Concern identified as **Universal**



The RAO may in some cases need to check with the phone SW/Team Leader or EH Manager to verify that the concern is Universal Plus. If there is an ongoing professional relationship with the family e.g. caller from School, Health, nursery the RAO talks through the Early Help Assessment process & shares link to the information on website/telephone support. Caller asked to complete an EHA & advised to contact their local area Family Support Hub for further advice once they have completed their assessment. If the child is already known on Eclipse a case note will be made by the RAO regarding the call & agreed actions



Where there is no professional ongoing relationship with the family(e.g. 111 service, ambulance service etc.) the RAO will ask the caller to submit a RFSF. Once received if consent can be gained from the parent an appropriate partner organisation in CASS will be asked to undertake an Early Help Assessment