



OLA request received in CASS inbox

CASS receives request from another Local Authority or an Independent Adoption and/or Fostering Agency. CASS Business Support Service (BSS) staff move these emails into the 'Information Requests electronic folder' Referral & Advice Officers (RAO) has access to this folder. Team Leader and prioritises requested marked urgent and deals with them promptly

Insufficient Consent
RAO sends an email to the LA/Agency asking them to resubmit their request with the appropriate signed consent. If the RAO has identified other over 16s in the household from CF they will flag this up in their response but will not give names/details. RAO states in the email that CASS will not save their request & they will need to provide all details again. RAO saves the email into case notes within Eclipse

Is sufficient consent provided?
RAO reviews requests prioritising urgent requests which meet the criteria. RAO saves OLA request & consent into case notes within Eclipse. RAO checks applicants consent to share information. Signed consent must be the maximum of 3 months old. Everyone over 16 living in the household needs to provide signed consent including children of the applicant. RAO to check on CareFirst/Eclipse to identify any other persons/children over 16 who live at that address.

LA/Agency state that request is urgent
RAO checks urgent requests as a priority. If LA/Agency needs to place child with applicant as a matter of urgency the RAO progresses this request quickly. If request doesn't meet urgent criteria the RAO marks it as not urgent in the title line and deals with it to no urgent timescales.

RAO sends information to the LA/Agency
RAO complies response. Includes the basic information from CF and any appropriate information to share from the CHARMS summary. States if persons are known to LADO. Where they are known RAO states that the LA/Agency will need to contact OFSTED and they will share appropriate information on why individuals are known. (See FIG 1. below) RAO saves email to CF Observations & sends a secure response. Under GDPR the response needs to be sent to the email address of the person requesting the information -unless it is an LA secure generic email address. If Agencies have provided a non secure generic email address the RAO will contact the requestor to ask for their email address before the response is sent. RAO then duplicates all information saved in e records and observations to all CF 'known' children over 16.

Sufficient consent provided
RAO reviews CF/Eclipse & identifies basic information to share. Dates of involvement with applicant/ their children. Nature of involvement e.g. Domestic Abuse. Outcomes such as CIN plans, CP Plans, S47 etc. RAO to consult SW Team Manager regarding what level information to share if this is unclear. If Charms check is required the RAO may send initial response to LA/Agency with information already gathered to prevent delay. Once CHARMS check received RAO will send this information to LA/Agency. All emails to LA/Agency saved in Eclipse Case Notes

Previous Foster Carer
Applicant may be known as they have already fostered children or applied to foster or adopt. This will be indicated on CF under 'role' in personal details or with Eclipse Relationships. Adoption & Fostering Team hold information on their CHARMS system so in these instances a CHARMS check is required. RAO sends email to the Adoption & Fostering Recruitment inbox requesting information from CHARMS. RAO includes in title 'CHARMS check required by CASS. RAO saves email request to A&F in Eclipse Case Notes

Adoption & Fostering CHARMS check
A&F receive email & pull off CHARMS summary sheet and sends back to the RAO via the CASS main inbox. A & F inserts 'CHARMS Check' in the email title followed by the name of RAO who requested the check. RAO receives email with summary sheet. Reviews information and identifies appropriate information to share- RAO does not send summary sheet to LA/Agency. If the A&F Team has given the reason for turning down an applicant as significant Health or Financial difficulties this would not be included in the response but the RAO would state that the applicant after discussion with the A&F Team withdraw as the circumstances at this time were not appropriate & to speak to the applicant for details. RAO saves email & summary sheet into Eclipse Case Notes

LADO Email Response
LADO responds directly to the CASS inbox providing information on applicant and persons in household over 16 whether they are known or not to LADO. LADO to put LADO CHECK in the email title & include the name of the RAO requesting information in the email response title. RAO reviews email & saves to Eclipse Case Notes for both email and phone responses

LADO check
RAO emails LADO to ask if the applicant or any other named persons in household over 16 are known to LADO. For urgent request where LA/Agency needs to place child with applicant as a matter of urgency the RAO will phone LADO to find out if they are known and LADO will give this information over the phone. RAO saves mail request to LADO in Eclipse Case Notes

FIG.1. Applicant or persons in household known to LADO.
RAO provides this information when they send back response to LA/Agency asking them to contact OFSTED & they will give details

LA/Agency contacts OFSTED with a request to share information on why the applicant or persons in household over 16 are known to LADO

OFSTED contacts LADO with a suitability check. LADO checks in Eclipse case notes to see if CASS has already provided information to the LA/Agency. If CASS has not already supplied the LA/Agency with information LADO will send suitability check to CASS provide this information

LADO will send their response to OFSTED outlining why the applicant or persons in household over 16 are known. LADO will make a note in Eclipse case notes that they have responded to OFSTED. LADO will not send the suitability check to CASS if this has already been completed

Ofsted reviews the information sent to them by LADO and considers their response. OFSTED then feeds back appropriate information to the LA/Agency