



Process - CASS Information Request Response (IRR) from Professionals V4 January 2010

IRR received in CASS inbox

CASS Business Support Service (BSS) receives request email and checks CF to identify if the child/family are known to Children's Social Care (CSC). For level 1 requests when the professional just wants to know if the child has an allocated worker, the name/contact details of the worker & if case closed when was it closed BSS will respond with this information. If the child/family are not known BSS will also respond. When the professional asks for more detailed information and there is an allocated worker for a child in the family BSS will save the information request into case notes and an email is to allocated worker and Team Manager saying an information request has been received and the worker needs to respond. Where there is history of CSC involvement but the case is closed & the professional needs more detailed information BSS staff move these email requests into the 'Information Requests IRR electronic folder' Referral & Advice Officers (RAO) have access to this folder and will progress prioritising work marked as urgent. RAO will tag work in the folder to show that they are working on a request. They will mark as actioned within the folder once completed.



Is sufficient consent provided?

RAO reviews requests sent to them prioritising urgent requests which meet the criteria. RAO saves the IRR request & consent into Eclipse Case Notes. The professional must have gained consent to share information from the parent or child over 16. This can be written consent or a statement from the professional that consent has been gained. There are a few instances where consent is not required e.g. LA undertaking a S47 investigation, a local authority or an agency such as CAFCASS mentions writing S7 or S37 reports or being in PLO as those are all formal processes either in court or on the pathway to court involvement or any other requests where the professional can demonstrate that a child may be of risk of significant harm e.g. Police, some Probation. RAO checks consent- may need to in some cases seek advice for a Social Work Team Manager

Professional states that request is urgent

RAO checks urgent requests as a priority. 1. An IRR would only be classed as urgent if: Another LA is waiting for this information to undertake a S47 strategy discussion. 2. The information is urgently needed for court proceedings or a CP enquiry (usually CAFCASS). 3. Probation service requests information urgently as they are releasing a prisoner to a certain address who may pose a risk to children or 4. any other requests where it is important for the professional to receive this information promptly otherwise a child may be at risk of significant harm e.g. Police. The RAO will progress these request quickly. If the request doesn't meet this criteria for an urgent request the RAO inserts 'None urgent' in the email title line and then deals with it as a none urgent request

OFSTED suitability checks via LADO

LADO send OFSTED suitability requests to the CASS inbox where the applicant or child family member is known to CSC. LADO will feed back directly to OFSTED as to whether they are known to LADO. CASS will review the history and provide OFSTED with the response to both OFSTED email addresses. The request will be saved in Case Notes with a copy of the response. All this information must be saved in Case Notes on all siblings within the household. OFSTED sometimes sends duplicate requests to LADO. LADO will check in Case Notes to identify if a CASS response has already been provided. If CASS has already responded LADO will not send suitability check to CASS but respond to OFSTED to say a response has already been given

No Consent & consent is required

RAO sends an email to the requesting professional asking them to resubmit their request with the appropriate consent. 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 Recordings in Eclipse. If the request has not been made on the CASS information Requests Form a copy of the form & guidance will also be sent to the professional

RAO sends information to the requesting professional

RAO complies response. Includes appropriate information from CF/Eclipse. RAO saves email to Eclipse Case Notes & sends email to the requestor by a secure route. Under GDPR the response needs to be sent to the email address of the person requesting the information - unless it is a secure generic email address. If professionals 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 saves response in Case Notes all siblings within the family household RAO marks email as actioned within the email folder

Consent provided or consent not required

Where there is appropriate consent or consent is not required the RAO will review the history on CF/Eclipse and compile an email response. RAO will not provide detailed information in their response. RAO will state the period of involvement with CSC & reasons for involvement e.g. Neglect. RAO will list any key information such as Assessments, CP Plans, S47s, CIN Plans etc. with dates. In some cases the RAO may need to consult with the CASS SW Team Manager to agree the level of information to be shared. The RAO will provide a basic 'need to know' level of information to the requestor. Where the professional requires more information such as details within a child's assessment the RAO will give the professional the Disclosures Team email address as they would have to book an appointment with Disclosures to come in and view the file

