Case Closure Process

Referral Closure task in tray

Basic Demographics → Risks link → Active Hazards? → YES → End Hazards

Active Hazards? → NO → Involvements link → Active current tasks/alerts?

End Hazards → Involvements link → Active current tasks/alerts?

Active current tasks/alerts? → NO → *Referral Closure task

Active current tasks/alerts? → YES → Complete tasks/alerts → *Referral Closure task

*Referral Closure task → Manager to authorise → **Referral Closure Assigned to m Manager
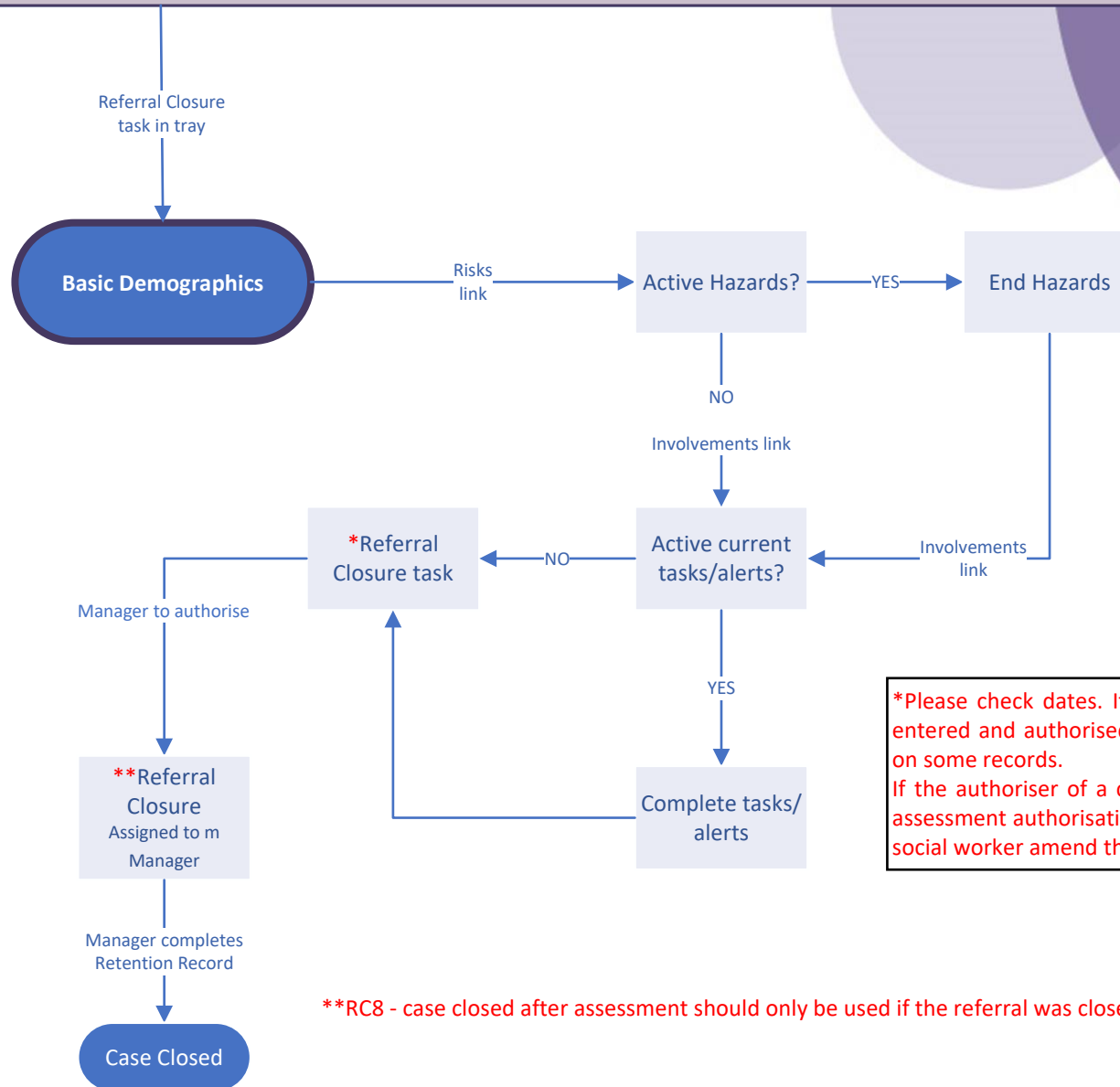
**Referral Closure → Manager completes Retention Record → Case Closed

*Please check dates. It has been identified that closure dates have been entered and authorised before the authorisation of the single assessment on some records.
If the authoriser of a closure notices that the date falls before the single assessment authorisation date, they should reject the closure and have the social worker amend the closure date.

**RC8 - case closed after assessment should only be used if the referral was closed after the initial assessment and no factors were identified.

Liquidlogic

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