

Appendix 1: Procedure

CHECKLIST FOR MANAGERS AND WORKERS WHEN HANDOVER IS NECESSARY

Checklist for managers when cases transfer between or within teams

- Inform/negotiate with the receiving manager and agree a handover date and identified new worker
- Inform the worker of the proposal handover date in plenty of time
- Ensure that the administrative staff are informed of the change
- Ensure that all screens on IT systems are updated on the due date
- Discuss the handover plan with the social worker in supervision
- Allocation Supervision takes place within 13 days of transfer
- Prepare the child/parent/carers for likely handover in plenty of time discussing the positive aspects of the transfer and acknowledge anxiety
- Finish off work in progress with the child/parent
- Ensure that all outstanding tasks on the child's records have been completed
- Ensure that all forthcoming tasks/events are highlighted to the new worker
- Ensure that the new worker is well conversant with the salient issues past and present
- Arrange an appointment to introduce the new worker to the child and family
- Inform other professionals involved with the child of the change and the date
- Ensure life story information or books transfer with the child or young person
- Write a letter to the child and family saying goodbye and expressing positives about the engagement and the progress they have made

Checklist for workers when accepting a case from another worker

Read and make notes of salient issues past and present for the child and family

- Prioritise the introductory visit with the existing worker
- Allow the child/parent to express any views about the change
- Arrange a meeting to engage with all those involved in supporting the child/family or meet on an individual basis
- Talk to the child/family about the nature of the work you will be engaged in with them