

PROCEDURE FOR BUSINESS SUPPORT AUDIT AT TRANSFER, CLOSURE & 3 MONTH INTERVALS

Introduction

When a case is ready to be closed or transferred the Social Worker completes a Children Social Care case closure or Case transfer/escalation/cancelling step within Mosaic. Within these steps an request is sent to the relevant manager who supervises that social worker and a request notification will appear in their current worktray to inform them that a case is complete and ready for Closure or Transfer. An audit is carried out on the file by the manager, all assessments are authorised and the manager ensures that all work is recorded, the manager will then send a request in respect of the Case transfer/escalation/cancelling step to the C&F Closure and transfer virtual worker and in respect of the Children social care case closure will chose a next action of Children's case closure record to be completed by business support and assign it to the C&F Closure and transfer virtual worker. Business Support monitor the virtual worker throughout the day and action any alerts for Closure or Transfer of cases; this includes updating the child's file but also completing a full electronic audit of the record.

OSA Transfer Summary Records are prioritised and completed first followed by Closure Records Activity Selected and My Client Screen accessed. OSA BS ESCR audit includes:-

1. Person Details	Name, DOB, Address, Telephone contacts, Role, Ethnicity and Classifications (CIN category, religion, 1st language etc) Missing info. chased up.
2. Updating Relationships	Primary Worker & Team, Professional (school, GP etc). Both parents recorded
3. Audit of Assessment docs.	ESCR should contain Contact/Referral followed by assessment doc, depending on level case proceeded to a check is completed to ensure all docs. are present and dated correctly. If any discrepancies discuss with authorising manager. If transferring there should not be a gap between involvements of one team to another.

4. Audit of Assessment docs. ESCR should contain Contact/Referral followed by assessment doc, depending on level case proceeded to a check is completed to ensure all docs. are present and dated correctly. If any discrepancies discuss with authorising manager.