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

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 work tray 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.

The Business Support Closure Audit process is as follows:

**Business Support will start the 'Children's case closure record to be completed by Business Support' workflow and ensure there are no incomplete steps preventing closure. If there are incomplete steps, Business Support will email the allocated worker of the work step, the allocated worker and Team Manager advising this cannot be progressed until the work step is completed.*

- All incomplete work steps to be completed by allocated work step assignee before business support can progress the closure.
- Business Support will check the date of the case closure recorded within the Children's Case closure record'.
- Business support will end the following using the date of the case closure: Allocated Worker and Allocated Team Relationship & Service User Group.
- Business Support will add the 'file retention' details using the date of the case closure and the file retention criteria will be what the case was open as at the time of closure. For example, Child in Need. The retention end date will automatically populate based on the file retention criteria chosen from the drop-down menu.
- Business Support will resume the 'Children's Case Closure to be completed by Business Support and on page 1, they will tick the 'Form Completed by' checkbox and 'Section completed' checkbox when all of the above has been completed.
- Business support will choose section 2 'Next Actions' and select the following action of: NFA case closed from the available drop-down list and 'add and close'.
- Once finalised, Business Support will finish the workflow by choosing the green tick icon.