

### 1.7.1 Management of Case Transfers in Children's Social Care

Protocol title		Management of Case Transfers in Children's Social Care,
Relevant to		All staff in CSC
Date published		June 2015
Implementation date		June 2015
Date last reviewed		August 2023
Next review date		August 2025
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Approved by (Group):		Extended SFSMT on 13.12.2023
Document history		
Date	Version	Summary of amendments
June 2015	1.0	New Protocol
August 2023	1.1	Draft Protocol reviewed
December 2023	1.2	Draft Protocol reviewed
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A copy of this document can be found on [Islington's Children and Family Online Procedure Manual](#)

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## 2. Scope of the procedure

This protocol sets out the management and best practice for case transfers between teams to a social worker in a different social work team (e.g. CIN, CLA, IF) or between a statutory social work teams and a Local Authority Targeted Early Help Teams (e.g. Bright Start, Bright Futures, TYS).

Occasionally, lead responsibilities may change to a new social worker within the same team or service. Although many of the good practice principles in this protocol may apply, this protocol is not primarily aimed at guiding that practice.

## 3. Amendment

This protocol was substantially revised and updated in August 2023 and should be read in full.

## 4. Endings and beginnings

This protocol sets out when the relationships between a social worker / team and the young person and their family may come to an end, or begin with a new social worker, team or service. We recognise that children we work with may have suffered trauma or relationship losses, which can make it a challenge to end or begin relationships. This protocol requires social workers and managers to use their ability to mentalise and empathise with children to remain focussed on what the changing relationship may mean for them. *Standard 6, Relationship-based direct work with children and young people*<sup>1</sup>, sets the expectations of how we work children and their families.

## 5. Exceptions

The protocol sets out the expected process of transferring case responsibility to ensure a balanced load between services and teams and that children are being provided with the right service at the right time. If the process and time scales cannot be followed on **individual** cases, any exceptions must be agreed between the transferring and receiving *service manager* / Assistant Director. The protocol acknowledges fluctuations in pressures within services; the inability to allocate cases will not be an automatic exception to this protocol. Any requests for a temporary change to *time scales* and *trigger point* **generally**, should be referred to *SFSMT* for a decision by the **Director for Safeguarding**. Temporary variations to this procedure should be tracked and reviewed at *SFSMT* every 4 weeks. Request for a permanent change to timescales or trigger points should lead to formally reviewing the protocol.

## 6. Lead practitioner

The concept of a Lead Practitioner has been established in guidance since at least 2006 and the role may be undertaken by a variety of practitioners including social workers, family support workers, youth workers or young person's advisors. Statutory Guidance such as *and set out specific circumstance where the Local Authority must* designate a **social worker** to act as the *lead professional*. It is the role of a lead professional to "undertake the assessment, provide help to the child and family, act as an advocate on their behalf and co-ordinate the delivery of support services". A lead professional often is, but does not always have to be, a social worker, this guidance also

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<sup>1</sup> [2021.01.22 Motivational Practice Handbook V1.2](#)

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considers transfer or case responsibility to not statutory service e.g. transfers from a social work team to *Bright Start*, *Bright Futures* and *Targeted Youth Support*.

The purpose of this guidance is to set our local arrangement and it should be followed alongside statutory guidance which always takes precedence.

## 7. Principles underpinning this procedure

- Wherever possible responsibility should remain with the same caseworker to ensure the maximum continuity.
- Where the transfer of existing cases to new workers is unavoidable, children and families must be given the maximum information about impending changes, at the earliest possible opportunity.
- In sibling groups, the children should have the same social worker taking the lead, unless it was assessed, and recorded, not to be in the children's best interest to have the same social worker.
- Wherever possible, the siblings of a child who becomes looked after will have the same social worker taking the lead, even if the other children are not looked after themselves.
- Transitions is a significant event, and where possible changes in professional relationships should be avoided if there is already a significant event for the child e.g. change in school or placement.
- Any significant and urgent pieces of work that require an in depth understanding of the child's needs, the family's circumstances etc must be undertaken by the social worker who is best able to do the work in the best interest of the child as well as the interest of service.
- *Service managers* should refer any anomalies, exceptions, or disputes under this protocol to their respective *Assistant Directors / Head of Service* for final decision. Decision should be informed by these principles and resolved in the best interest of the child and in line with section [5 Exceptions](#).
- Children and their families should experience the minimum number of transitions in receiving our services.

## 8. Case transfer standards

When preparing cases for transfer, these standards should be followed:

- Chronology of Significant Life Events (*Significant Life Events* tab on LCS), up to date
- Case notes must be completed, up-to-date and finalised.
- A completed *Children and Family Assessment*, including a current risk assessment (for children allocated to statutory teams) for all children supported under s17, s47 or a supervision order.
- Accurate and comprehensive information recorded on LCS / EHM about the child's *nationality, ethnicity, and religion*.
- Accurate and up to date *demographic* information (in *demographics* tab on ICS / EHM)
- Accurate and up to date professional *involvement and contact information* (in *involvements* tab on ICS / EHM)

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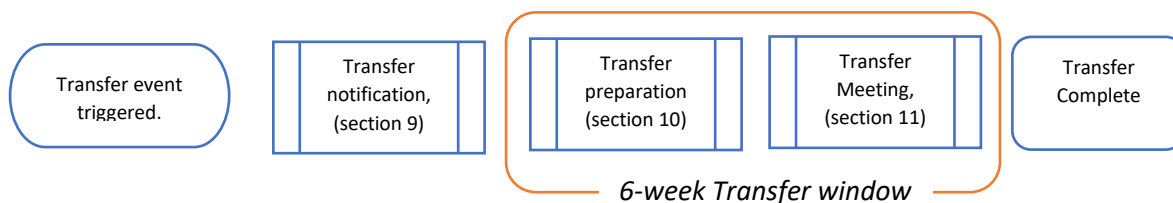
- The legal status of the case is up to date, including if the child is subject to powers of *Police Protection*.
- Signposting to relevant documents (including court statements) on ICS / EHM
- *Birth certificates* has been applied for and if received is recorded in documents.
- Notification of important meetings coming up, e.g., the next *Child Looked After Review*, *Child Protection Conference* to the incoming team as early as practicably possible. Agreed by managers which SW attends and presents information about the child.
- *Placement Planning Meeting* (prior to start of, or within 72-hours of the child's placement) (where the child is looked after)
- Completed *Placement Plan* (within 5 working days of the child's placement) (where the child is looked after)
- *Initial health assessment* (within 28 days of the child's placement) (where the child is looked after)
- *Personal Education Plan* (within 10 working days of the child's placement) (where the child is looked after)
- *Pathway plan Part 1 and Part 2* by the time a child is 16.25 and 6 months for part 1 and 2 (part 1 in 3 months) after child comes into care when older than 16
- Contact arrangements and the plan to cover the transition period (venues, dates, timing, frequency, transport, supervising arrangements, sibling contact, contact with extended family and any person(s) who should not have contact. This is not an exhaustive list)
- An up-to-date *Child in Need Plan* (if to be supported under s17)
- Up to date *Child Protection Plan*
- *Supervision Order Plan*<sup>2</sup> (if supported under supervision order)
- *Case summary*, reviewed and updated (in *case note tab* on LCS)
- Case transfers should always be discussed with the child, family and the professional network, and their views about the transfer should be recorded on the case record.
- An up-to-date genogram of the family.
- All tasks in draft on LCS should be finalised or transferred to the receiving team.

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<sup>2</sup> 2023 *Supervision Order Procedure*: procedure for working with children on supervision orders.

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The case transfer process between statutory teams



### 9. Transfer notification

This protocol in [section 12, Transfer events and trigger points between services](#) describe events that will trigger a transfer from one service to another. As soon as the allocated team becomes aware that the transfer of a case will be triggered to another service, they should formally notify the receiving team at the earliest opportunity. This will in the first instance take the form of a conversation between managers, followed up by a written transfer notification.

#### Purpose:

Transfer notification serves to:

- Formally notify the receiving team of an imminent case transfer
- Set the *start date* that begins the *transfer window*.
- Agrees the *end date* of the *transfer window* during which the *transfer meeting* should be arranged.
- Begins the consultation process for the child, family, and professional stakeholders about the imminent transfer.
- Begins the process for preparing the file in line with the [Case transfer standards](#) in this protocol.

#### Transfer notification

It's best practice that there will be a conversation between the *transferring manager* and *receiving manager*<sup>3</sup> that should be followed up in writing by the next day.

The *transfer notification* should as a minimum include the following information.

- The names and LCS number of all the children that will be transferred.
- The names of the *allocated social worker* and their *line manager*.
- Particulars of the ACRP decisions
- The nature and date of the trigger event that makes the transfer necessary.
- Important dates that the receiving team will need to attend as part of the transition process e.g. CLA reviews.
- The agreed end date of the *transfer window*.
- Early Help: *LCS TAM form*

<sup>3</sup> Where the *receiving manager* is not known, the relevant *service manager* will fulfil this role until the *team manager* has been identified.

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<p>The following roles should be included in the transfer notification:</p> <ul style="list-style-type: none"><li>• The <i>receiving team manager</i>.</li><li>• The <i>receiving line manager</i> (if known)</li><li>• The social worker that will become the <i>allocated social worker</i>, if known.</li><li>• The allocated social worker</li><li>• The <i>line manager</i> of the allocated social worker.</li></ul>
<p><b>Timing</b></p> <p>This protocol requires the <i>transferring manager</i> to notify the <i>receiving manager</i> at least 4 weeks prior to <a href="#">Transfer events and trigger points between services</a> set out in this procedure. The date of the <i>written notification</i> serves as the <i>transfer notification date</i> and formally begins the <i>transfer window</i> and process. The transfer should be complete in no longer that 6 weeks from the <i>transfer notification date</i>.</p>
<p><b>Transferring manager should:</b></p> <ul style="list-style-type: none"><li>• have a conversation, at the earliest opportunity, with the <i>receiving manager</i>.</li><li>• make a written notification to the <i>receiving manager</i>.</li><li>• make arrangements with the <i>allocated social worker</i><sup>4</sup> and <i>line manager</i> to prepare the case for transfer during the <i>transfer window</i>.</li></ul>
<p><b>Receiving manager should</b></p> <ul style="list-style-type: none"><li>• acknowledge the <i>written notification</i> and note the beginning and end of the <i>transferring window</i>.</li><li>• identify at the earliest opportunity the social worker who will be allocated to child and family.</li><li>• if the <i>receiving manager</i> is the service lead, identify the team where the case will be transferred to and notify the <i>receiving manger</i>, <i>allocated social worker</i> and <i>line manager</i>.</li><li>• Escalate without delay an exception for resolution to the <i>service manager</i> / AD where the process or timescales in the process cannot be adhered to.</li></ul>

<p><b>10. Transfer preparation</b></p>
<p>The <i>transfer notification</i> begins the <i>transfer window</i> during which the <i>transferring team</i> should prepare the child's, family, professionals, and the child's record for transfer. It is acknowledged that the transfer period may be unsettling for the child, family, and professionals with a higher likelihood of miscommunication, information not being shared, children and families having to</p>

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<sup>4</sup> Allocated social worker: for this purpose of this protocol, it is the professional who hold leads responsibility at the moment and who is seeking to transfer the case. This person will **retain responsibility** until the transfer has completed as set out in this protocol.

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re-tell painful and traumatic life events. Both services should work towards minimising this for the child and their family.
<p><b>Purpose:</b></p> <p>The purpose of the <i>transition window</i> is to:</p> <ul style="list-style-type: none"><li>• Prepare the child and family for the prospect of ending the relationship with the <i>allocated social worker</i> and introducing a new set of social workers and managers.</li><li>• Prepare and inform the professional network and stakeholders that the child will transfer to another social workers and team.</li><li>• Identify important dates, meetings etc that will need to be prepared for and attended.</li><li>• Introduce the child, family and professionals to the new social worker and relevant managers.</li><li>• For statutory cases, arrange a <i>transitions meeting</i> that will be the formal handover between social workers and services</li><li>• Prepare and quality assure the child's file ready for transfer in line with the <a href="#">Case transfer standards</a> set out in this protocol.</li></ul>
<p><b>Timing</b></p> <p>The date of the <i>written notification</i> serves as the <i>transfer notification date</i> and formally begins the transfer window. The transfer should be completed in no longer that 6 weeks from the <i>transfer notification date</i>.</p>
<p><b>Transferring manager should:</b></p> <ul style="list-style-type: none"><li>• Agree with the <i>line manager</i> and <i>allocated social worker</i> the expectations and time scale when the child's file will be ready for transfer.</li></ul>
<p><b>Transferring line manager should:</b></p> <ul style="list-style-type: none"><li>• Quality assure the child's file against the <a href="#">Case transfer standards</a></li><li>• Agree with the <i>allocated social worker</i> important dates, correspondence etc that should be shared with the receiving team.</li><li>• If in PLO:<ul style="list-style-type: none"><li>○ Invite CLA managers to PLO meeting where appropriate.</li><li>○ Ensure initial statements and care plans are reviewed by the receiving manager before they are submitted to court, and the plan should be agreed by the CLA Manager.</li></ul></li><li>• Authorise on LCS the transfer process initiated by the <i>allocated social worker</i>.</li><li>• For children looked after turning 18, to offer an exit interview.</li></ul>
<p><b>Allocated social worker should:</b></p> <ul style="list-style-type: none"><li>• Update the case file to meet the <a href="#">Case transfer standards</a>.</li><li>• If necessary, apply for the child(ren)'s birth certificate and confirm arrangement to transfer of a hard copy of the birth certificate. Generally, the birth certificate should be provided to either the child or child's family if appropriate.</li></ul>

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<ul style="list-style-type: none"><li>• Arrange a <a href="#">Transfer Meeting</a> between the <i>transferring</i> and <i>receiving team</i>.</li><li>• Undertake direct work with the child(ren) in line with Islington's Practice Model as part of <a href="#">Transfer preparation</a> to the next team, including plans to introduce the new social worker to the child.</li><li>• Undertake work with parents/carers to prepare them for transition to a new team, including arranging introductions with the next social workers.</li><li>• Notify and prepare the professional network and stakeholders for transferring the lead social worker duties to the new professional, including arranging introductions to the next social worker.</li><li>• Begin the transfer process on LCS to flag the imminent transfer of the case in the work tray of the receiving team.</li></ul>
<p><b>Receiving manager should:</b></p> <ul style="list-style-type: none"><li>• In partnership with the <i>transferring manager</i>, agree and note the <i>transfer notification date</i> and the <i>transfer window</i>.</li></ul>
<p><b>Receiving social worker should</b></p> <ul style="list-style-type: none"><li>• Work in partnership with the <i>allocated social worker</i> to meeting child, their parents, and the professional network.</li><li>• Arrange a meeting with all relevant stakeholders, including the transferring practitioner, to develop a <i>trauma formulation</i> where required<sup>5</sup>.</li></ul>
<h2>11. Transfer Meeting</h2>
<p>It is good practice, and the expectation, that case responsibility will transfer at a <i>transfer meeting</i>. Transfers from statutory teams to targeted early help services may be decided at the <i>Targeted Allocation Meeting</i> (TAM), every Wednesday.</p>
<p><b>Purpose</b></p> <p>Transfer meetings facilitate a smooth handover of case responsibility from one service to another, ensuring that:</p> <ul style="list-style-type: none"><li>• plans for children and their families are clearly understood by the receiving team.</li><li>• there is a safe transition, in line with the <a href="#">Principles underpinning this procedure</a> and <a href="#">Case transfer standards</a> in this protocol.</li><li>• Children, families, and professionals are certain who has case responsibility.</li><li>• Signifies the official handover point of case responsibility from the <i>allocated social worker</i> to the receiving social worker.</li></ul>
<p><b>Arranging the transfer meeting</b></p>

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<sup>5</sup> [Trauma Formulation Meetings - Information Sheet V.8](#)

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<p>It is the responsibility of the <i>allocated social worker</i> in the transferring team to arrange the transfer meeting and ensure it is added to everyone diaries, at the earliest opportunity. It is the responsibility of the <i>receiving manager</i> and receiving team to attend a <i>transfer meeting</i> at an agreed date within the <i>transfer window</i>. The transfer meeting may take place on the same date as a trigger event, e.g. statutory review, but it should not take place in the same meeting.</p>
<p><b>Timing</b></p> <p>The expectation is that all cases will transfer at <i>case transfer meeting</i>. If a transfer meeting was not arranged, the case will automatically transfer on the last date of the <i>transfer window</i> that was previously agreed in <a href="#">Transfer notification</a>. For clarity, that means a <i>receiving team</i> will receive no less than <b>4 weeks</b> notice of an impending transfer and the case transfer will be complete no later than <b>6 weeks</b> after the service / <i>team manager</i> was notified of the transfer.</p>
<p><b>Attendance</b></p> <p>Transfer meetings should at minimum be attended by the <i>allocated social worker</i> and their <i>line manager</i> (or <i>team manager</i> if the <i>line manager</i> is not able to attend), the receiving social worker, and the <i>receiving line manager</i> (or <i>team manager</i>).</p>
<p><b>The <i>allocated social worker</i> should:</b></p> <ul style="list-style-type: none"><li>• Attend the transfer meeting.</li><li>• Make a case recording on LCS of the salient point that were covered during the transfer process.</li><li>• Present the most important aspects of the case, e.g. the current assessment and plan, contact arrangements, significant risk, cultural identity of the child and family etc.</li><li>• Set out what arrangements have been made to introduce the child, parents and stakeholders to the receiving social worker.</li></ul>
<p><b>The <i>transferring manager</i><sup>6</sup> should:</b></p> <ul style="list-style-type: none"><li>• Attend the transfer meeting.</li><li>• Ensure that a transfer request on LCS was made and the case is flagged in the work tray of the receiving team.</li><li>• Ensure the standards in these procedures have been met and the case is ready for transfer.</li><li>• Chair the transfer meeting.</li></ul>
<p><b>The <i>receiving manager</i><sup>7</sup> should:</b></p> <ul style="list-style-type: none"><li>• Attend the transfer meeting.</li><li>• Ensure the case responsibility is transferred to the receiving social worker after the transfer meeting or on the last day of the transfer widow, whichever happens sooner.</li><li>• Read the case record and note important dates and commitments.</li></ul>

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<sup>6</sup> The *team manager* may delegate this task to the *allocated social worker's line manager*.

<sup>7</sup> The *receiving manager* may delegate this task to the receiving social worker's *line manager*.

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<ul style="list-style-type: none"> <li>• Discuss the newly allocated case at the earliest opportunity in supervision.</li> </ul>
<p><b>The receiving social workers should:</b></p> <ul style="list-style-type: none"> <li>• Read the case record and note important upcoming dates and commitments.</li> <li>• Arrange to visit the child (and family / placement) to ensure continuity of services and no gaps in statutory visits</li> <li>• Discuss the new case in supervision at the earliest opportunity.</li> </ul>

<h2>12. Transfer events and trigger points between services</h2>	
<p>The table below sets out the events or stages that will trigger a <i>transfer notification</i> from one service to another service.</p>	
<h3>12.1. Exceptions to this protocol</h3>	
<p>The following are agreed exceptions to the protocol:</p> <ul style="list-style-type: none"> <li>• Any case that is referred again within 12 weeks of closure will be allocated to the same team it was allocated to prior to closure, unless otherwise agreed by the relevant service managers.</li> </ul>	
<h3>12.2. Transferring responsibility for CIN to CLA</h3>	
Trigger event	Comments
<p><b>First hearing or first child looked after review<sup>8</sup></b></p>	<p>Cases that are managed under the <i>Public Law Outline</i> should transfer at the time of <i>first hearing</i> or by the first <i>child looked after review</i> depending on the circumstances of each case.</p> <p>If the case enters PLO during the <i>transfer window</i> the <i>transferring manager</i> should consult the <i>receiving manger</i> about the plan for the child.</p> <p>If the <i>transferring team</i> plans to initiate care proceedings, there should be close liaison between the <i>transferring-</i> and <i>receiving managers</i> to allow appropriate CLA input into the plan. The CLA team should be invited to the PLO review meeting at week 9. Initial statements and care plans should be reviewed by the <i>receiving manager</i> before they are submitted to court, and the plan should be agreed by the CLA Manager. CLA managers should aim to identify a social worker in their team as soon as possible to enable effective joint working.</p>

<sup>8</sup> If the decision at the first CLA review was for the child to return home within 12 weeks, the case should not be transferred.

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	<p><i>Transfer at the first hearing.</i> The <i>allocated social worker</i> is responsible for drafting the <i>initial court statement</i> and <i>care plan</i>, with input from the <i>receiving manager</i>.</p> <p><i>Transferring at the First Review</i> The <i>allocated social worker</i> also completes the <i>CLA care plan</i>, <i>review paperwork</i> and sets up the <i>CLA review</i> within the <i>transfer window</i> in consultation with the <i>receiving manger</i> (or their delegate). The <i>allocated social worker</i> is responsible for organising and completing the <i>PEP</i> and <i>health assessment</i>. The <i>allocated social worker</i><sup>9</sup>, <i>receiving manager</i> and / or <i>receiving social worker</i> should attend the <i>first review</i>).</p>
<p><b>12.3. Transferring from CLA to CIN.</b></p>	
<p><b>Supervision Order Meeting<sup>10</sup></b></p>	<p>Where a previously looked after child(ren), or child(ren) subject to a care order becomes subject to a <i>supervision order</i> after the <i>final hearing</i> the responsibility will transfer from the CLA service to the CIN service. Where the children from one family are subject to a mixture of orders, the children on supervision orders will not transfer under this procedure.</p> <p>The case should transfer at the first <i>Supervision Order Meeting</i>.</p> <p><i>Care planning for a supervision order prior to transfer.</i> When the CLA team prepares a final care plan supporting a supervision order or become aware that the court may grant a supervision order at a final hearing, the <i>transferring team manager</i> should consult the <i>receiving service managers</i> to establish which geographical area the case will be allocated to and who the <i>receiving manager</i> of the case will be. The <i>transferring managers</i> should consult with the <i>receiving manager</i> where the child will live about the proposed Supervision Order Plan and final care plan. The <i>receiving manager</i> (and <i>receiving social worker</i>, if known) should be invited to any legal planning meetings. It is the responsibility of the <i>allocated social worker</i> to ensure that all relevant paperwork is updated, and to prepare the final statements and care plan for court. The <i>allocated social worker</i> should also prepare the <i>supervision order plan</i> that will be presented at the <i>supervision order meeting</i>.</p> <p>It is the responsibility of the <i>transferring social worker</i> to arrange the <i>supervision order meeting</i> and it should be attended by the <i>transferring manger</i>, <i>allocated social worker</i>, <i>receiving manager / line manager</i>, and <i>receiving social worker</i>.</p>

<sup>9</sup> If the *allocated social worker* is not available, e.g. they have left the service, their line manger or someone who knows the child (e.g. not the duty social worker) should attend the review.

<sup>10</sup> 2023 Supervision Order Procedure: procedure for working with children on supervision orders protocol.

	See Supervision Order Policy for who should chair the Supervision order meeting in which circumstances.
<b>12.4. Transferring from CIN to Independent Futures</b>	
<b>Child become eligible for leaving care service / first child looked after review<sup>11</sup>.</b>	<p>All 16- and 17-year-old children, accommodated <b>under section 20<sup>12</sup></b> will be transferred to Independent Futures (unless it is clear that they are unlikely to remain accommodated for any significant period). It is the responsibility of the <i>transferring manager</i> to notify the <i>receiving manager</i><sup>13</sup> 4 weeks prior to the first CLA review that the transfer trigger point will be reached.</p> <p><b>Qualifying children</b></p> <p>A young person is a qualifying child if you have been in care of the London Borough of Islington between the ages of 16 and 17 for less than 13 weeks before your 18th birthday. Als if they were looked after by the London Borough of Islington and came out of our care because they were made the subject of a special guardianship order.</p> <p><b>Relevant children</b></p> <p>A relevant child has been in the care for 13 weeks between the ages of 14 and 16 (including their 16th birthday), or for 13 weeks after your 16th birthday.</p> <p>The <i>allocated (i.e. CIN) social worker</i> completes the <i>CLA care plan</i>, review paperwork and sets up the first CLA review within the <i>transfer window</i> in consultation with the <i>receiving manger</i> (or their delegate). The <i>allocated (CIN) social worker</i> is responsible for organising and completing the PEP and health assessment. The <i>allocated (CIN) social worker, receiving (CLA) manager</i> and receiving (CLA) social worker should attend the first review).</p>
<b>12.5. Transfer from CLA and DCT to Independent Futures<sup>14</sup></b>	
<b>Children who are looked after who have turned 16 by the August of that year and are in the equivalent school year of having just completed their GCSEs (excluding DCT allocated CWD who are CLA, non</b>	<p>The <i>transferring manager</i> should notify the <i>receiving manager</i> (IF) team to begin a joint work period between the allocated team and IF. Because this is not a transfer of case responsibility a separate process from the overall transfer procedure will be followed here:</p> <p><b>Four-way meeting</b></p>

<sup>11</sup> [Independent Futures Young Persons Leaving Care Offer](#)

<sup>12</sup> If there are substantial safeguarding concerns (agreed by the CLA *service manager* or above) the case will transfer to the CLA service and the procedures in section 5 followed.

<sup>13</sup> Or receiving *service manager* if the destination team is not known.

<sup>14</sup> If the decision at the first CLA review was for the child to return home within 12 weeks, the case should not be transferred.

### 1.7.1 Management of Case Transfers in Children's Social Care

<p><b>disabled siblings of a CWD CLA can transfer to IF at 16 years.)</b></p>	<ol style="list-style-type: none"> <li>1. The <i>transferring team</i> social work co-ordinator should set up a meeting between services, and invite the <i>allocated social worker</i>, the new IF Social Worker and their respective managers, supervising social worker, key worker and the allocated worker from the virtual school should be invited.</li> <li>2. Roles and responsibilities will be agreed at this meeting and dates set for future meetings. Further guidance is available in the Roles and Responsibilities Protocol.</li> <li>3. The allocated social worker should arrange a time to introduce the IF Social Worker to the young person.</li> <li>4. <u>The IF Social Worker</u> should explain their role in supporting a young person to prepare for adult life and in helping the young person and their support network to plan for the young person's future.</li> <li>5. A four-way meeting (as described in point 1.) should be arranged mid-way between statutory CLA reviews and chaired by a practice manager of either service. Meeting should be minuted and recorded on LCS as “supervision case management”</li> </ol> <p>The CLA social worker should complete Pathway Plan Part 1 and Pathway Plan Part 2 by the time the young person is 16 1/4. The YPA should be consulted with respect of the Pathway Plan Part 2 and should make a written contribution in relation to accommodation (including staying put), education, employment and training, preparation for independence and financial support.</p> <p>The CLA Social Worker must complete a later life letter and share it with the young person (if they wish) in advance of the case transferring.</p>
<p><b>Only for CWD CLA who are open to the DCT and will transfer to IF at 18 years.</b></p>	<p>6 weeks prior to the CWD turning 18 years the transferring manger should make a <u>Transfer notification</u> to alert the <i>receiving manager</i> that a transfer point has been reached.</p> <p>Siblings of CWD who are CLA and held in DCT can transfer to IF at 16 years of age</p>
<p><b>12.6. Transfer of Young People (age 16 and over) remanded into Local Authority care to Independent Futures</b></p>	
	<p>Remands that are notified on closed cases will be referred to <i>Independent Futures</i> for a service. If they were already open to a service, there should be a discussion between service manager whether to transfer to IF; dependent on how long the remand period is for. A short remand period should not trigger a transfer under this protocol.</p>

### 1.7.1 Management of Case Transfers in Children's Social Care

	<p>By virtue of being remanded a young person becomes looked after under s21 of the Children Act 1989.</p> <p><b>Eligible children</b></p> <p>If the total period of being looked after for this young person is over 13 weeks since the age of 14 as a result of this period of remand, then the child becomes an <i>eligible child</i> and will be entitled to a Social Worker from IF as well as a service from their Social worker in the CLA team.</p> <p>If the decision is for them to remain looked after (provided with accommodation under s20) after the remand period ends they will be entitled to a social worker from IF. If they were subject to a care order they will continue to be looked after.</p>
<b>Child ceases to be looked after the remand ends</b>	<p><b>Relevant children</b></p> <p>In all other circumstances once the remand has ended then they will cease to be looked after and become a Relevant Child under the CLCA 2000. CLA service should then follow the guidance in <a href="#">Transfer notification</a> section to transfer case responsibility to IF.</p>
<b>Child receives a custodial sentence and becomes a relevant child</b>	<p><b>Custodial sentences</b></p> <p>If the young person receives a custodial sentence they cease to be looked after (unless there is a care order) and become a <i>relevant child</i> under the CLCA 2000.</p> <p>CLA service should then follow the <a href="#">Transfer notification</a> procedure to transfer case responsibility to IF.</p> <p>If a young person who becomes looked after under s21 as a result of a remand receives a custodial sentence before they have accumulated a total of 13 weeks of looked after status since the age of 14, then they become a <i>qualifying child</i> under the CLCA 2000.</p> <p>Under the <i>Former Looked After Children Regulations</i> (FLA) the CLA team is required to complete an assessment to ascertain whether they require any support from the LA whilst they complete their sentence. Under the CLCA 2000 the child is entitled to assistance, support and befriending from the IF team. So, the CLA team should complete the assessment under FLA Regulations and then ensure that the case is notified to IF to provide a service to the child as a Qualifying Child</p> <p>If a young person who becomes CLA under s21 as a result of a remand is discharged from custody before they have accumulated a total of 13 weeks of CLA status since the age of 14 it may be decided that they should continue as Looked after Children under s20. If so, they will retain their social worker when they become</p>

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	<p>Eligible Children (i.e. accumulate a total of 13 weeks of CLA status since the age of 14 and are still looked after at the age of 16.</p> <p>If a young person who becomes CLA under s21 as a result of a remand is discharged from local authority care/secure estate before they have accumulated a total of 13 weeks of CLA status since the age of 14 and it is decided that they will return home then they cease to be looked after and are not treated as Qualifying Children. As such, the CLA team would need to decide if they remain Children in Need or whether the case can safely be closed to the CLA service.</p>
<b>12.7. Transfer of Looked After Young People from Disabled Children or CLA Teams to Transition Team</b>	
<b>Young person likely to be eligible for services from the Transition Team turns 17 years.</b>	<p>The <i>Islington Learning Disabilities Partnership (ILDLP)</i> and <i>Progression to Adulthood (PTA) Transition Teams</i> support Disabled Young People 17 to 25 years who are eligible for Care Act transition assessments and services and require support to plan their transition to adulthood and to adult services.</p> <p>When a looked after young person likely to be eligible for services provided by the Transition Team and turns 17 years, the DCT/FSRT or IF <i>team manager</i> should notify the Transition <i>team manager</i> for a determination if the child will be eligible for a service from the Transition Team.</p> <p>If the determinations was that the child will be eligible, the <i>transferring manager</i> should ensure a referral is made to the ILDP or PTA transitions team when the child turns 17. A referral form can be completed on LCS and EHCM within in the forms tab and a copy emailed to the ILDP and PTA transitions team directly.</p> <p><i>Joint working between DCT/FSRT/IF and ILDP/PTA Transitions Team</i></p> <p>In the DCT there is a joint managed and funded Transitions social worker who works across the Disabled Children's Service and Transitions teams in Adult Social Care and holds a caseload of Disabled Young People 14+ who are looked after and eligible for services from adult social care. This post holder supports Young People through their transition assessment and planning so a referral at 17 years to the ILDP/PTA Transitions teams is not required for these Young People.</p> <p>As a Young Person will remain allocated in DCT, FSRT until their 18<sup>th</sup> birthday or their 25<sup>th</sup> birthday in IF, the allocated ILDP or PTA Transitions Social Worker will work jointly with the allocated DCT/FSRT or IF social worker to support transition assessment and</p>

	<p>planning for the young person's future including attendance at any looked after reviews.</p> <p>After a Young Person has been referred to the ILDP or PTA Transitions teams after their 17th birthday the Service Manager in IF or Operational Manager in DCT/FSRT should ensure the Young Person is added to the PTA Transitions Tracker so their Transition assessment and care planning journey can be tracked at the monthly Transitions Tracker meeting and escalate if necessary if there are any delays.</p>
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### 13. Closure to social care services and transfer to targeted early help services.

A child's case may be closed to statutory services for several reasons, e.g. the local authority undertook a *child and family assessment* but did not assess the child to be a *child in need*, or the child received a statutory service that is no longer required. The social work team, however, may consider that the child and family will benefit from ongoing targeted family support<sup>15</sup> in which case they will use this protocol to transfer case responsibility to a non-statutory, targeted family support services such as *Bright Start*, *Bright Futures of Targeted Youth Support*.

Otherwise, the social work team may close the case, **without** a transfer to early help targeted services, where the family will be supported by *universal* services in family hubs, accessing universal outreach support through Bright Start and Bright Futures.

Although these are closures to statutory services, the protocol sets out how the lead professional role may transfer to targeted services in the Children and Young People directorate.

<h3>14. Decision to transfer a case to targeted services.</h3>
<p>The decision to close a case in statutory services should always be a specific discussion between the <i>allocated social worker</i> and their <i>line manager</i> and should follow the <a href="#">Principles underpinning this procedure</a> and <a href="#">Case transfer standards</a> that are set out in this protocol.</p> <p>Closure to statutory services may be followed by a referral to <i>targeted early help service</i> (if the family agrees) because the family will benefit from a "co-ordinated support from more than one organisation or agency."<sup>16</sup> It should never be assumed that:</p> <ul style="list-style-type: none"> <li>targeted family support services will automatically be offered,</li> <li>or if a service is offered that it will begin immediately or</li> <li>that families will take up the offer immediately, or at all.</li> </ul> <p><b>Social workers in statutory services should make closure decisions with the above in mind.</b></p>

<sup>15</sup> <https://www.londonsafeguardingchildrenprocedures.co.uk/thresholds.html#2.-the-four-levels-of-need>

<sup>16</sup> Working Together 2018, p. 15

<p><i>Line managers in the transferring team should:</i></p> <ul style="list-style-type: none"> <li>• Identify cases proactively that will be ready for closure in the next 4 weeks after completion of the child and family assessment, or a period of statutory help and support.</li> <li>• Agree a date, with the next 4 weeks, by which the case will be closed.</li> <li>• Formulate the reasons, in line with the threshold document, why the lead professional role should transfer to a targeted early help service.</li> <li>• Discuss the potential transfer with the appropriate manager in the relevant targeted support service, or if not known, the service manager chairing the TAM to clarify: <ul style="list-style-type: none"> <li>○ Which service may be appropriate to take on the lead professional role;</li> <li>○ What the timescales for allocation are, and how that may impact on the risk assessment / closure decision.</li> <li>○ Outline what work will need to be completed by the <i>transferring team</i> prior to transfer.</li> <li>○ What work will need to be undertaken by the <i>receiving team</i> after the transfer.</li> </ul> </li> <li>• Take into consideration past involvement, concerns, assessment findings and risk assessments in recommending that a case be transferred to targeted early help support.</li> <li>• Consider the implications if families do not accept targeted early help support or if the case may need to wait for allocation after transfer.</li> <li>• Set out what tasks need to be undertaken by the <i>allocated social worker</i> to close the case</li> </ul>
<p><i>Allocated social workers should:</i></p> <ul style="list-style-type: none"> <li>• Finalise all tasks during the closure / <i>transfer window</i>.</li> </ul>
<p><i>Timing</i></p> <ul style="list-style-type: none"> <li>• The decision to close the case will begin the 4 week <i>transition window</i>.</li> </ul>

<p><b>15. Preparation for transfer to targeted services / case closure</b></p>
<p>It is good practice that statutory help should come to a planned and organised end. The child, family and professional stakeholders should be prepared for the impending closure in the statutory <i>transferring team</i> and transfer to a <i>receiving</i> targeted team, or hand over to universal services.</p>
<p><i>Transferring managers should:</i></p> <ul style="list-style-type: none"> <li>• Ensure that all agreed tasks have been completed.</li> <li>• Quality assure the case record in line with the <a href="#">Case transfer standards</a> in this protocol</li> <li>• Ensure that all involved professionals have been notified of case closure, and that their views have been taken into consideration.</li> </ul>

### 1.7.1 Management of Case Transfers in Children's Social Care

<ul style="list-style-type: none"><li>• At end of the <i>transfer / closure window</i> authorise the closure on LCS if they are satisfied that the child does not require a statutory service and that all tasks have been completed as directed.</li><li>• Refer the closure to the <i>Team manager's</i> tray for the final authorisation</li></ul>
<p><i>Team managers</i> should:</p> <ul style="list-style-type: none"><li>• Review the services that were provided and that the record is ready for closure.</li><li>• Consider any learning or quality issues to feed back to the service Practice and Outcomes Board.</li><li>• Give final authorisation if they are satisfied that the case should be closed in statutory services.</li></ul>
<p><i>Allocated social workers</i> should:</p> <ul style="list-style-type: none"><li>• Finalise all tasks during the closure / <i>transfer window</i>.</li><li>• Undertake direct work with the child and family to prepare them for the impending transfer.</li><li>• Prepare and formally notify all professional stakeholders that the statutory involvement will end and introducing them to colleagues in target services where know and appropriate.</li><li>• Initiate the <i>TAM referral</i> via <i>LCS TAM form</i>.</li><li>• Consider what information, assessment and plans should be shared with targeted or universal service to facilitate ongoing support in the next team or in the community.</li><li>• Assess family's readiness to work with targeted service and obtain their agreement to work with targeted early help services.</li><li>• Prepare for presentation at TAM, if applicable.</li></ul>

## 16. Virtual Targeted Allocation Meeting (vTAM)

Completing the TAM referral from on LCS will flag the transfer to targeted services that will begin the transfer process. Most cases that meet the criteria for an early help service will be transferred by means of the Virtual TAM, otherwise it may be booked into the TAM for consideration.

### The Early Help Coordinator<sup>17</sup>

- Reviews all cases that are flagged for transfer and decide about who is best placed to provide the intervention the family may need. (Referred to as 'Virtual TAM')
- Book the case in for a TAM meeting if:
  - There is no clear pathway who is the correct targeted early help team
  - Concerns that the case should remain in statutory services.
  - Requires alternative support than cannot be delivered by LBI Targeted Early Help services.
  - Confirm referrals going to TAM by 4pm on the preceding Friday.

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<sup>17</sup> Or Targeted Early Help Manager

<p><b>17. Targeted Allocation Meeting (TAM)</b></p>
<p>Some transfers from statutory teams to targeted early help services will be decided at the <i>Targeted Allocation Meeting</i> (TAM) that takes place every Wednesday.</p>
<p><b>Purpose</b></p> <ul style="list-style-type: none"> <li>• Forum for discussions and decisions about referrals into targeted services where destinations are unclear.</li> <li>• Decision-making function for transfer from Children in Need (CIN) to a targeted early help service.</li> <li>• To discuss complex cases that may require step up from Universal and Targeted Services to specialist services, particularly CIN (either with parental knowledge or without identifying details).</li> </ul>
<p><b>The <i>allocated social worker</i> should:</b></p> <ul style="list-style-type: none"> <li>• Attend the targeted allocation meeting, if arranged.</li> <li>• Present a clear rationale for allocation to targeted service, setting the ongoing needs of the child and family, and presenting the most recent assessment that was undertaken.</li> <li>• Setting out the risk factors, including what the recommended response is if families do not engage with the service, or if this case are not immediately allocated for a service.</li> </ul>
<p><b>The transferring <i>line manager</i> should:</b></p> <ul style="list-style-type: none"> <li>• Attend the targeted allocation meeting, if required</li> <li>• Nominate a representative who knows the child if the social worker cannot attend.</li> <li>• Close the case if the transfer has been agreed.</li> </ul>
<p><b>TAM Chair:</b></p> <ul style="list-style-type: none"> <li>• <i>Service manager</i> from Targeted Early Help.</li> <li>• Responsible for making the final decisions about transfer.</li> <li>• Available to discuss any dilemmas.</li> <li>• Cancel the meeting if no cases are coming to TAM</li> </ul>
<p><b>TAM Outcomes</b></p> <p>The TAM can recommend the following outcomes:</p> <ul style="list-style-type: none"> <li>• Transfer not agreed, providing a rationale with reference to the threshold document.</li> <li>• Agreed transfer to targeted early service.</li> <li>• Agree transfer to universal services.</li> <li>• No Further Action.</li> </ul>

### 1.7.1 Management of Case Transfers in Children's Social Care