

# Recording Statutory Visits

**Always add a Statutory Visit via the Case Pathway whenever possible**  
**For CLA and CP Statutory Visits:**

- From the Case Pathway, click on the CLA or CP link as relevant (left side of screen)
- Click on either the Looked After Details tab or the Active Child Protection Plan tab
- Click on Visits tab
- Click on the Add Statutory Visit Case Note tab
- Complete all Statutory Visit Case Note sections but do not finalise
- Notify your PM so that managerial oversight and comments can be added

*This has to be done within 5 working days or LCS will finalise the case note automatically and manager's comments cannot be added.*

If you need to record a CLA or CP statutory visit via case notes, remember to choose **statutory visit** from the drop down list.

*Child in Need visits are recorded by adding a Case Note and choosing Statutory Visit (Child in Need) from the drop down list.*

Once the visit is completed, please click on alert completed within the stat visit alert. Without completing this task, the next alert will not be generated.

# Failed visits

- After one failed visit the worker should attempt to visit again within 3 working days
- If that visit fails this should be escalated to PM within 1 working day
- If there is failed access over a ten day period then the team manager must be alerted within one working day
- If there is failed access over a two week period then senior manager must be alerted within one working day
- The worker must continue trying to visit during the escalation process
- The failed visit is recorded by the worker as a visit (**not stat visit**) and when failed visits are escalated the manager records a case management decision to evidence management oversight

# Direct work

When recording direct work you should please ensure you use the direct work template as opposed to a visit case note.

# Strategy Discussions

**Do not outcome an open C&F if a strategy discussion is planned as outcoming the strategy discussion will trigger a new C&F assessment**

- To be compliant, Strategy Discussions must be:
  - held within 24 hours of a new referral OR the incident that has prompted the need for strategy discussion
  - Include a CSC Manager
  - Include a Police representative
  - Include a Health representative
- When you complete the Record of Strategy Discussion remember to include the following information:
  - Reasons for Strategy Discussion (as per referral / recent incident) – remember that the original referral date pulls through which may not be relevant to the reason for the strategy discussion now
  - Alleged Abuse Category
  - Details of what was discussed (do this by including reference to each Attendee and recording their input)
- Always complete the Suggested Outcomes and reasons for these
- Your manager will fill in the Reason(s) for Decision(s)
- Click the button for whether the case will progress to Child Protection Conference (Yes or No)
- Always remember to complete Further Actions and record what will happen next, by whom and by when
- Click Finalise Record and OK

# Recording Outcomes from S47 Enquiries

- From the Record of Outcome of S47 Enquiries link, copy forward answers from previous assessments where relevant and enter the date
- Click on the Outcome of Enquiries tab
  - Select Joint Agency as the S47 investigation method
  - Select relevant Further Actions from the drop down list and enter appropriate details

*If the case progresses to Initial Child Protection Conference (ICPC) this information will pull through into the ICPC report.*

- Click on Further Actions tab
  - Click the button to indicate that the Child or Young Person has been seen
  - In Suggested Outcomes tick the box for the agreed outcome from the S47 enquiry
  - In Reasons for these suggested outcomes add information why this outcome is the most appropriate one for the child
  - Your manager will fill in Reason for the decision/ management oversight of agreed outcome
- Add any other information you have at this stage (e.g. signatures / initial plan)
  - You may not have this information yet and that's ok
- Click the Finalise Record button and click OK to confirm - The record has now gone to your manager for authorisation and manager's comments

# Completing a C&F Assessment

**Do not outcome the C&F if a strategy discussion is to take place; it will trigger another C&F unless you already have one open**

- In Key Dates, the only box you need to complete is Date the Assessment was Completed
- The social worker needs to add a case note highlighting who has been seen during the visit and link it to the assessment:
  - When adding a case note, scroll right down to the bottom of the screen
  - There will be a link to the currently active pathway (e.g) Link case note to C&F Assessment
  - Click this link and the system will automatically link the two for you
- Check the correct Outcome has been selected before sending for authorisation (social workers) and before authorising (managers). Choosing the wrong outcome can mean a lot of extra work:
  - If the wrong outcome is selected and then the manager approves it, the wrong pathway will be opened. For example, if the decision is CIN, but the outcome selected is 'other actions' the case will close and then cannot progress to CIN
  - The case then has to be rolled back to the C&F authorisation stage which means loss of any/all other information entered since then and a significant delay for the child(ren) and family in accessing support
- If it is going to Child in Need select 'Create Child in Need Plan' and input a provisional plan

# Completing a Review Meeting

## When you are scheduling a review meeting:

- Remember to input the correct date of the meeting
- Remember to add the correct attendees
- Always remember to select the chair person for CLA and CP meetings. Without this the IRO/MTTS will be unable to complete the outcomes document
- The care plan must be completed as soon as possible following the completion of the meeting on LCS.

Without this, you will be unable to complete the pre meeting report for the next meeting. Remember the purpose of the meeting is to review the care plan and so it makes sense to update the care plan immediately after the meeting

- The meeting cannot be closed and therefore the next one cannot be generated unless all elements of the meeting have been completed, including the pre meeting report, outcomes document and meeting notes
- To avoid you not being able to create the next review in time for the meeting, you and your manager will need to check on a regular basis that the IRO/MTTS have completed their parts of the meeting

# Updating Team Structures

If there is a change to the team structure, please provide the following information to the LCS Helpdesk:

- Name
- Network Login
- Email Address
- Old Job Title
- Old Team
- Former line manager's network login
- New Job Title
- New Team
- New line manager's network login
- Their line manager's network login
- Name of worker with same job role (profile)
- Name of a worker in the same department

**If a person has left the authority and their account needs to be ceased:**

- ensure that there are no tasks or cases assigned to them
- ensure that they are not recorded as someone's supervisor or manager

# Setting A Due Date (Priority) for New C&F

When a new Referral is received and a C&F assessment is required, the CART Manager authorises the referral and sets the initial priority to 10 working days.

**To ensure the assessment is completed within timescales, it is important to follow this process:**

- If you have a C&F assessment assigned to you, the task will be in your worktray with a due date set to 10 working days from the start date
- Line Managers – Following a checkpoint discussion with your social worker, if the timescale for the completion of the assessment needs to be extended past the first 10 working day checkpoint

*It is very important to monitor the due dates for all C&F assessments so that they are completed within statutory timescales.*

An alert is pre-set in LCS to go to 'user's supervisor' (usually Practice Manager). This alert fires 5 working days AFTER a C&F has been started: C&F, Please set priority. This allows time for the case to be allocated (if it is a new one), and for the priority to be changed before it hits the initial 10 working day deadline for all C&F assessments started.

- If the due date needs changing, the Practice Manager needs to do the following:
  - go to Basic Demographics and select the CIN tab from the list on the left
  - Select Change Priority
  - Select the appropriate priority which will re-set the due date: 10, 30 or 45 working days
  - Select Create
- The due date (priority) for the in-progress C&F will be updated in the case pathway
- The task will be in the social worker's worktray showing the updated priority
- The due date of the C&F Assessment assigned to you is now changed in the C&F Assessment screen
- The task remains in your worktray with the new due date

# CASE SUMMARY GUIDANCE

The Case Summary should provide a brief and up to date overview of the child and reason for CSC involvement which is easily accessible in the case record. This will assist anyone who is not familiar with the child/family in understanding what the key issues are and progress made in relation to the plan.

A Case Summary should be completed using the **Case Summary template**.

The information from the Case Summary should also be copied and pasted onto an **LCS Casenote**, using “Case Summary” on the dropdown menu. A copy of the case summary should be saved to documentum.

## Frequency of Updates:

- A Case Summary should be completed on **ALL** open cases to CSC at the completion of a C&F
- Thereafter, the Case Summary should be updated **every 3 months or in the following circumstances:**

**For cases that are escalated / de-escalated**, the Case Summary should be updated:

- For CIN: 5 working days after the first CIN Meeting
- For CP: 5 working days after the first Core Group Meeting
- For LAC: 5 working days after the first LAC review

The Case Summary should also be updated **following any significant event**, for example:

- A Strategy Discussion / S47 Enquiry
- A change of circumstances, such as parents separating or families reconstituting, where this may pose further risk
- Where there are repeated incidents of a child / young person being missing from home/care

***NB this list is not exhaustive.***

# Chronology Guidance

The allocated social worker is the person responsible for single agency chronologies

A chronology is used to record **significant** events to help professionals from a range of disciplines understand what is happening in the life of a child or young person. Chronologies should not be a record of all case notes or all events.

*Remember the child may access the file in the future – write the chronology as if the child or family are going to read this.*

## How to create a chronology

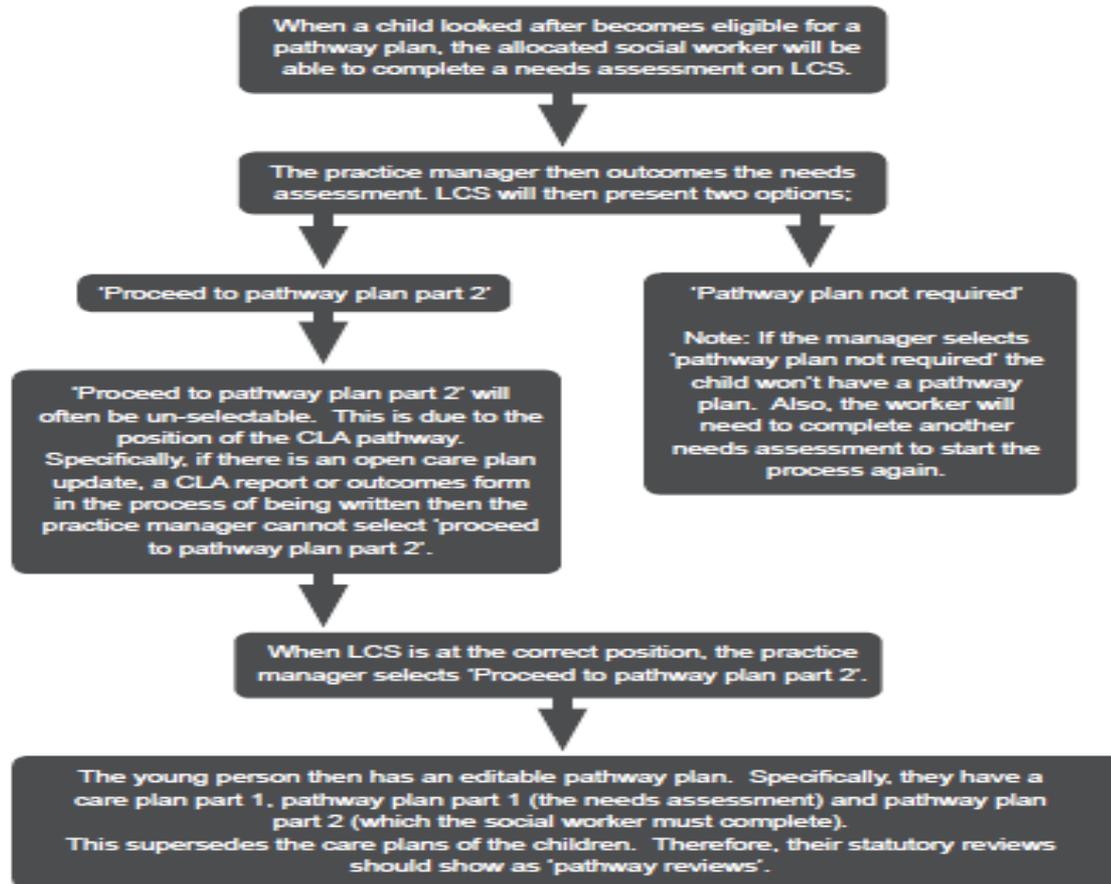
Please refer to full instructions available in your induction pack.

## When to complete a chronology

1. CART will complete a chronology for all cases requiring statutory assessments
2. The chronology should be updated:
  - When C&F complete
  - If there is an incident requiring a significant event notification
  - If the case is stepped up or down or closed
  - If case is transferred to another team/service
  - Or on a monthly basis, whichever is the least

# Guidance to PATHWAY PLANS FOR CLA in LCS

V2



# Care Leavers

## Recording KIT Visits

### Always add the KIT visit via

- From the case pathway, click on CLA
- Then Click on 'record care leaver details'
- You must record:
  1. In touch details
  2. Main activity (EET)
  3. Accommodation

### Frequency

All KIT visits must be completed as a minimum:

- For eligible relevant and former relevant by the QSW/PA every 2 months.

IF the KIT is within 2 months of the care leaver's 17th, 18th, 19th, 20th or 21st birthday, the KIT should be recorded as being in the SSSA903 by selecting the relevant tick box.