

## Medway Children's Services

### Transfer of Cases procedure

#### 1. Principles Underpinning the Transfer of Cases

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These procedures set out 'best practice' principles and processes regarding case transfers. For the process of case transfer to work as smooth as possible for the child and family, a degree of professional judgment will be required in many cases to decide when to transfer. The timing of transfer is, wherever possible, informed by what is in the best interests of the child.

At all times the needs of the child are paramount when considering a change of the adult who is helping them. A change of practitioner is a significant event for a child and family and needs to be reflected in sensitive and careful handling by managers and practitioners.

A pending change of worker needs to be discussed with the children, their families and professionals. These stakeholders should always be given advanced notice of any transfer or change of worker and should be provided in writing with the details of the new worker prior to the transfer or change of worker.

The children and families should be informed from the outset about the nature and purpose of Children Services' involvement and the likely length of involvement with them.

#### 2. Service Remit & Transfer Points between Statutory Children's Service Areas

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##### 2.1 First Response

##### **Single Point of Access (SPA)/Multi Agency Safeguarding Hub (MASH)**

The Single Point of Access Team receives all contacts/referrals from professionals and the public where there is identified safeguarding concerns, welfare needs, professional requests for information and offer professionals and members of the public advice, guidance and signposting to appropriate support agencies if required. The Single Point of Access Team ensures that children receive the right service at the right time by the right professional.

The First Response Team includes the MASH which houses specific partners, these include Police, Health, Education, Family Solutions, probation and housing. When necessary, relevant and appropriate to do so our partners will be asked to share their information to ensure appropriate informed decisions are made for children and their families.

All decisions are made within 24hours to ensure swift responses to safeguarding and needs are met. If a response is required immediately (same day) then the response including information sharing will be completed within 4 hours.

The Medway Threshold document is adhered to and children and families are transfer to the appropriate service. This can include Universal Services, Family Solutions or Statutory Social care teams.

If information is received on an open case this information is transferred to the appropriate team. If urgent the worker and manager are alerted verbally.

If a referral is received on a closed case (re-referral) but concerns may still be evident and it is received within the 12 week rule these children will be transferred back to the original team to be responded to by someone already familiar with the family and linked professionals, and if appropriate complete a further child and family single assessment.

If the case has been closed for over 12 weeks and concerns/needs received meet the threshold for social care intervention, then the child/children will be transferred to the Assessment Team to complete S17/S47 assessments/investigations.

The SPA allocates to the assessment team Section 7 and Section 37 report requests by the court, if the case has been open within the last three months the request for the report will be sent back to the previous team.

A child will transfer from SPA/MASH to the 0-25 Disability Team at the point at which it is agreed by the 0-25 Disability Team social worker or Team Manager in SPA that the threshold is met for a Child and Family Single Assessment s17 or s47.

A child will transfer from SPA/MASH to the Adolescent Team at the point at which it is agreed that the threshold is met for a Child and Family Single Assessment either under s17 or s47 or a multi-agency support package is required under the eligibility criteria for the Adolescent Service.

The children that are identified for early help intervention are sent via Mosaic from SPA/MASH Team Manager to the specific area hub virtual box to review and allocate appropriately.

## **2.2 Assessment Service**

The Assessment Teams are the gateway by which children, young people, parents and carers, and other agencies gain access to the statutory safeguarding and support services of the council. The aim of the Assessment Team is to undertake incoming assessment and short-term intervention work with families. They will work closely with Family Solutions and wider Early Help services to enable children in need work below the threshold to take place in universal and targeted service areas.

The Assessment teams will work in a focused way with children in need (CIN) and their families where the issues can be resolved within twelve weeks. If the needs cannot be met within twelve weeks, then the family will transfer to the Children's Social Work Teams or other specialist teams.

Section 7 reports on children we have had little or no previous involvement with will be completed by CAFCASS in line with the ADCS/CAFCASS protocol.

Specifically, Assessment Teams will:

- Undertake Child and Family Assessments;
- Respond daily to safeguarding concerns received via SPA / MASH on children not already open to children's social care to ensure initial safeguarding plans are in place;
- Undertake short-term focused children in need social work interventions based on a CIN plan prior to stepping down or closure;
- Undertake Strategy Discussions and Section 47 enquiries for children allocated in the team and for families with more than one child where a child would be eligible for 0-25
- Develop initial child in need plans prior to transfer to Children's Social Work Teams;
- Prepare cases as needed for Initial Child Protection Conferences (ICPCs) and begin Child Protection Plan (cases will transfer at the ICPC)

- Be responsible for any court proceedings in an emergency, such as an application for an Emergency Protection Order or abridged Interim Care Order applications (with the agreement of Assistant Director) until the initial Hearing;
- Arrange as needed (with agreement of Assistant Director) Section 20 accommodation of children;
- Receive referrals for separate unaccompanied asylum-seeking children and provide the assessment and initial planning service for those children.
- Organise any professional abuse and complex abuse investigations for children allocated in the team.

**Unborn babies** - The Assessment Teams undertake Child and Family Assessments for unborn babies as early in the pregnancy as possible to enable Children's Services to assess and plan in a timely way.

If the sibling/s of the unborn are already open to the Children's Social Work or Children in Care teams the social worker for the siblings will complete the Child and Family Assessment.

If the older children of either parent of the unborn child are open to the Children's Social Work or Children in Care teams and the parent of the unborn has re-partnered and established a new family unit the Assessment Teams will undertake Child and Family Assessments for the unborn baby.

If either parent of the unborn child is a child in care themselves and they don't have any other children opened to Children's Social Work or Children in Care teams the assessment of the unborn will be completed by the Assessment Teams.

The Assessment Service is responsible for undertaking Child and Family Assessment s17 CA1989 (other than when threshold is met for 0-25 Disability Service or the Adolescent Service) and Child protection enquiries s47 CA 1989. If the assessment concludes that the child is in need of a non-statutory Early Help service, or Child in Need services for longer than 3 months, the children will need to be presented at Transfer Panel within 5 working days of completion of the assessment to transfer to one of the following services, dependent on the need and help required:

- Family Solutions;
- Children Social Work Teams Service, including adolescent teams;
- Children in Care Service;
- 0-25 Service

Transfer will take place at the Early Help Step Down Meeting or Child in Need Planning Meeting as appropriate within 10 days of the completion of the assessment.

Children who require an Initial Child Protection Conference will be presented at Transfer Panel to identify the receiving social worker and team. Transfer will take place at the Child Protection Conference and if this has already taken place at the first Core Group Meeting which will be attended by the receiving social worker.

If during the Child and Family Assessment, children have been identified as in need of accommodation s 20 CA1989 or in need of protection through the application to the court, they will be presented at Transfer panel and transfer will take place to the Children in Care Service at the first Looked After Child Review or First Hearing respectively.

### **2.3 Adolescent Service**

This service provides a whole systems response to vulnerable young people ages 11-17, or those young people under 11 who are caught up in Contextual Safeguarding who may present to one or more services as needing help, support and or protection.

Those young people are likely to be at risk of or actually experiencing a number of adversities, for example:

- Repeated missing from home episodes;
- Repeated fixed term or permanent exclusions or absence from a school place;
- Family breakdown;
- Homelessness;
- Substance misuse;
- Criminality;
- Child Sexual Exploitation/gangs/County Lines/trafficking;
- Family history of neglect and abuse;
- Poor mental health; and
- NEET, child missing education and school refusal, school exclusions and children home educated.

The Adolescent Service will undertake:

- Child and Family Assessments including joint assessment with Housing for young people deemed to be homeless;
- Support Young people to become Semi-independent where CIC status not required or appropriate.
- Respond daily to safeguarding concerns received via SPA / MASH on children not already open to children's social care to ensure initial safeguarding plans are in place;
- Undertake short-term focused children in need social work interventions based on a CIN plan prior to stepping down or closure;
- Undertake Strategy Discussions and Section 47 enquiries for children allocated in the team;
- Prepare cases as needed for Initial Child Protection Conferences (ICPCs) and begin Child Protection Plan;
- Be responsible for any court proceedings in an emergency, such as an application for an Emergency Protection Order or abridged Interim Care Order applications until the initial hearing;
- Arrange as needed (with agreement of Head of Service) Section 20 accommodation of children;
- Organise any professional abuse and complex abuse investigations for children allocated in the team;
- Edge of care, reunification, placement support;
- Adolescents needing support with or without contextual safeguarding.

Where the needs relate to a family of siblings and are not specific to the adolescent, the family, including the adolescent, will be allocated to the Children's Social Work service. The Adolescent Service will following consultation with the allocated social worker ensure that the Adolescent within the family has wrap around services if required /appropriate.

The young people meeting the criteria for the Adolescent Service will most usually present as being on the edge of care as a result of one or more of the above factors. They are likely to require a period of intensive intervention and ongoing support for as long as it is required.

The scope of the work will cover young people who meet criteria for statutory service or targeted Early Help provision, and allocations will be made according to the 'fit' between the needs of the young person concerned. Where statutory interventions are required e.g. Section 47 (S47) enquiries or initiating legal proceedings, this work will be completed by a qualified social worker within the Adolescent Service. This may also include supplementary support by either an adolescent worker, youth worker or housing officer.

Young people who do become Looked After where there is no realistic prospect of returning home will transfer to the Children in Care Service. Where that young person is engaged with individual support services, for example in the form of positive activities, these will not be withdrawn just because the young person enters the care system. Adolescent Service will also support with reunification if this can be achieved.

There will be one referral route into the Adolescent Service:

- a direct referral for social care professionals already working with Adolescents that they feel require additional intervention;
- all other professionals concerned about young people within the community will continue to use the current route into the MASH. If MASH will determine that the threshold and the criteria for the Adolescent Service is met this will be transferred across for advice and guidance, assessment and intervention.

Once the intervention with the Adolescent is completed if ongoing family support is needed then the family can be transferred to the Early Help service for additional support.

If the risks associated with Adolescent behavior are having a significant impact on the other siblings within the family and the parents are unable due to complex factors to protect them, all the children in the family will be transferred to the Children's Social Work Teams.

Cases may also transfer to the Children in Care Team or 16+ Leaving Care Team when care proceedings have been initiated and an Interim Care Order has been obtained or for children accommodated under S20 it is apparent that there is no foreseeable prospect for the child to return to the care of their family.

## **2.4 Children's Social Work Teams Service**

Children's Social Work Teams are area based and work with children and families with long-term complex issues that are most in need and require sustained intervention for more than three months including children subject to child in need plans, protection plans, public law outline proceedings and care proceedings where the court did not make Interim Care Orders and the children have remained at home.

Children's Social Work Teams will undertake:

- The reviewing and updating of Child and Family Assessments following a change of circumstances or as part of ongoing service provision and at least once every six months;
- Strategy Discussions and Section 47 enquiries for children allocated in the team;
- Initial Child Protection Conferences where circumstances warrant for children already involved with the team;
- Implementation of Child Protection Plans to reduce risk and meet need prior to stepdown to Child In Need, Adolescent Team or Early Help Targeted Support;

- Implementation of Child in Need plans longer than 3 months with focused interventions for children most in need;
- Where the Authority has had substantial previous involvement with a family, undertake an assessment and complete the Section 7 or 37 report for Court;
- Review Child Protection Conferences;
- Transfer-in Child Protection and Child in Need Plans;
- Detailed Pre-Proceedings Work (Public Law Outline);
- Court proceedings for children until an Interim Care Order is granted;
- Children subject to proceedings under the No Order principle who are at home, or subject of an Interim Supervision Order or Interim Child Arrangement Order.
- Children subject to Supervision Orders;
- Professional abuse and complex abuse investigations for children allocated in the team;
- Children subject to S20 until it is clear there is no prospect of a return home and at the four-month review at the latest;
- Formation and implementation of Permanency Plans for children subject to proceedings under the No Order principle who are at home, or subject of an Interim Supervision Orders and/or Interim Child Arrangement Orders;
- Working in partnership with the Early Help Service to ensure productive co-working arrangements and 'warm' step up/step downs.

Children will need to be presented at Transfer Panel to transfer either into or out of Children's Social Work Teams. Children will transfer from the First Response Assessment Team to the Children's Social Work Service once the Child and Family Assessment has been completed and statutory services are required to improve outcomes for children as described above. Handover points will include the Child in Need Planning Meeting, Initial Child protection Conference or PLO meetings.

Children may also transfer from the Children Social Work Teams to Early Help and Targeted Services in the circumstances and through the process stated above.

Children will transfer from the Children Social Work Service to the Children in Care service once an Interim Care order has been obtained or for children subject to S20 accommodation once it is clear that there is no reasonable prospect for the child returning home. Handover points will include the first Looked After Child Review or in the event where an application for an order is made then this will happen at the first hearing.

For all children transferring to Children in Care teams or the 16+ Leaving Care Team the following must have been completed before transfer:

- Develop care plan or the 16+plus pathway plan;
- Chronology to be up to date;
- Accommodation plan agreed;
- All LAC episodes to be completed/closed;
- Any financial arrangements should be up to date.

**Transfer in Conferences:** - First Response SPA will triage all requests for Transfer in Child Protection Conferences from other Local Authorities. First Response SPA will liaise with the requesting Local Authority and obtain the relevant information (case chronology, genogram, relevant reports, minutes from meetings, etc) alongside proof of residence in Medway. The SPA Team Manager within will review the information received and complete the contact and referral including the decision on whether the transfer in request is accepted. The Contact & Referral will be completed by the SPA Team Manager within 24 hours.

If the transfer in is accepted the Transfer in Child Protection Conference SofS episode will be reassigned by the SPA Team Manager to the IRO admin and an email will be sent to relevant CSWT Service Manager. If the transfer in is not accepted the SPA Team Manager is responsible for informing the requesting Local Authority.

The Transfer Coordinator will liaise with the requesting Local Authority and will organize the Child Protection Conference. The Service Manager within CSWT will identify a social worker for the children who will attend the transfer in Child Protection Conference and assume case responsibility from the meeting.

## **2.5 Children in Care Teams**

The majority of children in care should progress to becoming children in need through their return to immediate or wider family because it is only in exceptional cases that a permanence plan involving separation from birth parents would be in place. The Children in Care Service provides ongoing support and services to all children for whom there is no viable plan to return home.

The Children in Care Service also receives referrals for separate unaccompanied asylum-seeking children and provides the planning service for those children.

Cases will transfer to the Children in Care Service after a child has been in Section 20 care and there is no plan or prospect of the child returning home or where proceedings have been issued and an Interim Care Order has been granted.

The Children in Care Service provide a 0-16 years old service for children and young people who have been looked after before the age of 16.

Young people will transfer to the 16-18 specialist team based within the Leaving Care service when they reach 16 years unless there is a clear rationale for them to remain with their Children in Care social worker e.g. good relationship with social worker, and a change of worker during GCSEs would not be in child's interest. A Leaving Care Personal Advisor will be allocated alongside the Social Worker from the age of 16, who will then remain the allocated Personal Advisor after the young person reaches 18 and beyond. The Children in Care Teams and the Leaving Care service will link and work closely with the Adolescent Service.

Children in Care Service will be responsible for the following:

- Child and Family Assessments for separated children;
- Review and update of Child and Family Assessments for children in care following change of circumstances (i.e. change of placement, completion of a S47 enquiry regarding contextual safeguarding) or as part of ongoing service provision (at least once per year);
- Section 47 investigations for children allocated in the team;
- Court proceedings for children following an Interim Care Order being granted;
- Provision of services to children in Section 20 care who have no plan to return home;

- Formation and implementation of the Permanence Plan;
- Progression of plans for Adoption;
- Children subject of Supervision Orders following an episode of being in care and allocated to that team;
- Professional abuse and complex abuse investigations, for children allocated in the team;
- Joint care planning with Children's Social Work Teams where the Final Hearing is reached without an order being granted;
- Ongoing support where children in care are discharged home after a long period in care;
- Short term support of up to 12 weeks as children in need for children who have been in Children in Care.

## **2.6 The 16+ Leaving Care Service**

Young People that move from the First Response Assessment Teams, Adolescent Service and Children's Social Work Teams to the 16+ Leaving Care Team are presented to the weekly Transfer Panel.

Children and young people in Medway are considered to be leaving care aged 18yrs. At 16, the Leaving Care Practice Manager will allocate a Personal Advisor to the young person. The Personal Advisor will co-work with the allocated social worker until the young person becomes 18yrs.

The 16+ Leaving Care Service will be responsible for the following:

- Review and update of Child and Family Assessments for children in care aged 16 + following change of circumstances (i.e. change of placement, completion of a S47 enquiry regarding contextual safeguarding) or as part of ongoing service provision (at least once per year);
- Section 47 investigations for children aged 16+ allocated in the team;
- Court proceedings for children 16+ following an Interim Care Order being granted;
- Provision of services to children in Section 20 care who have no plan to return home;
- Formation and implementation of the Permanence Plan;
- Professional abuse and complex abuse investigations, for children allocated in the team;
- Joint care planning with Children's Social Work Teams where the Final Hearing is reached without an order being granted;
- Ongoing support where children in care are discharged home after a long period in care;
- Short term support as children in need for children who have been in Children in Care.

Young people who are remanded into Local Authority care under the LAPSOA 2012 who exceed 13 weeks in care and are subsequently sentenced will be referred to the 16+ Leaving Care team as relevant young people. Following sentence, a final LAC review will be convened to facilitate transfer to the 16+ Leaving Care Team. The social worker will complete the Develop 18+ pathway plan.



Where a young person's service from the 0-25 SEND will be ceasing at 18, the young person is presented to Transfer Panel at the age of 17yrs 6 months. The 16+ Leaving Care Team Manager will allocate a Personal Advisor to the young person at 16 years who will co-work with the allocated 0-25 SEND social worker until the young person reaches at the least the age of 21 years. This can be extended if required up to the age of 25 as outlined in the Children & Social work Act 2017 extension of the role of the PA to 25.

## **2.7 The 0-25's Disability Service**

This 0-25's Disability Service provides social work support to children and young people with severe to profound disabilities. This includes support through Child In Need Plans, Child Protection Plans and for children in our care. The service also provides support to young adults through "My Plans", Adult Safeguarding, Deprivation of Liberty (DOLS) and Mental Capacity Assessments.

For children aged 0-17 the 0-25's Disability Service will be responsible for the following:

- Completing Child and Family Assessments for new referrals where one child within the family has a severe to profound disability, and meets the criteria for the service. Siblings will also be included within this assessment.
- Support through CIN plans via either the annual review, CIN disability or CIN welfare pathways.
- Support to children in care with severe to profound disabilities.
- Work with children who are subject to child protection plans who meet the service's criteria.
- Court proceedings and pre-proceedings for children and young people with disabilities, where criteria are met

Following a new referral for a child who meets the service's criteria, the assessment will be completed by the 0-25's Disability Service, and will continue to be supported by this service as required, unless it is agreed that another service, such as Family Solutions, or other social work teams would be more appropriate. Transfer to another team would be facilitated via transfer panel.

Following an assessment by the assessment teams, where it is agreed a child meets the criteria for the 0-25's Service, this should be presented at transfer panel. Where there are siblings within the family who do not have disabilities, consideration may be given to joint working with Family Solutions, or other social work teams.

Children in care will also be supported by the Leaving Care Team.

Transfers to the 0-25's Disability Service from any other team will be discussed between the relevant teams, in order to consider whether criteria is met, and then facilitated via transfer panel.

## **3. Transfer Panel**

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The role of the Transfer Panel is to manage handovers in the case pathway (between the Assessment, Children Social Work, 0 – 25 service and Children in Care teams) and access to post assessment services – e.g. Family Solution and Early Help.

The function of the Transfer Panel is to facilitate children and their families to access the right service at the right time for only as long as is necessary.

The Transfer Panel meets weekly on a Tuesday between 9.30am and 11.30 am and is chaired by a Service Manager and attended by Team Managers from Social Care and Family Solutions Hub Managers.

#### **4. The Transfer Process between Services**

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Transfers between practitioners and/or services will be conducted in a timely fashion, ensuring as much continuity as possible for families. All transfers between services will be discussed and agreed through the weekly Transfer Panel.

- a) The allocated practitioner completes the Transfer Request Episode on Frameworki
- b) The Request for Transfer should be submitted via Frameworki by noon on the Friday prior to Transfer Panel where the request is being discussed.
- c) On receipt of the notification, the Transfer Coordinator will add the child's name to the next Transfer Panel Agenda and circulate to Service Managers and Family Solutions Managers and Team Leaders by 4pm on the Friday prior to Transfer Panel to allow for preparation prior to Transfer Panel. Preparation will include the relevant managers familiarising themselves with those children transferring into their services and identifying names of workers that the children will be transferring to. Preparation will also include being assured that the child's case record is up to date and ready to transfer. When Team Managers sign off cases as 'ready' to transfer they are giving a professional undertaking that the work is of a good enough standard to transfer to a different team.
- d) Transfer Panel decides on transfer and agreed handover/transfer date is identified from the following;
  - i. First Looked After Child Review;
  - ii. Initial Child Protection Conference or first Core Group Meeting;
  - iii. First Court Hearing;
  - iv. On completion of Assessment and at first planning meeting (Child in Need or Early Help);
- e) Prior to Transfer Panel, the Team Manager with oversight ensures child's case file record is up to date and ready for transfer. The relevant Frameworki episodes have been completed, the case chronology, genogram, supervision, child's plan, home visits, direct work evidence, etc. are up to date. If care proceedings had been issued all relevant court papers (Initial Social Work Evidence Template, Care Plans and any other evidence i.e. Police or medical records) have been placed on the children's Frameworki files;
- f) Handover meeting held with the family between transferring and receiving practitioners, within 5 working days of the Transfer Panel;

- g) Letters dispatched to family and professionals by the Practice Support Officers of the outgoing team confirming a change of service and/or practitioner and date of transfer

## **5. Transfers between Practitioners in the Same Service**

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All transfers (re-allocations) between practitioners in the same service will be decided and managed between Service Managers in the service. The above steps (e) to (h) also apply to changes of allocated practitioner.

At no point should a child be left without a named allocated practitioner. If difficulties are experienced in transferring cases due to capacity this should be immediately escalated to the relevant Service Managers and Head of Service. The Head of Service should be notified in writing and a record kept of the agreement for each case that has been escalated.

If a family are receiving a service and move area within Medway, case responsibility will mostly remain within the area service to whom the case is originally allocated unless there is a meaningful and child centered reason to re-allocate.

### **5.1 Transfer/closure summaries & case records**

Transfer arrangements will always be mindful of the need to ensure the safety of children. It is essential that good quality information is passed from the transferring practitioner/service to prevent gaps in knowledge and delay in activity.

Wherever a child experiences a transfer between practitioner and/or service, the transferring practitioner must ensure the child's record is up to date with all relevant information. The Team Manager is responsible for ensuring the case record is up to date before transfer.

### **5.2 Handover meetings/visits**

Children, young people, their parents/carers and other professionals (such as schools, health visitors, etc) engaged with the family should always be advised of any plans to change practitioner and/or service in advance. Transfers should always involve a handover meeting or visit with the transferring and receiving practitioners, with the family. If this is not possible, the reasons will need to be explained to the family and recorded on child's record.

## **6. Transfers between Statutory Children's Social Work Service to Non-Statutory Early Help and Targeted Services**

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### **6.1 Transferring a family from Family Solutions and Early Help Services to Children's Social Care**

If at any time the family Lead Professional in Family Solutions and Early Help Services thinks the family's difficulties are worsening or other professionals or family members become worried that the child or

young person's needs are increasing, the Lead Professional must discuss with their line manager immediately.

Following discussion between the practitioner and Early Help Coordinator or Team Leader if the child or young person is considered to be 'in need' of a statutory social work assessment, the family should be consulted, and consent sought for a referral to be made to First Response using the portal. The current Early Help Assessment and Plan should be included with the referral to enable decisions to be made within First Response using the most current information. If threshold is met for social care involvement, there will be a discussion between the Family Solutions Hub Manager and Social Work Team Manager to support collaborative working and agree a plan regarding the transition to one worker. If there are immediate safeguarding concerns these will be immediately acted on by the Lead Professional calling 01634 334466. Medway's SPA team will direct the request to the right team within Children Services. The Lead Professional should attend the strategy discussion should one be organised.

Where the issue solely relates to a child or young person's disability, the 0-25 SEND social worker in First Response will be part of the decision making whether it is appropriate or not to refer the family to Children's Social Care. Non-engagement with Family Solutions and Early Help Services is not a reason in itself to refer to Children's Social Care.

## **6.2 Transferring a family from Children's Social Care to the Family Solutions and Early Help Services**

When Children's Social Care has been helping a family to address risks and concerns for the children's wellbeing, the child or young person's needs should have lessened, and the family may no longer require a statutory service. However, to embed the positive changes already achieved, the family may need some continued help from Family Solutions or the wider professional network.

With agreement, families who meet the Early Help criteria and will continue to receive a service, and therefore support will be transferred from Children's Social Care to Family Solutions and Early Help Services. Prior to the transfer, the allocated Social worker or Team Manager should have a discussion with the Family Solutions Hub Manager or Early Help practitioner, to discuss ongoing support and identify potential services that could contribute to the plan. To transfer a family the nominated Team Manager will need to present the case at the weekly Transfer Panel which is also attended by Family Solutions Hub Managers.

## **7. Dispute resolution**

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Managers will work co-operatively to resolve case transfer issues as they arise. **Resolution should in all cases be achieved within 1 working day.** The key aim is to ensure that the flow of cases is achieved by managers working together. In rare and exceptional cases, it will be necessary to refer the matter to the Group Managers where a decision will be made.