

# Recording Timescales Framework

## For Children's Social Care



Norfolk County Council



# Introduction

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**“Recording is a key social work task and its centrality to the protection of children cannot be over-estimated. Getting effective recording systems in place to support practice is critical.”**

**- The Munro Review of Child Protection: Final Report – A child-centred system 2011**

Recording is an integral and important part of social care. It is not simply an administrative burden to go through as quickly as possible, but is central to good, person-centred support.

This is fully recognised by inspectorates and those evaluating the current arrangements for children’s social care, and it is inherent within current statutory guidance and legislation, for example Working Together 2018 and General Data Protection Regulations (GDPR).

Maintaining a record of contact with children, their families and other professionals provides the basis for assessment and decision making and planning. Recording an account of the services provided enables peers, managers, auditors, inspectorates and, of course, the child themselves, to see what has been done. All recording should be concise and analytical to allow practitioners to spend the majority of their time undertaking direct work as set out in the social care deal. Social care case records also provide management information to identify how well the team, service, or organisation is doing to meet the needs of children and their families and planning future services. These all rely on timely, accurate case recording, and the consequences of not doing so can be critical.

This framework sets out the timescales for recording from an event happening to when it is actually recorded on children’s electronic file. The desired outcome of designing such a framework is to ensure legislative and Best Practice requirements are met, to improve data quality on a child and at an aggregated level to ensure information is available to others who may need to know the latest information about a child (e.g. emergency duty teams), to ensure that services are planned and monitored on accurate and timely data, and to improve information sharing.

# Referral and Assessment



<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Contact</b>	At point of contact	EHM: Contact Form	Within 24 hours of contact	EDT Worker/Consultant Social Worker in CADS
<b>Information Gathering</b>	Within 48 hours of completed contact	EHM: Early Help Information Gathering form (EHIG)	Within 48 hours of completed contact	Consultant Social Worker in CADS
<b>Referral</b>	Within 24 hours of contact	EHM and LCS: Referral Form	Within 24 hours of contact	EDT Worker/Consultant Social Worker in CADS
<b>Family Support Allocation form</b>	Within 24 working hours of receiving into Team Tray	EHM: Allocation form	Within 24 working hours of receiving into Team Tray	Family Support Team Manager
<b>Social Work Case Allocation</b>	On day of referral	LCS: Involvements	On day of referral	Social Work Team Manager
<b>Chronology</b>	To be started/updated alongside Family Support /Social Work Assessments. Always up to date and shared at ICPC/RCPC and LAC Reviews. Always up to date before case transfer or closure.	Word Documents: Chronology to be uploaded to LCS/EHM	Within the same timescales for completing the Family Support/Social Work Assessment (including sharing with parents and children) and updated at least every 6 months	Allocated Family Practitioner/Social Worker (or Personal Advisor if young person is over 18)
<b>Genogram</b>	To be started/updated alongside Family Support /Social Work Assessments and updated as necessary as more information becomes available. Always shared at ICPC/RCPC and LAC Reviews. Always up to date before case transfer or closure. Genogram to be reviewed and updated if needed at least every 6 months (or if there has been a significant change in the child's circumstances)	Word Documents: Genogram to be uploaded to LCS/EHM	Within the same timescales for completing the Family Support/Social Work Assessment (including sharing with parents and children)	Allocated Family Practitioner/Social Worker (or Personal Advisor if young person is over 18)

<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Family Support Assessment</b>	Within a maximum of 45 working days of initial contact	EHM: Family Support Assessment form	Within 45 working days (including sharing and comments added by child/ren and parents/ carers and Manager Authorisation)	Allocated Family Practitioner and Authorising Manager
<b>Social Work Assessment</b>	As set out in Managers Decisions, aiming for best practice of less than 35 working days but always within 45 working days of referral (or within 45 days of a significant event/ change in circumstances for the child). Pre-birth assessments should begin as soon as the referral is received and be completed within 45 days (35 days is best practice) and always at least 6 weeks before the baby is due. *Pre-birth assessments should always use the pre-birth assessment toolkit*	LCS: Social Work Assessment Form	As set out in Managers Decisions, aiming for best practice of less than 35 working days but always within 45 working days (including sharing and comments added by child/ren and parents/ carers)	Allocated Social Worker
<b>Family Support Plan and Team around the Family Network meeting</b>	Within 10 working days of completion of Family Support Assessment (Day 55 from initial contact)	EHM Family Support Plan and Team around the Family meeting	Within 10 working days of completion of Family Support Assessment (Day 55 from initial contact)	Allocated Family Practitioner
<b>Family Support Review Network Meetings</b>	Minimum every 6 weeks (30 working days) following Plan and Team around the Family meeting	EHM: Family Support Plan/ Review form	Within 5 working days after meeting date (including Manager Authorisation)	Allocated Family Practitioner
<b>Child in Need Plan Review meeting notes</b>	Within 10 working days of completion of Social Work Assessment, or 6 weeks of previous CiN meeting, or within 10 days of CIN plan being agreed at ICPC/RCPC (or within 6 months for CWD long-term CiN, as agreed by TM. Progress meeting should be proportionate to service provided. See procedure for more detail)	LCS: CiN Review	Within 5 working days after meeting date (including Manager Authorisation) Review notes - Within 5 working days of meeting date	Allocated Social Worker
		LCS: Child in Need Plan	Within 5 working days after meeting date	Allocated Social Worker

# Child Protection



<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Strategy Discussion/ Meeting</b>	Convene within 24 hours of Child Protection concerns being identified (Max. 5 working days where concerns are complex/ concern multiple children and families, but do not present an immediate risk to a child/ren HOSW to make this decision)	LCS: Strategy Discussion Recommendations	On day of Strategy Discussion HOSW to record the decision in Management Overview to hold strategy discussion after 24 hours of concerns being raised	Team Manager  HOSW
<b>Record of Achieving Best Evidence (ABE)</b>	In line with S47	LCS: Record of Achieving Best Evidence (ABE) Form	Within 2 working days of ABE interview	Allocated Social Worker
<b>Record of Outcome of S47 Enquiries</b>	Within 10 working days of the initial strategy discussion	LCS: Record of Outcome of S47 Enquiries	Within 10 working days of the initial strategy discussion	Allocated Social Worker
<b>Social Work Assessment and Report to Conference</b>	As set out in Managers Decisions, aiming for best practice of less than 35 working days but always within 45 working days. Within 15 working days from the initial strategy discussion where s47 enquiries were initiated (although additional time is needed to share reports – 2 days before conference). Review conferences: report to be completed 3 days before conference. To be shared with relevant family and children 2 days before conference.	LCS: Social Work Assessment LCS: Social Worker's Report to ICPC	At least 3 working days prior to the Child Protection Conference (or deadline for authorisation) to ensure effective sharing with child/ren and parents/ carers and comments added before being authorised and issued to conference attendees	Allocated Social Worker
<b>Initial CP Conference</b>	Hold within 15 working days of strategy discussion (initial strategy discussion if more than one has been held), or notification that a child subject to a CP plan has moved to Norfolk	LCS: ICPC Outcome	On day of conference	CPA
		LCS: ICPC Chair's Report	Within 15 working days after meeting date	Conference Chair (via CPA)

<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Pre-birth ICPC Conference</b>	Wherever possible, Pre-birth ICPC should be held after the 24th week of pregnancy and not less than 6 weeks prior to expected date of delivery	LCS: ICPC Outcome	On day of conference	CPA
		LCS: ICPC Chair's Report	Within 15 working days after meeting date	Conference Chair (via CPA)
<b>CP Midway Monitoring</b>	Complete on day 16 after ICPC Complete 3 months after RCPC	LCS: IC midway monitoring form	On day of completion	Conference Chair
<b>CP Review Conference</b>	Hold within 3 months of Initial Child Protection Conference and every 6 months thereafter	<ul style="list-style-type: none"> <li>• LCS: Social Worker Report to RCPC</li> <li>• LCS: RCPC Outcome (including the child protection plan table)</li> <li>• LCS: RCPC Chair's Report</li> <li>• LCS/CiN Plan (where outcome is CiN)</li> </ul>	<ul style="list-style-type: none"> <li>• Prepared at least 5 working days before the conference to ensure effective sharing with child/ren and parents/ carers (2 days before conference) and comments added before being authorised and issued to conference attendees</li> <li>• On day of conference</li> <li>• Within 15 working days after meeting date</li> <li>• Within 10 working days of meeting date</li> </ul>	<ul style="list-style-type: none"> <li>• Allocated Social Worker</li> <li>• CPA</li> <li>• Conference Chair (via CPA)</li> <li>• Allocated Social Worker</li> </ul>
<b>First Core Group Network Meeting</b>	Hold within 10 working days of Initial Child Protection Conference	<ul style="list-style-type: none"> <li>• LCS: Core Group Meeting Minutes</li> <li>• LCS: Child Protection Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Within 5 working days of Core Group</li> <li>• Within 5 working days of Core Group</li> </ul>	Allocated Social Worker
<b>Further Core Group Network Meeting(s)</b>	Hold within 6 weeks of previous Core Group	<ul style="list-style-type: none"> <li>• LCS: Core Group Meeting Minutes</li> <li>• LCS: Child Protection Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Within 5 working days of Core Group</li> <li>• Within 5 working days of Core Group</li> </ul>	Allocated Social Worker



# Children In Care and Care Leavers



<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Placement Matching Form</b>	Within 24 hours of notification that a (new) placement is required or within 48 hours of a coming into care conversation	LCS: LAC Placement matching form (including Valuing Care Needs Assessment)	Completion (including authorisation) within 72 hours of notification of the need for a new placement or 72 hours following a coming into care conversation that agrees accommodation	Allocated Social Worker/ Team Manager
<b>LAC Risk Assessment Form</b>	Within 24 hours of notification that a (new) placement is required or within 48 hours of a coming into care conversation	LCS: LAC Risk Assessment	At least 2 weeks, or as soon as possible prior to (new) placement, or the day an emergency placement is sought, or as directed by IRO within LAC review	Allocated Social Worker
<b>LAC Care Plan</b>	Within 5 working days of a child becoming looked after or within 10 working days of a LAC review	LCS: Child Looked After/Young Person's Care Plan (part 1 - Permanence Planning) & Child Looked After/Young Person's Care Plan (part 2 - Child's Needs)	Within 5 working days of a child becoming looked after or within 10 working days of a LAC review, including authorisation	Allocated Social Worker
<b>LAC Start (CLA episode) and LAC legal Status</b>	On day of admission to care or change of legal status	LCS: Period of Care	On day of admission to care or change of legal status	Allocated Social Worker
<b>Placement Planning Meeting</b>	Held before child is placed if possible, but always within 72 hours of (new) placement	LCS: Placement Plan	Within 5 working days of meeting	Allocated Social Worker
<b>Placement Planning Review Meetings</b>	First review meeting should be held within 12 weeks of the placement planning meeting and then held at least 12 weekly thereafter (or more frequent if new concerns or needs are identified)	LCS: Placement Plan Review	Within 5 working days of meeting	Allocated Social Worker

<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>LAC Health Assessment</b>	Request to be made within 5 working days of the child becoming looked after. The Initial HA must be completed within 20 working days of a child becoming looked after. Requests for Review HA's must be made no later than 2 months prior to the RHA being due. RHA's are annual for those aged over 5 or 6 monthly for those aged below 5	LCS: LAC Health Assessment (Assessment attached to LCS. Key actions to be included in Care Plan)	LAC Health Assessment Requested Date – added on day of request. LAC Health Assessment Examination date – added on day assessment is returned	LAC hub
<b>Personal Education Plan (up to 18)</b>	The first PEP is due within 10 working days of a child becoming looked after. Thereafter they should be held no less than termly	<ul style="list-style-type: none"> <li>Welfare call: PEP</li> <li>LCS: PEP attached to LCS (key actions to be included in Care Plan)</li> </ul>	The first PEP is due within 10 working days of a child becoming looked after. Thereafter they should be held termly	Joint responsibility by Social Worker and designated teacher for Looked After Children to record PEP on Welfare Call. LAC Hub upload to LCS
<b>LAC Review Meeting</b>	First LAC Review convened within 20 working days of the child becoming looked after (or any unplanned change in placement). Then within 3 months of the initial LAC review and at least 6 monthly thereafter	LCS: LAC Combined Assessment and Progress Review	5 working days prior to meeting date	Allocated Social Worker
		LCS: LAC Review Recommendations and Minutes	Within 5 working days of meeting	Independent Reviewing Officer
		LCS: CLA Care Plan	10 working days after meeting date	Allocated Social Worker
		LCS: LAC Review Discussion Summary (uploaded)	15 working days after actual meeting date	Independent Reviewing Officer
		LCS: IRO QA and Monitoring Form	11-15 working days after actual meeting date	Independent Reviewing Officer

<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>IRO Midway Monitoring</b>	6 weeks between Initial LAC Review and second LAC Review. 12 weeks between 2nd LAC review and subsequent LAC review	LCS Midway monitoring form	When form has been completed	Independent Reviewing Officer
<b>Pathway Plan Needs Assessment (up to 25)</b>	Start at review closest to when child is 15 ½. Must be completed by the time the young person is 16 and 3 months (or when they become eligible if accommodated post 16). Needs assessment to be fully updated at least every 12 months, or following a significant event/change in circumstances, and reviewed every 6 months	LCS: Pathway Plan (Part 1 - Needs Assessment)	By the time the child is aged 16 years and 3 months (avoiding interfering with pressures of GCSE's), or when they become eligible if accommodated post 16. Updated at least every 12 months	Allocated Social Worker or case-holding Personal Adviser when young person is aged 18+
<b>Pathway Plan</b>	Completed following the Needs Assessment, before the child is 16 years and 3 months (or when become eligible if accommodated post16) and in line with reviews as below	LCS: Pathway Plan (Part 2)	By the time the child is aged 16 years and 3 months (or when they become eligible if accommodated post 16)	Allocated Social Worker (or Personal Advisor if young person is over 18)
<b>LAC Review Meeting Post 16 for Eligible Children/ Young People</b>	First LAC Review convened within 20 working days of the child becoming looked after (or any unplanned change in placement). Then within 3 months of the initial LAC review and at least 6 monthly thereafter	LCS: LAC (Pathway Plan) Combined Assessment and Progress Review	5 working days prior to meeting date	Allocated Social Worker
		LCS: LAC (Pathway Plan) Review Recommendations and Minutes	Within 5 working days of meeting	Independent Reviewing Officer
		LCS: Pathway Plan Part 1 & 2 LCS: Care Plan	10 working days after meeting date	Allocated Social Worker
		Review Discussion Summary (uploaded)	15 working days after actual meeting date	Independent Reviewing Officer

<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Pathway Plan Review for Relevant/Former Relevant Young People (up to 25)</b>	Where the Social Worker or Personal Advisor considers it necessary/where the relevant/former relevant young person requests it, but at least within 28 days of any change in accommodation, and at least 6 months thereafter depending on assessed stability/need for support	LCS: Pathway Plan Progress report	5 working days prior to meeting date	Allocated Social Worker, or Personal Advisor
		LCS: Pathway Plan (Update)	10 working days after meeting date	Allocated Social Worker (Eligible Child, Relevant Child), or Personal Advisor (Former Relevant Child)
		<ul style="list-style-type: none"> <li>• LCS: Pathway Plan Review (for relevant and former relevant children)</li> <li>• Care Plan element no longer has to be completed</li> </ul>	15 working days after actual meeting	Allocated Social Worker, or Personal Advisor
<b>LAC End (CLA Episode)</b>	On day of discharge from care, or the young person's 18th birthday. If the 18th birthday falls at a weekend, this should be completed on the next working day	LCS: CLA Period of Care screen	On day of discharge from care	Allocated Social Worker

# Children Placed For Adoption



<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Adoption workflow</b>	Once adoption is identified as the plan the Adoption workflow should be initiated within 5 working days	CLA Decisions Tab – Start Domestic Adoption Process	N/A	Allocated Social Worker
<b>Child's Permanence Report</b>	For children under the age of 5 this should be started following the initial LAC review. For those aged 5 and above, this should be started within 10 working days of the LAC review agreeing plan of adoption (Parallel plan when in proceedings)	The formal CPR word document should be used and then added to LCS	The full bundle must be with the Adoption Agency Advisor no less than 10 days prior to the Placement Order Application. The CPR should be quality checked by the Team Manager and the Head of Service before it is sent to the Advisor. Relevant sections should be shared with and signed by parents prior to being sent to the Advisor	Allocated Social Worker; authorised by the Team Manager and the Head of Service
<b>LAC/Adoption Medical</b>	Request sent (forms M+B, Consent and Parental Health forms following initial ref to Adoption Service or LAC review which ratifies (parallel) plan for adoption	LCS: Attach to child's file	Same day as request sent	Allocated Social Worker
<b>Adoption Placement Report and Adoption Plan</b>	As soon as a suitable match is identified	LCS: <ul style="list-style-type: none"> <li>• Adoption Placement Report</li> <li>• Adoption Plan</li> </ul>	At least 10 working days prior to Adoption panel which makes recommendations on proposed match. Authorised by Adoption Team Manager	Allocated Social Worker alongside prospective adopters link worker and family finder

<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Placement meeting and Adoption Placement Plan</b>	Can be either before, or after the match has been approved	LCS/Word documents: <ul style="list-style-type: none"> <li>• Placement Plan</li> <li>• Checklist for Placement Meetings</li> <li>• Diary Sheet for Introductions</li> </ul>	Immediately after the Placement meeting	Adopters' Social Worker (IRO to be invited)
<b>Review of Introductions (usually a meeting, but could be by telephone in appropriate cases)</b>	Mid-point of introductions	LCS: Observations and Outcomes of meeting/ telephone calls to be recorded on LCS case notes	As soon as possible after Review	Adopters' Social Worker
<b>Adoption Review</b>	Once the agency has authority to place for adoption/within 4 weeks of placement commencing, within 3 months of the placement, and 6 monthly thereafter until the Adoption Order has been made	LCS: LAC Adoption PMR & Combined Assessment and Progress Review	5 working days prior to meeting date	Allocated Social Worker
		LCS: LAC Review Recommendations and Minutes	Within 5 working days of meeting	Independent Reviewing Officer
		LCS: Care Plan (Update)	10 working days after meeting date	Allocated Social Worker
		LCS: LAC Discussion Summary	15 working days after actual meeting date	Independent Reviewing Officer



# Other Case Recording



<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Initial social worker visits to children</b>	Within 5 working days of contact with CADS	LCS: Case Note (only complete when child has been seen and spoken to)	Within 2 working days of visit	Allocated Social Worker
<b>Family Support - Initial child and family seen visit (not including step downs)</b>	Within a maximum 10 working days of contact with CADS	EHM: Case Note EH visit (if child seen must be ticked and if seen alone must be ticked)	Within 2 working days of visit	Allocated Family Practitioner
<b>Initial child seen visit following step down</b>	Team Managers should set this based on worries and intervention required within step down plan, but each child should be seen within a maximum of 6 weeks following step down to ensure children's views are captured for review	EHM: Case Note EH visit (if child seen must be ticked and if seen alone must be ticked)	Within 2 working days of visit	Allocated Family Practitioner
<b>Family Support Child seen visit</b>	Minimum every 6 weeks (30 working days) following Plan and Team around the Family meeting	EHM: Case Note EH visit (child seen must be ticked and if seen alone must be ticked)	Within 2 working days of visit	Allocated Family Practitioner
<b>CiN Visits</b>	Minimum 6 weekly (30 working days) but good practice is more frequently – at least every 4 weeks	LCS: CiN visit Case Note (only complete when child has been seen and spoken to/observed for very young children)	Within 2 working days of visit	Allocated Social Worker
<b>Child Protection Visits</b>	Minimum 2 weekly (10 working days)	LCS: Child Protection visit Case Note (only complete when child has been seen and spoken to/observed for very young children)	Within 2 working days of visit	Allocated Social Worker

Task/Activity	When must this be completed by?	What records must be made and where?	When must the record be made by? (including having it authorised where applicable)	Who must record it?
<b>LAC Statutory Visits</b>	Minimum: On day of placement, within one week of placement, then at intervals of no less than 6 weekly for the first year that a child is looked after and/or the first year after a change in placement. Visits can move to 12 weekly only if a child is matched for permanence, in a foster or kinship placement and it has been agreed by the Team Manager. It is best practice to visit every 4 weeks for the first year in placement. Where children are placed with parents the visits should be every 4 weeks whilst the child remains CLA	<ul style="list-style-type: none"> <li>• LCS: Statutory visit Case Note (only complete when child has been seen and spoken to)</li> <li>• NB: If looked after child has CP Plan, visit to be recorded as a LAC Visit case note at least every 20 working days</li> <li>• In addition, it is an expectation that the child's bedroom is seen no less than 3 monthly, and the child must be seen and spoken to alone (aged 4 and above) no less than 3 monthly. Unannounced visits should also take place no less than 3 monthly in the first year of placement and no less than 6 monthly if permanence has been agreed</li> </ul>	Within 2 working days of visit	Allocated Social Worker
<b>Visits to Relevant and Former Relevant Young People (up to 21)</b>	Minimum: Within 7 days of any change of accommodation, then within 28 days and at least every 2 months thereafter. They should be seen before the Pathway Plan is reviewed and kept in touch with in between	LCS: Keeping in Touch form (accommodation must be regularly seen, and its ongoing suitability considered)	Within 2 working days of visit	Allocated Personal Advisor or Social Work

<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Visits to Relevant and Former Relevant Young People (21-25)</b>	Minimum: Within 7 days of any change of accommodation, then no less than 3 monthly. They should be seen before the Pathway Plan is reviewed and kept in touch with in between visits. Where there is a specific need or piece of work required, the expectation is that young adults are seen more frequently	LCS: Keeping in Touch form (accommodation must be regularly seen, and its ongoing suitability considered)	Within 2 working days of visit	Allocated Personal Advisor or Social Work
<b>Visits to Child Placed for Adoption</b>	Within first week of placement and at least weekly until the first review. Thereafter at least 6 weekly for the first year and 12 weekly thereafter until Adoption Order has been made	LCS: Statutory visit Case Note	Within 2 working days of visit	Allocated Social Worker and adoption social worker
<b>Request a Step up to Social Work via CADS</b>	Request completed on same day as Management recognition of increase in risk beyond the expected threshold of a Family Support case	EHM: Initiate Step up to children's Social Care in workflow complete assessment and case closure forms once step agreed by CADS	Same day as Management recognition of increase in risk beyond the expected threshold of a Family Support case	Allocated Family Practitioner and Team Manager
<b>Step down from Social Work</b> (this relates to process once step-down meeting has taken place, consent for Family Support has been achieved)	Same day as it arrives in Social Care TRF tray in EHM	Move from Social Care TRF Tray into Team Tray and follow locality referral in procedure and timescales from there on	Same day as it arrives in Social Care TRF tray in EHM	Family Support Manager
<b>Family Support Plan following a Step down from LCS</b>	10 working days from contact	EHM: Family Support Plan/ Review form	Within 5 working days of decision including Manager Authorisation	Family Practitioner

<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Child exploitation screening tool</b>	Within 24hrs of request to screen	LCS: initial child exploitation screening tool	Within 24hrs of request to screen	CADS consultant social worker (exploitation desk)
<b>Child planning meetings (CE)</b>	If initial risk is deemed high every 2 weeks following strategy discussion. If initial risk is deemed medium Within 10 days of screen and 6 weekly thereafter. If initial risk is deemed standard within 6 weeks of initial screen and 6 weekly thereafter. (Note – meetings should be included where possible in other multi agency meetings for the child e.g. CIN, LAC reviews case )	LCS: exploitation screening review form AND record of CIN /LAC review/ conference.  Family support cases – EHM record of family support plan review	Within 5 working days of meeting	Meeting Chair (dependent on type of meeting)
<b>Missing Procedure Return Home Interview</b>	Within 72 hours of returning home (a strategy discussion should always be considered when any child goes missing and should always take place if a child goes missing 3 or more times in any 42-day period)	LCS: Record of RHI	Within 2 working days of return home interview	Allocated Social Worker or missing practitioner. Team manager to sign off the RHI
<b>Case Recordings</b>	Within 2 working days of contact	EHM and LCS: Case Notes (to include information and contacts not included in assessments).	Within 2 working days of contact	All Workers
<b>Case Summaries</b>	Case Summaries must be undertaken for each child no less than three monthly or following any assessment or significant change, (or at point of closure / transfer)	EHM and LCS: Case note - Case summary	Within 2 working days of assessment completion and updated every 3 months	Allocated Social Worker/ practitioner

<b>Task/Activity</b>	<b>When must this be completed by?</b>	<b>What records must be made and where?</b>	<b>When must the record be made by? (including having it authorised where applicable)</b>	<b>Who must record it?</b>
<b>Supervision/ Management Overview</b>	Case supervision (e.g., Group supervision, 1-1's, informal discussion etc.) is 4 weekly NB – Group supervision for care leavers aged 21-25 years is required at least 3 monthly	EHM and LCS: Case Notes Supervision record/ Management Overview	Within 5 working days of supervision meeting/case discussion	Team Manager/ Head of Social Work or Family Support, Assistant Director Social Care and Director of Social Care
<b>Case Closure</b>	Within 5 working days of decision	LCS/EHM: Closure form	Within 5 working days of decision	Allocated Family Practitioner/Social Worker



**Norfolk County Council**