



**Nottingham City Council**  
**Children's Integrated Services**  
**Case Transfer Procedure**

**Date of issue:** February 2021

**Agreed by:** Director for Children's Integrated Services

**To be reviewed:**

**Purpose:**

The purpose of this document is to clarify the arrangements for how children and young people receiving a service will be transferred between Nottingham City Children's Social Work, Children's Duty, Targeted Services and Early Help Services.

This transfer process is designed to improve the experience for children and families when their needs escalate and de-escalate (see Nottingham City's Family Support Pathway by [clicking here](#)).

**Our Principles:**

- **Children and families at the heart.**
- **Ensure that the right children get the right support at the right time** –Our response will be proportionate and solution-focussed.
- **Create a responsive and flexible system** – we will ensure that children and their families experience a system that does not stop and start but is simple and streamlined.
- **Work in partnership with children and their families – families will understand why the case is transferring and to which service**

Nottingham City Council's Children's Integrated Services Directorate will deliver in line with our Practice Standards and within the framework of legislation, policy and procedures.

**Transfer Procedures****Children's Duty Service:****Transfer from Children & Families Direct MASH**

When a new referral is received in Children & Families MASH there will be consideration as to whether it requires a Children's Assessment or whether the needs can be met by Early Help, Targeted or Brief Intervention Team (BIT) Services.

If the child is in need of protection and it is necessary to commence child protection procedures or, if the child requires a Children's Assessment as a child in need, the case will be transferred to the relevant Duty Team.

If the needs of the child/family can be met with support or intervention from Targeted Family Support, Brief Intervention Team or Early Help Service, the Early Help Specialist will complete a Transfer and send to the receiving EH, BIT or TFS Team. The TFST/EH Specialist or Manager in the receiving team will open an Early Help Episode and allocate the case within 5 working days. If concerns escalate and the Child in Need or Child Protection threshold is met the case should be referred back to the Children's Duty Team for completion of a Children's Assessment through the relevant framework.

**Potential Safeguarding Concerns Raised On Open Cases in EH/TFST**

Where an agency contacts the CFD MASH in relation to a case which is already open to Early Help, Targeted Family Support or CAMHS teams but which may now meet the threshold for Child in Need or Child Protection procedures, CFD MASH will complete a Contact in the Liquid Logic LCS system.

If the threshold is met for Social Care intervention, the case will be allocated to the Duty Assessment Service for an assessment to be undertaken.

Where the case has had previous involvement from a Fieldwork Social Work Team within the 3 months of the contact, the CFD MASH Team Manager will contact the relevant Fieldwork Social Work Team Manager and allocate the referral to the Social Work team.

### **Transfers from Duty to Fieldwork Social Work Teams.**

#### **Child In Need.**

On completion of a Children's Assessment by the Duty Service it is identified that further intervention and support is required under a Child in Need plan the Duty Team Manager will contact the relevant Fieldwork Social Work Team Manager and notify them of the impending case transfer. Prior to the notification the Duty Team Manager will ensure that the case is ready to transfer in line with the transfer checklist.

Once confirmed, a handover visit must be arranged with the Duty Social Worker within **5 working days**. Once this handover visit has taken place, the case will transfer to the Fieldwork Social Work Team. The Duty Social Worker will ensure that the visit is written up on Liquid Logic.

A Child in Need planning meeting needs to be organised to take place within **10 working days** of notification of the case from Duty.

The current CIN guidance can be found here:

<http://intranet.nottinghamcity.gov.uk/childrens-integrated-services/good-practice-guidance/>

#### **Child Protection.**

If a decision is made that the threshold is met for an Initial Child Protection Conference to be convened the Duty Team Manager will notify the respective Fieldwork Social Work Team Manager of the date and time of the ICPC. The Fieldwork Social Work Team Manager will ensure that a member of their team, ideally the Social Worker who will be allocated the case attends the ICPC. Following the ICPC the Duty Team manager will ensure that Liquid Logic is updated with outcome and recommendations from the ICPC. Future meeting dates will also be added to Liquid Logic. When the transfer checklist has been completed the case should transfer, this should be within 48 hours.

#### **Children in Care.**

Children who are admitted to care during the course of the Children's Assessment will transfer to the respective Fieldwork Social Work Team once the Children's Assessment has been completed and either the 72 hour review or the 20 day review has taken place. The Duty Manager will notify the Fieldwork Team Manager of the impending transfer once the transfer checklist has been completed. The Fieldwork Social Work Team Manager will have 48 hours to review the case.

#### **Unaccompanied Asylum Seeking Children (UASC).**

Any young people who are identified as being Unaccompanied Asylum Seeking Children will follow the above transfer process for Children in Care however cases will transfer to the Children in Care teams not the Fieldwork Social Work Teams.

Current guidance on Unaccompanied Asylum Seeking Children can be found here:

[https://nottinghamcitychildcare.proceduresonline.com/chapters/p\\_uasc.html](https://nottinghamcitychildcare.proceduresonline.com/chapters/p_uasc.html)

### **Transfer from Children's Duty Teams (including Whole Life Disability Team) to Targeted Family Support or Early Help Services**

Where the outcome and decision of a Children's Assessment is to transfer the case to Targeted Family Support or Early Help services; prior to transferring the case, there will be a discussion about the case between the Duty/WLDT Team Manager or Senior Practitioner and the relevant Team Manager or Specialist, to ensure that agreement is reached for the case to transfer.

Once allocation is agreed, and the transfer form has been accepted by the relevant Early Help/Targeted Team, the receiving team specialist/manager will complete a Contact form in EHM on Liquid Logic. The Duty Social Worker's involvement will be ended on Liquid Logic.

### **Transfers from Fieldwork Social Work Teams.**

#### **To Children in Care**

Cases for children and young people who are aged 0-17 years and who fall into the following cohorts can be transferred to the Children in Care team:

- Children who are subject of a Statutory Order (Care Order or Placement Order)
- Children who are accommodated under voluntary agreement (s.20) and a decision being made that the child's permanent plan is for them not to return home (usually by the second Child Looked After Review).

In these circumstances, the case can be transferred to the Children in Care (CIC) team within 10 days of the order being granted at the conclusion of care proceedings OR within 10 days of the decision being made that the child's permanent plan is for them not to return home (usually by the second Child Looked After Review).

The Fieldwork Social Work Team Manager should contact the relevant Children in Care Team Manager as soon as they become aware that the likely outcome for the child that they will be remaining in the care of the Local Authority and notify them of the intended date of transfer (i.e. the date of final Court hearing). The CIC Team Manager should respond within 72 hours to confirm they have received this and arrange a discussion (this can be via virtual means) with the Fieldwork Social Work Team Manager.

A joint visit should be undertaken by the Fieldwork Social Worker and the Children in Care Social Worker to handover the case. The Child's Social Worker will be responsible for recording this on Liquid Logic.

Following the joint visit, the Fieldwork Social Work Team Manager will initiate the transfer process on Liquid Logic, the CIC Team Manager will complete the process to accept the case into their team.

### **Transfer from Fieldwork Social Work (Inc. Whole Life Disability Team) to Early Help or Targeted Family Support Service**

When Fieldwork Social Work Team have assessed that a child and family would benefit from support or intervention by the Targeted Family Support Team or more local support in a Children's Centre, the Fieldwork Social Work Team Manager will make contact with the TFST/EH Specialist /Manager by telephone and have a discussion about the case, agreeing a period of co-working for up to three weeks.

Both will contribute to any new assessment, reducing duplication and building on existing relationships and knowledge. This period of co-working can be extended with the agreement of the TFST/EH Specialist/Manager and Fieldwork Social Work Team Manager.

A joint visit will be carried out by the Social Worker and the TFST/EH Worker; the Social Worker will be responsible for completing the recording of the visit. After the visit the case will be reviewed by the TFST/EH Specialist/Manager and Fieldwork Social Work Team Manager and a joint decision will be made on what should happen next.

The discussion and decision should be made in accordance with the Family Support Pathway and should be recorded in the Case Notes on Liquid Logic by the Fieldwork Social Work Team Manager.

If it is agreed that the case will transfer to TFST/Children Centre the TFST/EH Worker will be invited to the Child in Need review where the case responsibility will transfer following the Liquid Logic case transfer process.

After the Child in Need review a joint goodbye/handover visit will be conducted. The recording of the visit will be completed by the TFST/EH Worker. Where it has not been possible to conduct a joint visit the expectation is that the Social Worker must have a goodbye visit which is recorded on Liquid Logic.

Following the goodbye/handover visit the Social Worker will complete a closure form to end their involvement on Liquid Logic. The TFST/EH Specialist/Manager will complete the pickup of the transfer, start a contact and open an Early Help Episode and allocate to the TFST/EH Worker.

### **Transfers from Children in Care**

Where the Children in Care (CiC) Review confirms the decision to the reunification home of a child accommodated under Section 20, the case will be considered to be either a Child in Need or a vulnerable child or young person requiring Targeted Support.

The Assessment and the Care Plan must address how the child or young person and their family will be supported and ensure that appropriate support is in place. Where the assessment determines that the on-going needs can be met by Fieldwork Social Work as a Child in Need or Targeted Family Support on an Early Help Support Plan the relevant Specialist or Team Manager should be notified.

In the event of a case being considered for transfer from a Child in Care Plan to a Child in Need Plan or a Targeted Family Support Plan there will be a telephone discussion between the CIC Team Manager and the relevant Specialist / Team Manager. This must take place prior to the concluding CiC Review meeting to ensure that all relevant information is known and that an appropriate level of priority is given to the case transfer. The new team should be invited to the CIC Review and should be involved in developing the plan of support that will be required for the child upon rehabilitation home.

A joint visit should be undertaken by the Children in Care Social Worker and the Fieldwork Social Worker to handover the case. The Children in Care Social Worker will be responsible for recording this on Liquid Logic.

Following the joint visit, the Children in Care Team Manager will initiate the transfer process on Liquid Logic, the Fieldwork Social Work Team Manager will complete the process to accept the case into their team.

The responsible Children in Care Social Worker will remain involved for 6 weeks to ensure that the Support Plan is implemented and to effectively support the child or young person. If concerns escalate before 12 weeks, the Children in Care Social Worker will resume an active role, especially if the child comes back into care.

### **Transfer from Fieldwork Social Work Teams to the Permanency Team.**

#### **Adoption**

Where a child has a plan of adoption and once the Court makes Care and Placement Orders, the case will transfer to the Permanency Team. Wherever possible these cases will have been co-worked prior by the Permanency Social Worker who will have been the author of the Child Permanence Report (CPR).

Prior to transfer the adoption pathway should be opened and updated on Liquid Logic to reflect the current status. Legal Orders and the most recent Adoption Medical should be uploaded and saved as should the CPR. The chronology will be updated and any life story / direct work undertaken with the child/ren will be saved to the system. Photographs of the child and their family will also be saved onto Liquid Logic.

A joint visit should be undertaken by the Permanency Social Worker and the Fieldwork Social Worker to handover the case. The Permanency Social Worker will be responsible for recording this on Liquid Logic.

Following the joint visit, the Fieldwork Team Manager will initiate the transfer process on Liquid Logic, the Permanency Social Work Team Manager will complete the process to accept the case into their team.

Should an adoptive family be found in very quick succession ( within the first two months post transfer) there is an expectation that the Fieldwork Social Worker will attend a 'matching meeting' to share their knowledge of the children with the prospective adopters.

### **Special Guardianship Orders – Post Order Support**

Where a child has a plan of Special Guardianship and once the Court makes the necessary Orders, the case will transfer to the Permanency Team. Prior to this the Fieldwork Social Worker will liaise with the Special Guardian Advanced Practitioner and share the proposed Special Guardianship Plan with them before it is filed with the Court.

Once the Orders are made they will be uploaded onto Liquid Logic, the chronology will be updated and any life story work will be saved.

A joint visit should be undertaken by the Special Guardian Advanced Practitioner and the Fieldwork Social Worker to handover the case. The Special Guardian Advanced Practitioner will be responsible for recording this on Liquid Logic.

Following the joint visit, the Fieldwork Team Manager will initiate the transfer process on Liquid Logic, the Permanency Social Work Team Manager will complete the process to accept the case into their team.

### **Adoption Rescind process**

Should home finding be unsuccessful then the child/ren's care plan will need to be changed. This will be discussed in supervision and then ratified by the Independent Reviewing Officer at the subsequent Looked After Review. The Permanency Team manager will liaise with the Children in Care Team Manager in respect of allocation. The Permanency Social Worker will complete the Rescind report on Liquid Logic, and submit the necessary legal paperwork (statement, care plan) for filing in order to revoke the Placement Order. The Permanency Social Worker is responsible for updating the chronology, exit plan, visits, life story documents and medicals.

A joint visit should be undertaken by the Permanency Social Worker and the Child in Care Social Worker to handover the case. The Child in Care Social Worker will be responsible for recording this on Liquid Logic. Following the joint visit, the Permanency Team Manager will initiate the transfer process on Liquid Logic, the Children in Care Social Work Team Manager will complete the process to accept the case into their team. The Permanency Social Worker will attend the first hearing with the Children in Care Social Worker despite the case already having transferred to the CIC service.

### **Transfer from the Children in Care Team and Fieldwork Social Work Teams to the Leaving Care Service**

Cases will normally transfer to the Leaving Care Service from the Children in Care Teams and Fieldwork Social Work Teams prior to the young person's 18<sup>th</sup> birthday. The Leaving Care Service will attend the last Statutory CiC Review held prior to the young person's 18<sup>th</sup> birthday to facilitate a seamless transfer.

However, there may be some complex cases where it is appropriate to highlight the case prior to the final review. These cases should be highlighted by social workers during casework supervision and, if the Team Manager approves, then raised with the Leaving Care Team Manager from the young person's 17<sup>th</sup> birthday onwards to enable attendance at the review prior to the final review.

A joint visit should be undertaken by the Child's Social Worker and the Leaving Care Social Worker to handover the case. The Child's Social Worker will be responsible for recording this on Liquid Logic.

Following the joint visit, the Children's Social Work Team Manager will initiate the transfer process on Liquid Logic, the Leaving Care Team Manager will complete the process to accept the case into their team.

### **Early Help and Targeted Family Support Team**

#### **Transfer from Targeted Family Support to Early Help.**

When a Targeted Family Support Team feel it is more beneficial and appropriate for a family to be transferred to a Children's Centre the TFST Specialist/Manager will make contact with the Early Help Specialist/Manager by telephone and have a discussion about the case, agreeing a period of co- working for up to three weeks (if appropriate). A joint visit will be carried out by the TFS Worker and the EH Worker; the TFS Worker will be responsible for the completion of the record of visit. After the visit the case will be reviewed by the EH Specialist/Manager and the TFS Specialist/Manager, a joint decision will be made on what should happen next. The discussion and decision should be made in accordance with the Family Support Pathway and should be recorded in the Case Notes on Liquid Logic by the TFS Specialist/Manager.

If it is agreed that the case will transfer to the Children's Centre the EH Worker will be invited to the Early Help review where the case will transfer to the Children's Centre.

After the early help assessment review a joint goodbye/handover visit will be conducted. A record of the visit will be completed by the TFS worker. Where it has not been possible to conduct a joint visit the expectation is that the TFS worker must have a goodbye visit which is recorded on Liquid Logic.

The TFS Specialist/Manager will initiate the Case Coordinator Transfer form (this will end their involvement) and send to the receiving Children Centre team. The EH Specialist will complete the Case Coordinator Transfer form and allocate to the EH Worker. The EH worker will continue working the case and review using the Early Help or Priority Family Assessment.

If TFST have received a case from Children Social Care (including CFD, Duty, Fieldwork or CIC) and feel that the case does not require TFST and another service eg Early Help, BIT or the parenting team is more appropriate this decision has to be discussed with Social Work Team Manager who made the original decision for the case to step across to TFST. The Social Work Team manager will need to agree this course of action before the case can transfer from TFST to another service. This discussion must also be recorded on the child's file with clear rationale for the decision.

#### **Transfer from Early Help to Targeted Family Support**

Where a worker from Early Help Services has growing concerns about a child based on analysis from a Signs of Safety assessment of increased risk or the need for more targeted support the Early Help Team Manager should contact the Targeted Family Support Team Specialist/Manager by phone to have a discussion.

If following the discussion, it is felt that the concerns indicate the child and family would benefit from support from Targeted Family Support a joint visit will be undertaken by the Early Help Family Support Worker and the Targeted Family Support Worker; the visit will be recorded on Liquid Logic by the Early Help Family Support Worker. After the visit the case will be reviewed by the Early Help Team Manager and the Targeted Family Support Team Manager or Specialist and a joint decision will be made on what should happen next, agreeing a period of co-working for up to three weeks (if appropriate).

The discussion and decision should be recorded in the Case Notes on Liquid Logic by the Early Help Team Manager. During the period of co-working the Targeted Family Support Worker and Team will be allocated as the Assistant Episode Co-ordinator.

In the event of the case transferring to Targeted Family Support Team the Early Help Team Manager will complete the initiation of Case Responsibility Transfer Form and send to the Targeted Family Support Specialist who will complete the Case Responsibility Form and assign to the Targeted Family Support Worker. The Targeted Family Support Worker and Early Help Family Support Worker will need to discuss and agree how the Early Help assessment will be jointly conducted. The Targeted Family Support Team Specialist/Manager will be responsible for authorising the assessment.

### **Transfer from Early Help and Targeted Family Support to a Fieldwork Social Work Team.**

Where the case has had previous involvement from a fieldwork team within the 3 months of the new concerns.

there will be a discussion between the TFST/EH Specialist/Manager and the Fieldwork Social Work Team Manager by telephone or face to face contact about the case, if safeguarding concerns are identified, a period of co-working for up to 3 weeks will be agreed.

A joint visit will be undertaken by the TFST/EH Worker and Social Worker; the visit will be recorded in Liquid Logic by the EH/TFST Worker. After the visit the case will be reviewed by the TFST/EH Specialist/Manager and Children's Social Work Team Manager and a joint decision will be made on what should happen next. The discussion and decision should be recorded in the Case Notes on Liquid Logic by the TFST Specialist/Manager

If the case then transfers to Children's Social Work, they will initiate the Children's Assessment. At this point, the Children's Social Worker will become the Allocated Worker. The Social Worker and the TFST/EH Worker will need to discuss and agree how the Children's Assessment will be jointly conducted.

Until a decision is made that the case should transfer to the Social Work team (if necessary), the period of co-working, the TFST/EH Worker will remain the Episode Coordinator and will be responsible for recording in EHM.

If at the end of the assessment the case remains in Children's Social Work the future role of the TFST/EH will be agreed at either the Initial Child Protection Conference or Child in Need Planning Meeting. However if the child is made subject to a Child Protection Plan the case will close to TFST/EH worker. The TFST/EH Worker will complete the Episode Closure, and end their involvement in the case.

If following the assessment it is agreed that the threshold for Children's Social Work is not met the Social Worker will complete a Closure summary to close down their involvement on Liquid Logic. The TFST/EH Worker will continue to work the case or if there was prior agreement that the case would close to TFST or EH services, then the transfer process would be followed by the Social Worker and the case transferred back to the TFST/EH Specialist/Manager, who will open or close the Episode to the TFST/EH Worker

Where there are immediate Child Protection concerns, the Section 47 process will be followed. During the Section 47 enquiries, the Social Worker will become the allocated Social Worker in Liquid Logic. The TFST/EH Worker will support the Child Protection process and paperwork. The Social Worker and TFST/EH Worker will have a planning meeting/discussion to look at how this will be managed.

### **Problem Solving and Escalation**

Where Managers are unable to agree on the appropriateness of a case transferring, the issue must be resolved within 48 hours. This will involve referring the case to the relevant Service Managers. The Service Managers will have a discussion and try to resolve the escalation within 24 hours. If this cannot be achieved, the case must be referred to the relevant Heads of Service for resolution within a further 24 hours.



At all stages of this process until a resolution is achieved, continuing case responsibility for managing risk and meeting needs will be held by the allocated team.

It is important to compile an audit trail of case resolution, agreed actions and evidence of decision making. This must be clearly recorded on Liquid Logic within the Case Notes/General Notes section of the child's case file; for example, the date actions were agreed and by whom.

**Appendix 1****Transfer Checklist**

This checklist is to be used as a reference point to ensure case files are up to date as families are transferred to different services. If there are any difficulties completing these tasks please ensure there is discussion with the receiving Team Manager and that a resolution is reached.

(if the box is shaded grey this document is not required)

<b>Task</b>	<b>Early Help</b>	<b>Targeted Family Support Team</b>	<b>Childrens Social Work Teams</b>	<b>Children in Care Team and Permanence Team</b>	<b>Leaving Care</b>
<b>An up to date Children's Assessment has been completed in line with Practice Standards</b>					
<b>Updated Chronology in line with the practice standards</b>					
<b>Case Notes are up to date</b>					
<b>Most recent Statutory visit is in timescale and recorded</b>					
<b>Direct Work has been saved to the file</b>					
<b>A joint visit and verbal handover of any outstanding actions</b>					
<b>Supervision is in timescale and recorded on Liquid Logic</b>					
<b>Ensure up to date contact details are on the file for family members and professional</b>					
<b>Up to date Case Summary which follows Local Authority guidance</b>					
<b>Reports saved on LL</b>					
<b>Work tray clear on LL</b>					
<b>Updated and finalised Care Plan</b>					
<b>Dates of next meetings are saved to file and shared with the receiving team</b>					
<b>Current Risk Assessment is on file (if appropriate)</b>					

<b>All Legal Paperwork saved on LL in the Legal pathway (if applicable)</b>					
<b>Most recent ePEP and date when the next one is due</b>					
<b>Medical/Health assessment saved to file</b>					
<b>Details of any health concerns are saved to file</b>					
<b>Dental and date of next appointment</b>					
<b>Life Story work saved to file and update given to receiving team</b>					
<b>Contact arrangements – how often and where and is this supervised – is there a Risk Assessment and are there any financial agreements in place and why</b>					
<b>Pathway Plan for any YP who is (16)</b>					
<b>National Insurance Number – has this been applied for</b>					