



Wakefield District Domestic Abuse Service (WDDAS) – DRAM Research Process V1.2

DocumentCaredirector Wakefield District Domestic Abuse Service (WDDAS) – DRAM
Research ProcessPurposeCompleting DRAM research for meeting and notifying the worker.VersionV1.2OwnerICT Business Transformation Team

Last Updated 6/3/2024



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Admin Information

When DRAM research is requested via the Police MARAC APP and it meets the service criteria then:

- Open case within Caredirector with the same perpetrator a task should be created against the case.
- Open case within Caredirector with a different perpetrator a task should be created against the person.
- No open case but a client record within Caredirector a task to be created against the person.
- No open case or client record in Caredirector do not record on Caredirector at this point.

Adding a task to a case

- 1. Find the relevant case
- 2. Select Menu, Activities then Tasks.

← : Case: TEST, Rachel - (03/11/1987) [CAS-000001-3600]

TEST,Rachel (ld: 447352)	Person Record					Borr
Pronouns: Preferred Name: Rach						
Menu 🔨 Timeline	Details					
Activities	Appointments	Case Notes	Emails	Letters	Q Phone Calls	💽 Tasks
Related Items						
Other Information						

3. Select the + icon.

Mer	nu 🗸] 1	imeline	Details				
+	×	2,	W	Tasks				
Rela	ated Red	ords			~]		Search for records
	<u>Subject</u>				<u>Due</u> ≣↓	Status	Regarding	Reason



Inputting DRAM Research Task

1. Complete the task with the details below. Most of the information can be copied and pasted.

Subject: WDDAS DRAM research & meeting outcome

Description:

DRAM Research

Research uploaded to Police MARAC APP

MARAC APP ID - WMC

Client open: Yes/No <delete as appropriate>

Allocated worker (if open): <enter name if applicable>

WDDAS DRAM meeting attendee: <enter attendee>

Meeting Outcome

<WDDAS DRAM meeting attendee or allocated worker in attendance to copy and paste the actions from the MARAC APP>

WDDAS Referral requested: Yes/ No <delete as appropriate>

Will this case be heard at MARAC: Yes/No <delete as appropriate>

Regarding: Caredirector will populate client name	Responsible Team: populated based on allocated team, if not open then populate with Intake Team
	Responsible User: populate with DRAM Meeting attendee (usually from Intake).
Due Date: following day to be entered	Category: WDDAS Professional Meeting
Status: Open	Sub-Category: DRAM

2. Click save



Caredirec	tor 🎧 Ha	me 🗂 Workplace 🗸 🔞 Settings 🗸	·
← 🖪		Let I Task: WDDAS DRAM res	search
TEST,Rachel (Miss	<u>s) (Id: 447352)</u>	Person Record	
Pronouns: Preferred Name:	Rach		
Menu 🗸	Details		
Details			

*** This task will appear on the DRAM meeting attendee's dashboard so they will have a list of what clients are to be heard at the DRAM meeting.



Post meeting – Open Case

- 1. Worker to open the task and complete the relevant information:
 - Meeting Outcome
 - Meeting Actions
 - WDDAS Referral requested
 - Will this case be heard at MARAC
- 2. Change the **Responsible User** to the appropriate worker who is allocated to the case.

Regarding*		Responsible Team *	
Rachel TEST	Q	WDDAS Intake Team	Q
Reason		Responsible User	
	۹	Rachel Scargill	XQ
Priority		Category	
	Q	WDDAS Professional Meeting	XQ
Due*		Sub-Category	
30/11/2023 🛍 00:00	Θ	DRAM	XQ
Status*		Outcome	
Open	~		Q

3. The **Task** will appear on the workers dashboard. The worker should read the information in the **Task**. Change the **Status** to **Complete**.

Details	
Regarding*	Responsible Team *
Rachel TEST Q	WDDAS Intake Team Q
Reason	Responsible User
٩	Rachel Scargill X Q
Priority	Category
٩	WDDAS Professional Meeting X
Due*	Sub-Category
30/11/2023 🛍 00:00 🛇	DRAM X Q
Status*	Outcome
Completed V	Q



Post meeting – No open case but person on Caredirector

- 1. Worker to open task against the person and complete the relevant information:
 - Meeting Outcome
 - Meeting Actions
 - WDDAS Referral requested
 - Will this case be heard at MARAC
- 2. If **'Yes'** is selected against <u>WDDAS Referral requested</u>, and the DRAM log/referral is received the DRAM task against the person should be cloned across to the case once the case has been created by Admin.

Post meeting – No open case or person on Caredirector

- 1. Once the DRAM log has been received and the referral meets the service criteria Admin to create a **DRAM Research Task** against the newly created case.
- 2. Admin worker to populate the **DRAM Research Task** against the case ad input the **Responsible User** as the person who attended the DRAM meeting.
- 3. The person who attended the DRAM meeting needs to complete the relevant information:
 - Meeting Outcome
 - Meeting Actions
 - WDDAS Referral requested
 - Will this case be heard at MARAC
- 4. Once the relevant information has been completed and saved, then they need to remove their name from the **Responsible User** field and the **Responsible Team** field displays Intake Team.



Cloning a Task onto a Case

1. Find the relevant **Person > Menu > Activities > Tasks**

< / / Ø	Person: Rachel TEST						
TEST.Rachel. (Miss). (Id: 447352) Pronouns: Preferred Name: Pach	Person Record						Born:
Menu 🔨 Timeline	Summary Profile	Cases Services	Document View	All Activities			
Activities Related Items	Appointments	Case Notes	(<u>e</u> Emails	Letters	🧔 Phone Calls	Recurring Appointments	T asks
Health							
Mental Health Act							
Work and Education							
Other Information							
Finance							
Care Network							

2. Select the Task and open it.

N	Timeline Summa	ry Profile Cases	Services	Document View All A	Activities			
+	🖾 🎝 🗑 Tasks							
R	elated Records	~			[Search for records		
	Subject	<u>Due</u> ≣↓	<u>Status</u>	Regarding	Reason	Responsible Team	Responsible User	Created By
	WDDAS DRAM research & meeting o	30/11/2023 00:00:00	Open	Rachel TEST		WDDAS Intake Team	Rachel Scargill	Rachel Scargill

3. Click the **3 dots** then **clone**

←	Task: WDDAS DRAM research & meeting outcome
TEST,Rachel (Miss) (ld: 447352). ✓ Pronouns: Preferred Name: Rach	Clone Complete
Menu V Details	Cancel Restrict Access
General	Delete Run Workflow
Subject* WDDAS DRAM research & meeting	Copy Record Link



Changing the task to completed

1. Go to the **My Activities** tab on your home screen and select the relevant **Task**.

	Caredirector 🎧 Home 🗂 Workplace 🗸 🔞	Settings 🗸			⊕ &	\mathcal{D}	Э 🤅	CD V6 Tea
Team	Team activities Team cases (all teams) Service provisions Dashboards							
Му	Active Tasks/Notes							
+	a 1, V							
0	Subject	Regarding	1	Due	Modified Or	ı₹Ļ	Modified	<u>1 By</u>
	Overnight Incident	TEST, Rachel - (03/11/1987) [CAS-000001-3593]		19/12/2023 10:44:	18/12/2023 1	0:45:13	Rachel S	cargill
	WDDAS DRAM research & meeting outcome	Rachel TEST		30/11/2023 00:00:	29/11/2023 1	0:37:39	Rachel S	cargill
0	Phone call needed	TEST, Rachel - (03/11/1987) [CAS-000001-0665]	l	13/10/2023 00:00:	09/11/2023 1	0:16:53	Rachel S	cargill
	Overnight Incident	TEST, Rachel - (03/11/1987) [CAS-000001-3595]		06/10/2023 09:54	05/10/2023	09:54	Rachel S	cargill
	Phone call needed	Rachel TEST		13/10/2023 00:00:	04/10/2023	11:19:02	Rachel S	cargill
	Overnight Incident	TEST, Rachel - (03/11/1987) [CAS-000001-3600]		05/10/2023 10:42:	04/10/2023	10:42:	Rachel S	cargill
	DRAM Research & Outcome	Rachel TEST	:	25/09/2023 00:0	25/09/2023	4:56:	Rachel S	cargill

2. Change the **Status** to **Completed** and click **Save & Close**.

人 Caredirector 🎧 Home 🗂 Workplace 🗸 🛞 Settings 🗸	🍳 🎚 🛠 🖸 🌅 WDDAS Casework Team
🔶 🖬 📓 👶 🎝 : Task: Overnight Incident	0
TEST,Rachel (Miss) (Id: 447352) Person Record	Born: 03/11/1987 (35 Years) Gender: Female NHS No: 🗸
Pronouns: Preferred Name: Rach	In the second se
Menu 🗸 Details	
Reason	Responsible User
٩	Rachel Scargill X Q
Priority	Category
Q	Q
Due*	Sub-Category
23/09/2023	٩
Status*	Outcome
Completed ~	٩
Contains Information Provided By A Third Party?	Is Case Note?
○ Yes	O Yes
No	No
Sender	







Version Control

Version Number	Change	Author	By Date
V1	Initial Start	Rachel Scargill	18/12/2023
V1.1	Amendments to Post meeting –	Rachel Scargill	9/1/2024
	no open case but person on		
	Care director		
	Added in Post meeting – No		
	open case or person on		
	Caredirector		
V1.2	Update to DRAM Research	Rachel Scargill	6/03/2024
	Task to ass in MARAC APP ID		

