

## PROCEDURE FOR BUSINESS SUPPORT AUDIT AT TRANSFER, CLOSURE & 3 MONTH INTERVALS

### Introduction

When a case is ready to be closed or transferred the Social Worker completes a Closure Summary or Transfer Summary Record on Care First. Within this record an alert is triggered to the relevant manager who supervises that social worker and an Activity will appear on their desktop to inform them that a case is complete and ready for Closure or Transfer. An audit is carried out on ESCR by the manager, and assessments are authorised, a trigger is activated to the relevant team desktop to alert BS that cases are ready to close or transfer.

SGCP : ESCGP1  
LAC YP : ELACYP  
LAC Under 15 : ELACCH  
R&A Team : EV4

Business Support monitor desktop throughout the day and action any alerts for Closure or Transfer of cases; this includes updating the ESCR but also completing a full electronic audit of the record.

### Procedure

Task	Responsibility	Guidance
Manager Authorises Transfer or Closure Record on CF and triggers alert to relevant team desktop.	Team Mgr and/or Assistant Team Mgr	Transfer and Closure Records prompt audit of ESCR by Mgr checking for up to date case recording, Chronology, Genogram and accurate relationships
Activities appear on relevant team desktop for Business Support to action.	OSA	Transfer Summary Records are prioritised and completed first followed by Closure Records
Activity Selected and My Client Screen accessed.	OSA	
<u>BS ESCR audit includes :-</u>		
1. Person Details	OSA	Name, DOB, Address, Telephone contacts, Role, Ethnicity and Classifications (CIN category, religion, 1 <sup>st</sup> language etc) Missing info. chased up.
2. Updating Relationships		Primary Worker & Team, Professional (school, GP etc). Both parents recorded, if one unknown record as a classification, siblings, wider

		family etc.
3. Updating Events		Ending open events. Adding LAC, CP or CIN Monitor & Review (+ visit activity) for receiving Social Worker if applicable.
4. Audit of Assessment docs.		ESCR should contain Contact/Referral followed by assessment doc, depending on level case proceeded to a check is completed to ensure all docs. are present and dated correctly. If any discrepancies discuss with authorising mgr. If case transferring the Plan is re-assigned to receiving worker.
5. Messages Archived		Any opened messages are archived so that My Client screen remains clear and only contains unopened messages for SW to action.
6. Civica document checks		Document Management System used to store electronic docs, checked for updated copies of Chronology, Genogram – if not present email sent to worker and mgt. team.
7. Observations		Outcome letter / email Obs. present if applicable CAF/TAF record check Obs. present. Obs. completed if not email sent to worker to complete.
8. Classification s		All open classifications to be ended on same date as Closure if appropriate.
9. Sibling Groups record check		Check of all assessments to ensure siblings have the same assessments and are dated correctly - if not BS duplicate and email sent to worker and mgt. team to authorise. Check of all Obs. to ensure all siblings have same info. If not email sent to worker/mgr to complete and duplicate.
Distribution of CIN Assessments at Closure.	OSA	BS print Total View version of CIN Assessment and send out to family and Professionals involved.
Transferred cases – New Primary Worker and Team added. Email sent to inform of update on system.	OSA	If transferring there should not be a gap between involvements of one team to another.

