

Appendix 1: Case Transfer Protocol - Summary

Task	Who
Start the Case Transfer process	
Click the ▶ Initiate case transfer process link	Current Allocated Case Worker
Stage 1: Transfer Summary	
<ol style="list-style-type: none"> 1. Complete the <i>Transfer Summary</i> 2. Click the Send for Audit button 	Current Allocated Case Worker
Stage 2: Audit Paper & Electronic Files	
<ol style="list-style-type: none"> 1. Complete the <i>Audit Paper Records</i> section (including review of all Protocol recording) 2. Record the proposed date of transfer and the name of the manager in the receiving team in the <i>Point of Transfer</i> section 3. Check all outstanding tasks/forms are complete. 4. If everything is correct, click the Send to Receiving Team button. 5. If not, optionally click the Reject – Requires Further Information button or keep in own tray 	Current ACW's manager
Stage 3: Point of Transfer	
<ol style="list-style-type: none"> 1. Check that there are no outstanding tasks/forms and that the case is up to date. 2. If there are incomplete forms/processes, click the Reject – Requires Further Information button to send the transfer back to the originating manager. 	Receiving Team Manager
Stage 4: Record new key worker & team	
<ol style="list-style-type: none"> 1. If everything is correct, complete the <i>Record new worker and team</i> section. 2. Reassign other tasks as appropriate then click the Complete Case Transfer button. 	Receiving Team Manager

Case Transfer – extract from Protocol manual

Initiating a Case Transfer

1. From the Involvements tab, select the link to **Initiate Case Transfer Process**

Child: Williamson Rosie 16 years **CLF** An Open Referral exists for this young person which started on 01-Jan-2008

Basic Demographics

Personal Additional Identity Risks Parental Factors Relationships **Involvements** Case Status CP CLA Adoption History Chronology Forms Case Notes Restricted Access Audit

Professionals

Role	Professional	Start Date	End Date	Core Group Member
1 Social Worker Manager	Marc Manager	05-Feb-2009		No
2 Allocated Case Worker	Marc Bertano	01-Jan-2008		No
3 Adoptions Social Worker	Marc Bertano	01-Jan-2008		No

▶ Add Professional
▶ **Initiate case transfer process**

2. Select **Section 1. Transfer Summary** and complete the necessary Child Protection, Legal and Child In Need domains. There are mandatory fields within this form

NOTE: The remaining sections of this form will be greyed out as they will be completed in turn by the allocated case worker's manager and then the receiving team manager.

3. Click **Send for Audit**

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Child: Julio Baptista ≈ 7 years Case Transfer, 20-Feb-2007 10:39

Save Changes Send for Audit Close

Information ICS Case Transfer

ICS Case Transfer

- 1. Transfer Summary Child Protection * Legal * Child in Need
- 2. Audit Paper & Electronic Fi...
- 3. Point of Transfer
- 4. Record new key worker and t...

Stage: Transfer Summary

Prepare a case summary to ensure the receiving worker/team are aware of all key information about the case.

Then click 'Send for Audit' to send the summary on to your immediate manager for auditing.

Printable View

Child in Need

Is the child in Need? Yes No

If Yes...

Date of next planned Child In Need Meeting: 5/3/2007

Type of CIN Meeting: Initial Meeting Review

Has a Family Group Conference taken place? Yes No

The case transfer will go the allocated case worker's manager to complete the Audit Paper Records in sections 2 and 3.

4. The currently allocated case worker's manager will receive a task in their worktray to complete the audit. Select the **Case Transfer – Please Complete the Audit Paper Records** task

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Worktray Manager Tray CP DTM Referral & Ass... Referral & Assessm... Subscriptions

Group By: Date | Task | Child | Address Order By: Start Date | Due Date | Timeframe

Due Date	Child	Task Description	Expand All Collapse All
No Due Date (1)	Baptista, Julio (≈ 7 years)	Case Transfer - Please complete the Audit Paper Records	

Section 1 will be greyed out. This will have already been completed by the allocated case worker.

5. Select **Section 2** to complete the Audit Paper and Electronic Files Record
6. Select **Section 3**. Enter the **proposed date for transfer**
7. Click the link **Click here to select a user** to select the receiving Team or receiving Team Manager from My Contacts

The screenshot shows the 'ICS Case Transfer' form for 'Child: Julio Baptista ≈ 7 years' on '20-Feb-2007 10:39'. The form is in the '3. Point of Transfer' section. On the left, a sidebar lists the steps: 1. Transfer Summary, 2. Audit Paper & Electronic Files, 3. Point of Transfer (selected), and 4. Record new key worker and t... The sidebar also contains a 'Stage: Audit Paper Records' section with instructions for the Deputy Team Manager. The main content area for '3. Point of Transfer' includes a description of the transition process, a list of typical points of transfer (CIN Planning Meeting, Initial CP Conference, At birth, CLA Review), and a 'Proposed Date For Transfer Of Case' field set to 'today'. A 'Receiving Team or Deputy Team Manager' field is currently empty, with a link 'Click here to select a user...' next to it. Buttons for 'Save Changes', 'Send to Receiving Team', and 'Close' are visible at the top.

8. Click **Send to Receiving Team**

This screenshot shows the same 'ICS Case Transfer' form after the 'Send to Receiving Team' button has been clicked. The 'Proposed Date For Transfer Of Case' field now contains '20-Feb-2007'. The 'Receiving Team or Deputy Team Manager' field is now populated with 'Team Manager 2', which has a red 'X' next to it, indicating an error. The 'Click here to select a user...' link is no longer visible. The 'Send to Receiving Team' button is highlighted in yellow, and a mouse cursor is pointing at it. The rest of the form content remains the same as in the previous screenshot.

9. The selected Receiving Team/Receiving Team Manager will receive a task in their worktray to complete the case transfer by recording the new key worker. Select the **Case Transfer – Please Complete the Record new Key Worker** task

Worktray Subscriptions

Group By: **Date** | Task | Child | Address Order By: Start Date | **Due Date** | Timeframe

Due Date	Child	Task Description	Expand All Collapse All
⊖ Tomorrow (1)			
21-Feb-2007	Baptista, Julio (≈ 7 years)	Case Transfer - Please complete the Record new key worker	

Sections 1 - 3 will be greyed out. These will have already been completed by the current allocated case worker and their manager.

10. Select **Section 4** to record the new key worker and team
11. Click the link **Click here to select a user** to select the new Key Worker from My Contacts

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Child: Julio Baptista ≈ 7 years
Case Transfer, 20-Feb-2007 10:39

Save Changes Complete Case Transfer Close

Information ICS Case Transfer

ICS Case Transfer

- 1. Transfer Summary *
- 2. Audit Paper & Electronic Fi...
- 3. Point of Transfer *
- 4. Record new key worker and t...

Stage: Record new key worker

Record the new location of the paper files, and the new key worker

[Printable View](#)

4. Record new key worker and team

This form must be completed within 24 hours of the agreed point of transfer. If the transfer does not go ahead as planned you must return to section 2 and record the revised date of transfer.

By completing this form you are confirming that case transfer has been completed successfully. For a checklist of the actions that should have taken place as part of this transfer please refer back to section 2 of this form.

Record new location of paper files

Record new Key Worker [Click here to select a user...](#)

Reassign Professionals

Professional Role	Assigned To	Re-assign To
<input type="radio"/> Allocated Case Worker	<input type="radio"/> Social Worker 1	

Initial Assessment - Please do Initial Assessment for Child (Started: 20-Feb-2007, Due: 01-Mar-2007)

12. Click **Complete Case Transfer**

The Involvements tab within the child's demographics records the previous and current allocated case worker.

Child: Adrian Adoption 9 years CLB ⚠ An **Open Referral** exists for this child which started on 01-Jan-2009

Basic Demographics

Personal Additional Identity Risks Parental Factors Relationships **Involvements** Case Status CP CLA History Chronology Forms Case Notes Restricted Access Audit

Professionals

Role	Professional	Start Date	End Date	Core Group Member
1 Allocated Case Worker	Social Worker 1	05-Feb-2009		No
2 Adoptions Social Worker	Adoption Social Worker 1	07-Jan-2009		No
3 Allocated Case Worker	Marc Bertano	01-Jan-2009	05-Feb-2009	No

▶ Add Professional
▶ Initiate case transfer process

Protocol – Case Transfer process (flow)

