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	
Complete the <i>Transfer Summary</i> Click the Send for Audit button	Current Allocated Case Worker
Stage 2: Audit Paper & Electronic Files	
 Complete the Audit Paper Records section (including review of all Protocol recording) Record the proposed date of transfer and the name of the manager in the receiving team in the Point of Transfer section Check all outstanding tasks/forms are complete. If everything is correct, click the Send to Receiving Team button. If not, optionally click the Reject – Requires Further Information button or keep in own tray 	Current ACW's manager
Stage 3: Point of Transfer	
 Check that there are no outstanding tasks/forms and that the case is up to date. 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	
 If everything is correct, complete the <i>Record new worker and team</i> section. 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

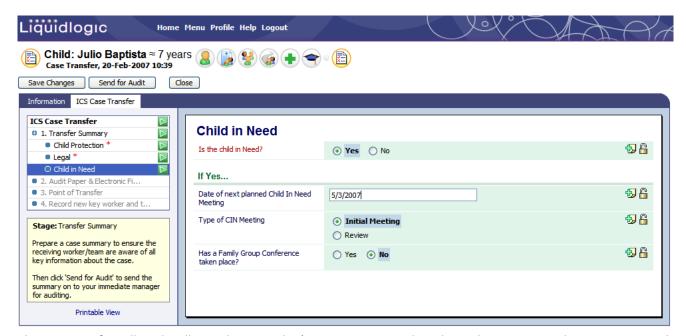
1. From the Involvements tab, select the link to Initiate Case Transfer Process



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

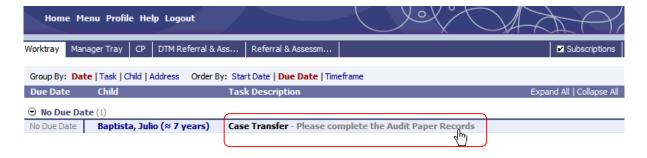
NOTE: The remaining sections of this form will be greyed out as they will be completed in turn by the allocated case worker's manager and then the receiving team manager.

3. Click Send for Audit



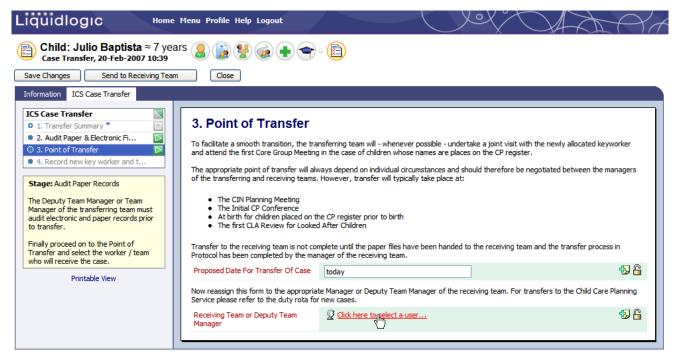
The case transfer will go the allocated case worker's manager to complete the Audit Paper Records in sections 2 and 3.

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

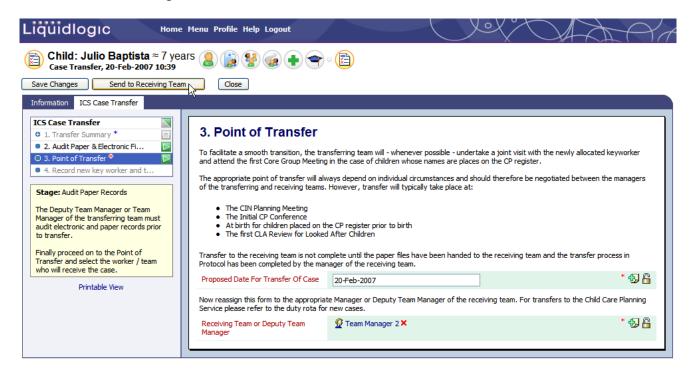


Section 1 will be greyed out. This will have already been completed by the allocated case worker.

- 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



8. Click Send to Receiving Team



 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



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



12. Click Complete Case Transfer

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



Protocol – Case Transfer process (flow)

Trigger (ACW in originating team)

Click the Initiate case transfer process link



Stage 1 (ACW in originating team)

- 1. Complete the Transfer Summary
- 2. Click the **Send for Audit** button

Send for Audit



Task goes to ACW's manager

Reject – Requires Further Information

Task is returned to ACW

Stage 2 (ACW's manager)

- 1. Complete the *Audit Paper Records* 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 *Point of Transfer* section
- 3. Check all outstanding tasks/forms are complete.
- 4. If everything is correct, click the **Send to Receiving Team** button.
- If not, optionally click the Reject Requires
 Further Information button or keep in own tray

Send to Receiving Team



Task goes to receiving team manager

Stage 3 (receiving team manager)

- 1. Check that there are no outstanding tasks/forms and that the case is up to date.
- If there are incomplete forms/processes, click the Reject – Requires Further Information button to send the transfer back to the originating manager.
- 3. If everything is correct, complete the *Record* new worker and team section.
- 4. Reassign other tasks as appropriate then click the **Complete Case Transfer** button.

Stage (2a)
Reject – Requires
Further Information

Task is returned to
Originating ACW's manager

Complete Case

Transfer



ACW involvement automatically updated and tasks reassigned as appropriate

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