

Effective Date: 30th April 2021

Review Date: 29th April 2023

Owner: YJ Service Manager

Terminology

Please note below the following acronyms used within this policy and their meanings:

RoSH – Risk of Serious Harm

SaW – Safety and Wellbeing

CMM – Case Management Meeting

LoR – Likelihood of Re-offending

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1.0 Aim of policy

- 1.1 The aim of this policy is to ensure the appropriate allocation of cases to realise the best outcomes for children and young people, their families, victims and the wider community. This Policy will cover allocation of Cases within Nottinghamshire and the transfer of cases internally and externally.

2.0 General Principles

- 2.1 The allocation of cases will always have regard to the capacity of individual workers (including the volume and complexity of work already held) and the safe management of the service. Any concerns regarding capacity at team level will be discussed by the Team Manager with their Service Manager in the first instance and if necessary escalated to the Group Manager. Cases will not be allocated to those absent from work unless there are reasonable grounds to believe that their return is imminent.
- 2.2 All children identifying as a girl or young woman will be allocated to a Case Manager identifying as female as a general principle, unless there are clear reasons for

allocation to a Case Manager identifying as male. The needs of the child will be paramount in this decision. This principle recognises that girls and young women may feel safest when working with a female Case Manager. It is recognised that there will be occasions where a girl or young woman would not feel safe working with a female Case Manager. In this situation, clear rationale regarding the allocation to a male Case Manager will be recorded on Capita following consultation with the child at the earliest opportunity. Where it is considered that a male role model would be helpful in the development of a girl or young woman, secondary allocation to a male Case Manager, Interventions Worker or Mentor can be considered for co-working or for a specific piece of work. This will be agreed in advance with the child and recorded on Capita.

- 2.3 Where a child's identified gender is different to that assigned to them at birth, consideration will be given at the point of allocation to whether the child would feel safest with a male or female Case Manager. This will be based firstly upon the wishes of the child and therefore a discussion with the child should take place at the earliest opportunity. There may be circumstances during the involvement where a worker of a different gender would be beneficial for the development of the child, for example through providing a role model. In such cases, this will be discussed with the child and any decisions will be based upon the needs of the child. Any discussions or decisions will be recorded on Capita.

3.0 Pre-Sentence Reports

- 3.1 Wherever possible reports should be allocated to the worker:
- With the best knowledge of the child, young person or family or the best ability to quickly establish a positive relationship
 - The experience and ability to produce a report with high quality analysis and an appropriate conclusion
 - Who will have the support in place to confidently produce a report.

4.0 Risk of Serious Harm and Safety and Wellbeing

- 4.1 Cases assessed as posing a High or Very High RoSH or SaW at the point of allocation should be allocated to a [Band B] Senior Case Manager.

5.0 Co-Allocation

- 5.1 Any cases re-assessed as High or Very High RoSH or SaW held by YJSOs or [Band A] workers should be co-allocated to a Band B worker/Advanced Practitioner who will act as a practice supervisor and provide guidance and support.
- 5.2 The senior worker will be accountable for the case, ensuring local policies and standards are being followed and ensuring that, where relevant, the assessment is kept up to date and that all tasks are being undertaken. These tasks do not have to be completed by the senior case worker, but they will be accountable. They should also ensure that they are fully conversant with the case. Where there are CMM's and multi-agency meetings being held there should be a discussion held regarding who needs to be in attendance and this conversation/decision should be recorded on Capita.
- 5.3 An event should be added to Capita within 5 days of the co-allocation detailing what has been agreed between the co-allocated workers in relation to who will be

completing the different tasks associated with the case. Thereafter, there should be professional discussions and reviews between the co-allocated workers on a regular basis throughout the co-allocation period. The regularity of the discussions will depend upon the complexity of the case, but as a minimum these will take place every six weeks and will be recorded on Capita.

- 5.4 De-allocation from a Band B worker should be agreed at an CMM or in supervision and a management supervision entry added to the case recording system.
- 5.5 If a case is co-allocated to a [Band C] Advanced Practitioner then management supervision must be provided by a Team Manager.

6. Students holding cases

- 6.1 All cases held by students will be co-allocated to a worker from with the interventions team or locality team who will be the primary worker and be accountable for ensuring that all tasks are being completed and all assessments are of a good quality and up to date. They do not need to undertake these tasks themselves but are responsible for ensuring that local policies and procedures are followed by the students. They should be fully conversant with the case and will attend CMM's and multi-agency meetings to support the student. Regular case discussions should be held between the primary worker and the student and these should be recorded on Capita.

7. Case Management during periods of leave

Planned Leave

- 7.1 Prior to any planned leave lead workers should ensure that:

- A person is identified to lead on the case during this period and that this is communicated to the child, young person and / or family
- An entry is made on Capita to reflect the cover arrangements and the anticipated interventions which need to be completed during the period of absence
- That prior to the leave, assessments and plans that will expire during the period of leave are updated.

Unplanned Leave

- 7.2 When a staff member goes on unplanned leave (for example due to sickness) the line manager should take the following action:

- During the first week of any absence, the manager reviews cases and plans for planned contacts to be covered by another worker, cancelled or rearranged considering the needs of the young person.
- In the event of assessments or plans expiring, an entry is made by the manager to explain the reason for any timescales not being met.
- After two weeks of absence, if there is no evidence to suggest an imminent return, consideration should be given to re-allocation of the case load and timescales set and recorded for the update/review of any plans and assessments.
- Cases should not be closed unless plans of work have been completed and this has been agreed with the child, young person and / or family.

8. Cases referred for Specific Intervention

- 8.1 If the referral is accepted, the Manager/Advanced Practitioner will allocate a worker within the YJS and the referrer will be notified of acceptance. BS within the locality will record the name of the YJS worker on Mosaic.
- 8.2 The allocated worker is required to discuss the case with the referrer and agree specific interventions and desired outcomes. Issues regarding risk/need and barriers to engagement to be discussed and, if deemed necessary, a three-way meeting with the referrer/young person/family should be arranged.
- 8.3 The YJ worker should arrange an initial meeting to take place within 5 days of being allocated the case.
- 8.4 A specific action plan should be completed within 10 working days. This should state how many sessions are anticipated and over what time e.g. 6 sessions over 12 weeks. This should be shared with the young person/family and referrer and the plan uploaded to Mosaic.
- 8.5 All sessions should be arranged with the young person/parents/carers in advance and confirmation outlining the day, date, time and venue, should be given to the family e.g. letter/appointment card/text message. Whilst sessions are recorded on Capita, event entries should be copied onto Mosaic so that the lead worker is aware of session content and outcomes.
- 8.6 After completing the agreed number of sessions, the allocated worker should review the plan with the young person/parent/carer and feedback should be given to the referrer. At the end of the intervention, the action plan should be reviewed and uploaded to Mosaic.
- 8.7 If additional sessions are considered necessary this should be discussed/agreed with the Manager/Advanced Practitioner, the referrer and the young person /family.

9. Crown Court Tracking

- 9.1 Should a young person be committed to the Crown Court who is not subject to a bail supervision and support package, then the young person will be allocated a Youth Justice Case Manager to track their case.
- 9.2 Allocation of the Youth Justice Case Manager will be undertaken within 48 hours of their first appearance. In respect to whether the allocated Case Manager should be a band A or B will be made through an assessment of the alleged offence and its seriousness, including the young person's risk of serious harm and their safety and well-being. The Crown Court tracking screening tool will be utilised to make this assessment. If deemed to pose a high risk of harm or safety and well-being a Band B Case Manager should be allocated.
- 9.3 It is expected that the allocated Case Manager attends in person any Crown Court appearance, as opposed to requesting the Court duty for Youth Court to undertake this appearance. If a young person is already open on an existing Order and then has matters being dealt with at the Crown Court, the same practice of attending in person to represent the service and support the young person applies.

- 9.4 Contact with the young person and their family / guardians should be made within 5 days of their appearance. This contact can be through voice, virtual or face to face platforms. Due to the nature of the allocation no Asset Plus assessment is required, unless bail support is given. Should the Crown Court screening identify additional areas of need outside of tracking their case then a plan of support should be attached to Capita. Any support would be voluntary in nature and therefore need to follow consent led support service pathways.
- 9.5 Management oversight to be added post allocation to determine if the YJS need to attend the trial in person and/or provide welfare support to the young person for the days of their trial. If attendance at a trial is required, consideration should be given to YJS creating a staffing rota of support especially if the trial is of considerable length.
- 9.6 Business support upon allocation will add a Crown Court Tracking Programme
- 9.7 If a young person from out of area is appearing at Nottingham Crown Court, it would be expected that the home YJS makes contact with our service to agree how this young person should be supported, including roles and responsibilities for both services. These discussions should be recorded on Capita. If cases come to light where this has not happened Nottinghamshire YJS Advanced Practitioner / Team Manager should make contact with the home YJS.

Case Tracking Principles:

- Ensure the young person / parent / guardian have been provided with details of their allocated case manager and duty number.
- A minimum of monthly contact should be held with the young person / parent / guardian. This can be via voice, virtual or face to face platforms, with an expectation that a face to face contact will take place at least once every three months. Contact frequency will be reviewed and varied should the need arise that additional support is required for the young person. For example, when faced with a sentence date / trial.
- Following each Court appearance check the young person / parent / guardians understanding and record outcomes on Capita.
- The Case Manager should seek to prepare the young person / parent / guardian for all appearances. For example, who will be present and nature of hearing.
- Assess whether the young person has any specific needs which would benefit from any onward referral to specialist services.
- The Case Manager should make contact with the representing solicitor to introduce themselves and hold any relevant discussions regards case progression including any potential outcomes, for example if Pre-Sentence Report is anticipated.
- The CM should alert the Court/cells staff to any special needs of the young person, for example speech and language difficulties, emotional well being concerns or any associated risks to the child or young person from others who may attend Court.

10. Magistrates Court Tracking

- 10.1 All children and young people who are awaiting a hearing at a Magistrates Court will be screened by the Court lead TM/AP to consider whether a My Futures programme should be offered to them.
- 10.2 Circumstances where a child or young person may be offered an intervention include:

- Where there is a significant wait for the hearing and support is required to assist the child or young person to avoid offending in the interim. This could include CCE related offending.
- Where the child or young person has difficulties (for example learning or speech and language) and would benefit from support to understand and attend hearings.
- Where there is a risk of harm and Safety and Well-Being from the child or young person that is judged to require the intervention or oversight of the Youth Justice Service.

In the event of identification of safety and wellbeing concerns, the child or young person should be referred to Children's Social Care, or if already open, liaison should take place with the allocated Social Worker to ensure that concerns are shared.

- 10.3 Where the My Futures intervention has been accepted by the child or young person, a Case Manager will be allocated who will create an action plan with the family. The Case Manager will also consider the case tracking principles listed above and undertake these actions if needed/appropriate.

11. Internal Transfer of Cases

- 11.1 During an order a young person may move address within Nottinghamshire which may place them outside the locality team boundaries, in such cases the following guidance should be followed.

Principles of transfer

- 11.2 The decision to transfer a young person to a worker within a different locality team should be decided on a case by case basis. Consideration should be given to the following:
- Whether the change of address is likely to be short term, or a longer term / permanent arrangement.
 - The length of time remaining on the order or intervention
 - Whether the needs or SaW of the child would be adversely affected by a change of Case Manager.
 - Whether the management of RoSH would be undermined by a change of Case Manager.
 - The need to maintain continuity of worker/stability for the young person if there is a change of other key workers involved with the young person or other aspects of the young person's life are changing.
 - Whether a change in worker would be detrimental to the young person and any progress that has been made.
 - The thoughts and feelings of the young person in relation to a change of worker and what this would mean for them.
- 11.3 All changes of address should be confirmed by way of a home visit and the impact of the changed circumstances upon the young person's SaW, RoSH and risk of re-offending should be fully assessed. As a change of living arrangements is a 'significant event' a review assessment should have taken place.
- 11.4 If a case transfer is being considered, the current Case Manager should discuss this with their manager who should endorse any decision to transfer the case and make

a note on Capita. If agreed, the transferring in Team Manager should allocate the case within 2 working days and record this on Capita. If a case transfer can not be agreed by the Locality Managers, this should be escalated to the Service Manager.

- 11.5 The transfer of any young person who is being managed within Multi-Agency Public Protection Arrangements (MAPPA) at level 2 or 3 should also be considered and endorsed by the relevant MAPPA meeting.
- 11.6 Active management oversight should be evident within electronic case records and it should always be clear which team and which practitioner is responsible for case management.
- 11.7 If the case is agreed for transfer the following should take place;
- A three-way meeting will be held between the current Case Manager, young person and the new Case Manager within 5 working days of the re allocation. The purpose of this meeting is to formally handover the case by introducing the young person to their new Case Manager, reinforcing contact arrangements and highlighting work completed to date along with any outstanding objectives to be completed.
 - The three-way case transfer meeting will act as the formal date of transfer between the teams.
 - If the young person does not attend, or the meeting does not take place, then the case has not been transferred and the original team will continue to have case management responsibility until a formal three-way meeting has taken place.
 - Throughout the transfer process, the current Case Manager should continue to offer and enforce appointments with the young person and any enforcement action should be completed prior to transfer.
- 11.8 The new Case Manager and team will become responsible for the management of the case from the point of formal transfer. Any work arising from the management of the case following the transfer will be undertaken by the new supervising team which should be reflected within Capita.

12. Transfers in and out of Nottinghamshire YJS

- 12.1 For a wide range of reasons, children and young people may require youth justice services away from their home area. This may be on a temporary, 'caretaking' basis; for example, while waiting to ascertain whether a placement will be successful, for an extended break or as a bail placement. Caretaking arrangements should **not normally exist beyond three months** unless there are very good reasons preventing a full transfer of the case. For all other cases where a young person has been residing within the local authority area for three months and is likely to remain within the area for the remainder of the order, there is a presumption that full transfer will take place. Accepting full transfer of the order places full responsibility and accountability upon the receiving area.
- 12.2 Children and young people who are looked after by their local authority remain the case management responsibility of the home YOT, though day-to-day intervention and contact may be delivered by the host authority where the young person resides.
- 12.3 Read the [National Protocol for Case Responsibility Practice Guidance for Youth Offending Teams in England and Wales](#) January 2018 for more information on the case management of out-of-area cases.

Transfers into Nottinghamshire

- 12.4 Upon receipt of requested documentation the Team Manager/Advanced Practitioner should review the request and confirm that there is enough information, of sufficient quality to inform a decision on transfer arrangements. If there appears to be missing information, or the assessments are not of sufficient quality, the transfer request should be stayed or rejected, and the reasons why clearly recorded and communicated so the requesting YJS can address these and re-request a transfer. If the YJS are unable to complete this process within AssetPlus then secure email must be used.
- 12.5 The case will be accepted on a 'caretaking' basis to ensure that the young person is being seen at a frequency agreed between Nottinghamshire and the home YJ area. This should be proportionate with their assessed levels of RoSH and SaW. Roles and responsibilities should be discussed and agreed with the home YJS and the Team Manager / Advanced Practitioner should keep a record of these discussions and any agreed actions.

Transfers out of Nottinghamshire YJS

- 12.6 The same principles will apply when a young person moves from Nottinghamshire to another YJ area. The Case Manager should contact the host YJ area to request either transfer or caretaking of the case. Where relevant, AssetPlus should be fully updated and the 'YOT to YOT Transfer' request completed on AssetPlus. This should be done within one working day of the request.

Case management of cases on a caretaking basis

- 12.7 Clear agreement should be reached as to which YJS is responsible for any actions arising from the case and should clearly be recorded in writing. It is the responsibility of the Case Manager and Advanced Practitioner/Team Manager to agree what tasks will be undertaken by each area, record this in writing and ensure that copies are retained by both areas (for cases 'care taken' by Nottinghamshire YJS this will be on the pro forma at Appendix B).
- 12.8 The Nottinghamshire Case Manager will maintain contact with the host YJS Case Manager at a frequency to be agreed with the Team Manager/Advanced Practitioner; this will be on a case by case basis dependant on level of RoSH/SaW and level of complexity of the case. The host YJS should provide a record of contacts, at an agreed frequency, so that Nottinghamshire can be satisfied that the agreed levels of contact are being met, constructive work is being undertaken and the young person's RoSH, SaW and LoR are being managed by the host YJS area. A record of contacts should be uploaded to Capita for future reference.

Transfer of Parenting Orders

- 12.9 There may be occasions when the parents of the young person who is moving area are subject to a Parenting Order. The nature of a Parenting Order is such that the main intervention is completed within the first 12 weeks of the order. This needs to be taken into consideration when planning a transfer. Good practice would be that the transfer of the young person's order and the parent's order are simultaneous. In such cases the same principles regarding permanency and ownership of the order

will apply. In cases where full transfer of the order is agreed, in consultation with the responsible officer supervising the Parenting Order, the YJS will arrange for the Petty Sessions Area on the Order's to be amended to the new local authority area. Accepting full transfer of the order places full responsibility and accountability upon the receiving area. The Order will be supervised in line with National Standards and local policies and procedures.

12.10 Where both parents are the subject of a Parenting Order and the young person moves with one parent to a different local authority area to the other parent, the responsible person in the LA area where the young person is residing should take over the ownership of both parenting orders.

12.11 Following a discussion with the receiving authority the responsible officer should provide:-

- A written case transfer summary
- A current Parenting Assessment
- A copy of the report provided to the court when the Order was made
- A copy of the intervention plan
- Record of contacts

Appendix A

TRANSFER IN SUMMARY

Name of young person:	DOB:
Home YJS's case ID:	
Young Person's proposed Nottinghamshire address (include post code)	
Who is the young person proposing to live with?	What is their relationship to the young person?

Name of person with parental responsibility:	Address of person with parental responsibility?
Name, address, tel. number and email address of the social worker (if applicable):	If the YP is a LAC or a child in need have Nottinghamshire Children's Social Care been advised of the proposed move?
Name, address, tel no. and email address of current case manager	
Type of Order (including requirements if YRO)	Start date of order Length of order
Do any of the following apply?	
IOM	Yes / No
High or very high risk of harm? (if yes please give details)	Yes / No
MAPPA Category	1 / 2 / 3 / N/A
MAPPA Risk Management Level	1 / 2 / 3 / N/A
Has the home MAPPA meeting agreed to the proposed move and transfer request?	Yes / No / N/A
Has the Nottinghamshire MAPPA co-ordinator been alerted to the proposed move?	Yes / No / N/A
Safeguarding Issues (If Yes please give details)	Yes / No
Is the YP subject to a child protection plan? (If yes please give details if not recorded above)	Yes / No
Offence Details (Summary of the current offence including risks to specific victims)	

<p>Order summary (please include work undertaken with the young person to date, the young person's response to the interventions and any outstanding work to be completed, including reasons for any delays where applicable)</p>	
<p>Documents required Please provide the following documents (mark Yes, No or N/A where relevant. If no is indicated, please provide a reason for the missing document)</p> <p>Completed Transfer in summary</p> <p>Asset Plus (where relevant; updated within the last month)</p> <p>YJS to YJS transfer questions</p> <p>Referral order pre panel report/contract</p> <p>Pre-Sentence Report</p> <p>Record of contacts</p> <p>Copy of court order/licence</p> <p>Most recent custody planning documents</p> <p>CPS documentation for the current offence</p> <p>Previous offending profile/previous convictions</p> <p>Any relevant LAC paperwork</p> <p>Any psychiatric/psychological reports</p> <p>Copy of the Special Educational Need Statement and Educational Psychology Report</p>	<p>Attached?</p> <p>Yes / No</p> <p>Yes / No / N/A</p> <p>Yes / No</p> <p>Yes / No / N/A</p> <p>Yes / No / N/A</p> <p>Yes / No</p> <p>Yes / No / N/A</p> <p>Yes / No / N/A</p> <p>Yes / No</p> <p>Yes / No / N/A</p> <p>Yes / No</p> <p>Yes / No / N/A</p> <p>Yes / No</p> <p>Yes / No / N/A</p>
<p>Please provide reasons for any missing paperwork</p>	
<p>Within 2 working days of receiving all requested information and documentation Nottinghamshire YJS will contact the Home YJS to confirm supervision requirements.</p>	

Appendix B

Transfer of Case on Caretaking Basis Agreement:

Name of Nottinghamshire YJS Case Manager		
Name of Responsible officer in home YJS		
Date that Nottinghamshire YJS will assume caretaking responsibilities		
<p>Responsibilities to be undertaken by Nottinghamshire YJS:</p> <p><i>Consideration should be given to the following (please delete/amend as appropriate):-</i></p> <p>Subsequent assessments (utilising AssetPlus)</p>	<p>Responsibilities to be retained by the home YJS area:</p> <p><i>Consideration should be given to the following (please delete/amend as appropriate):-</i></p> <p>Pre-sentence reports</p>	

<p>Updating any planning elements in AssetPlus where it is agreed they are responsible and/or the of delivery any interventions that have been agreed</p> <p>Inform the Home YJS of any non-compliance and, where agreed, list for breach proceedings</p> <p>Provide updates to the Home YJS, including the passing of data at agreed intervals</p> <p>Multi-Agency Public Protection Arrangements (MAPPA) co-ordination</p>	<p>Last completed AssetPlus Stage</p> <p>Regular contact with Host YJS and input from the young person's care plan</p> <p>Sentence planning (utilising AssetPlus) and attendance at reviews</p> <p>Completion of breach documents</p> <p>Ensuring YJS activity is fully integrated into the care plan</p>
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Date of review (to be no longer than three months after acceptance date)	
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Signature of both parties

Host YJS
I confirm that I have read and agree to the conditions of the temporary transfer agreement:

Name

Signature

Role.....

Date.....

Nottinghamshire YJS

Name

Signature

Role.....

Date.....

Appendix C

Identifying young people for Magistrates Court tracking (My Futures)

This is completed by the Team Manager or Advanced Practitioner responsible for Court on a bi-monthly basis using the ['Future Court'](#) report provided by Business Support.

1. Is there an adjournment of more than six weeks?
2. Does the offence indicate a risk to others?
3. Are there no other agencies involved?

If yes to questions 1 or 2 and question 3, consider offering the young person a My Futures intervention prior to Court.