ICS Process from Contact to Closure

County Duty Team/Out of Hours receive new contact
Complete - **New Contact Record**

Accepted as a referral

Complete - **Referral and Information Record** exemplar
Mandatory Panels 2, 3, 10, 11, 12, 24, 31 – Decisions**, 33**
Essential Panel 37 – Reason for Actions Taken
Status panel – add digital signature in 1st and 2nd **Sign Now** fields
Complete other panels as appropriate
Allocate to appropriate ***C&F Duty Team Leader***
Decide referral outcome within 24 hours
Important - the **start date of Referral** must be the same as the **date of the contact**

NFA, Provision of information and advice or Referral to other agency

Complete **Case Note**
Close case via **Manage Cases**

Initial Assessment

C&F Duty Team Leader - **Allocates** case to worker via **Manage Cases**
Check (tick) **Assign the case owner as a professional involved** In **Manager Case Owners** window – this adds the name of the Key Worker to **Panel 9** of **ICS Person Details**

Complete **Initial Assessment** within 7 working days of **date of referral**
Complete **Initial Assessment** - **Mandatory Panels – 2, 3, 4, 5, 21, 22, 26** – Decisions
Status panel – add digital signature in 1st and 2nd **Sign Now** fields
Important - the **start date of IA** must be the same as the **start date of the referral**

NFA

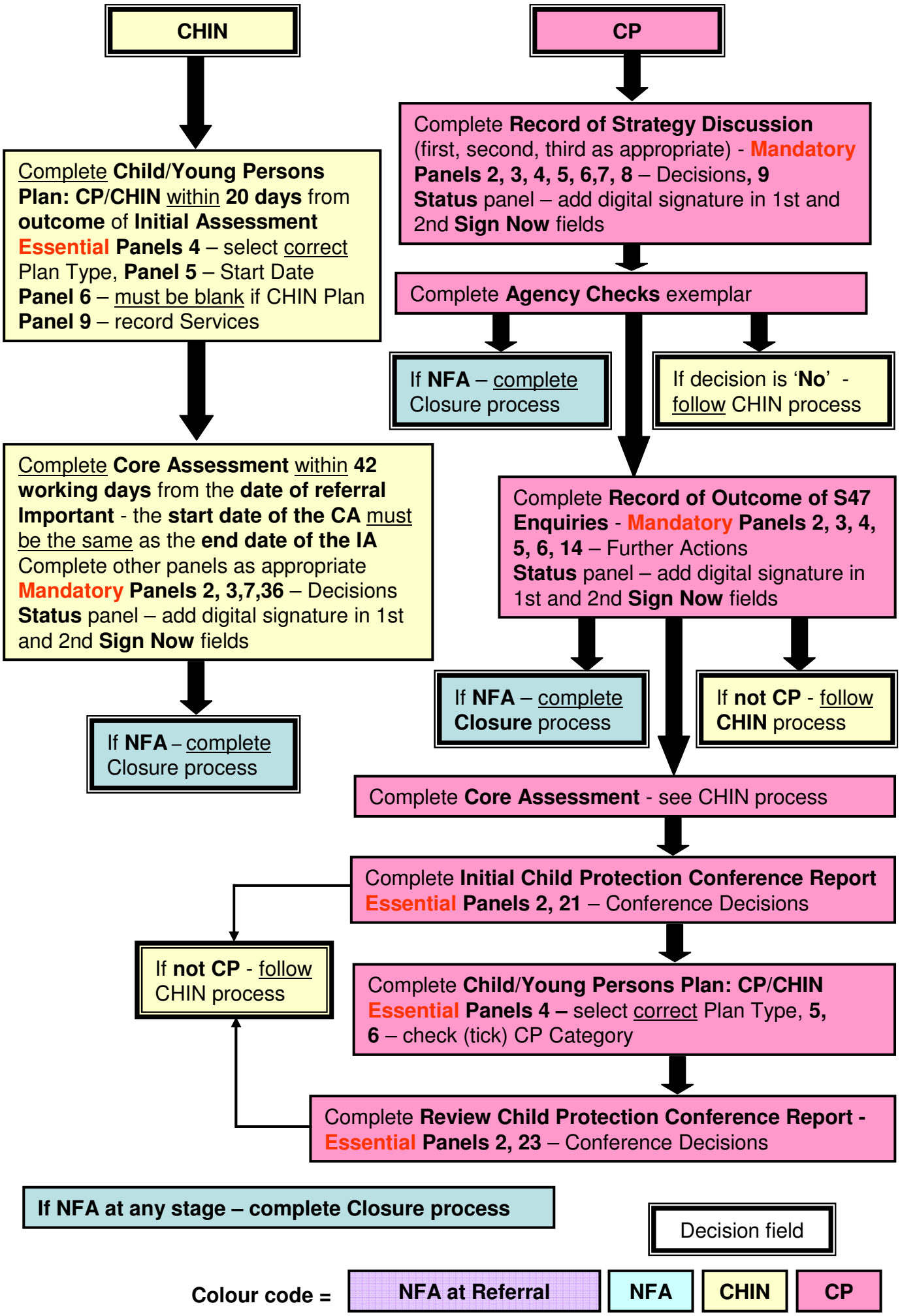
Complete **Closure Record**
Essential Panel 2
Add **End Date** to **Professional Involved** in **Panel 9 – ICS Person Details**
Team Leader or designated lead to close case via **Manage Cases**

CHIN

CP

Decision field

Colour code = **NFA at Referral** | **NFA** | **CHIN** | **CP**


CHIN
CP
Complete Child/Young Persons Plan: CP/CHIN within 20 days from outcome of Initial Assessment Essential Panels 4 – select correct Plan Type, Panel 5 – Start Date Panel 6 – must be blank if CHIN Plan Panel 9 – record Services
Complete Record of Strategy Discussion (first, second, third as appropriate) - Mandatory Panels 2, 3, 4, 5, 6,7, 8 – Decisions, 9 Status panel – add digital signature in 1st and 2nd Sign Now fields
Complete Agency Checks exemplar
If NFA – complete Closure process
If decision is 'No' - follow CHIN process
Complete Core Assessment within 42 working days from the date of referral Important - the start date of the CA must be the same as the end date of the IA Complete other panels as appropriate Mandatory Panels 2, 3,7,36 – Decisions Status panel – add digital signature in 1st and 2nd Sign Now fields
Complete Record of Outcome of S47 Enquiries - Mandatory Panels 2, 3, 4, 5, 6, 14 – Further Actions Status panel – add digital signature in 1st and 2nd Sign Now fields
If NFA – complete Closure process
If not CP - follow CHIN process
If NFA – complete Closure process
Complete Core Assessment - see CHIN process
Complete Initial Child Protection Conference Report Essential Panels 2, 21 – Conference Decisions
If not CP - follow CHIN process
Complete Child/Young Persons Plan: CP/CHIN Essential Panels 4 – select correct Plan Type, 5, 6 – check (tick) CP Category
Complete Review Child Protection Conference Report - Essential Panels 2, 23 – Conference Decisions
If NFA at any stage – complete Closure process
Decision field
Colour code =
NFA at Referral
NFA
CHIN
CP