

Important notification of changes to closing a case

Following completion of the 2010 CIN return to DFE, a possible error has come to light in the way referrals with an outcome of NFA are recorded.

At the time of the CIN census, if a case progressed to referral but then had an outcome of no further action, the case was closed by adding a **Closure Record** and then closing down the case in **Manage Cases** – this is no longer the process.

From Monday 9 August 2010 a Closure Record **MUST NOT** be added when the outcome recorded in **Panel 31** of the **Referral and Information Record** is one of the following codes:

1. Provision of Information and Advice
2. No Further Action
3. Referral to Other Agency

Case closure in these instances will be notified in the **Referral and Information Record** by adding information in **Panel 37 – Reasons for Actions Taken** and **Panel 39 - Manager's Supervision Notes**

A **Case Note MUST** be added using the following protocols:

Case Reference Number	Select
Event Type	Case Summary
Date	Date case closed
Time	Defaults to time of recording
People Present	Add name of decision maker
Case Note Summary	Leave blank – this will automatically populate from the headline information Case Closed. added in the Case Note Detail
Case Note Detail	Case Closed. – then add reason for decision

The case **MUST STILL** be closed in **Manage Cases**.

Adding this detail will be critical for the child's **Chronology** to make clear that the case is closed (even if the case has not yet been closed in **Manage Cases**).

At the point of closure, all other referrals where the outcome in **Panel 31** is recorded as **Initial Assessment, Court report only, OT assessment, Transfer CP Conference MUST** have a **Closure Record** with a date case closed, a reason for closure and be closed correctly in **Manage Cases**.