

## Practice guidance for closing case records

There are important practice reasons for ensuring that a case closure record is completed when the involvement of Childrens Social Care comes to an end, and for this to be completed promptly.

Firstly, it ensures that the family are clear that CSC are no longer involved with them, and that they have a record of the reason for working with them and a brief closing summary of what has been achieved and the next steps.

Secondly, it provides clarity within teams, and for other agencies, who make future referrals, that there is no current involvement with the family. This is important, as there is a need to be clear about what is a contact, for notification only, which is appropriate when a case is open, and what is a new referral, requiring the case to be reopened and further assessment to be carried out.

1. There are two case closure records which are Care Assess records; one for the Primary team who are the case holders and one for the co-team, where relevant eg.117.
2. Where there is a co-team, the case closure record should be completed when the work of the team has come to an end. The family should be given a copy of the record.
3. Childrens Social Care teams should complete a case closure record for all cases that go beyond a referral. This should be completed promptly and a copy sent to the family.
4. Information recorded need only be brief, on the basis that all other assessments, plans and reviews will have been completed and repetition is to be avoided.
5. The reason for closure pick list is a required field, and is needed for reporting purposes. There are two new options in the list; step down to team around the family and step down to single agency. This is to record more clearly our activity in moving families away from statutory involvement with CSC to preventative services.
6. No case should be closed with assessments, plans or reviews remaining open. These should be completed and authorised by the manager
7. The **only** document to remain open is the chronology, so that this can be added to, in the event of further referrals to CSC.