# Careworks recording refresher guide



Content:

Careworks recording responsibility matrix Personal details **Education & Employment Contacts & enforcement** Programmes **Referral to YPDAS Referral to CAMHS** Referral to S&LT Transfers to probation Case file audit Asset and documentations Scaled approach **Gang offences** Knife offence recording Transfer in/out LAC Guidance on LAC recording

#### Matrix

# Careworks recording responsibility matrix

YOT officers			Admin	Managers		
Section	Details	Section	Details	Section Details		
Client	Ensure all mandatory fields highlighted in the refresher guide are accurate and complete	Client set up	All known information at time of creating client	Contacts	Management entry	
Contacts	Record all YPDAS, CAMHS and S< referrals as per the refresher guide	Referral set up	All new referrals	Asset & documentation	Signing off ROSH, RMP, VMP	
LAC information	Record all LAC episodes as per the refresher guide	Hearing details	All hearing details			
Offence details	Add/amend the knife enabled and gnag related details if known and admin has not recorded	Offence details	All offence details know at time of recording. Also, if known, indicate whether the offence is knife enabled and/or gang related			
Asset and documentation	All assests and documentation	Outcomes	All outcome information including specified requirements/interventions			
Programmes	All programme information that has not been completed by admin.	Programmes	All known information at time of recording			
Enforcement	All enforcement recording	Gangs	Set up new gangs as required			
Transfer to probation	Record a contact and amend programme as per the refesher quide	Gang member recording	Assign gang members to their relevant groups			
		Breach information	All breach information			
		Allocation	Allocate referrals to officers as directed			

Please refer to the Careworks recording guidance documentation if you recquire calrification in the first instance. Contact admin or Matt Scott if you require additional support.

#### **Personal details**

The client record is generally created by admin, but once the case is under an Officer's supervision, it is then their responsibility to ensure the core details are accurate and complete. Core details are:

All mandatory fields (marked with a red astryx) as well as; PNC, Nationality, Religion, Ward

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To record the PNC number, click on the "other" button

You will then see the following screen

Client Information We	bpage Dialog	Transit when the			×
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Birth Certificate No:	0	NHS No. (after 1995):	222	Former UPN:	
National Insurance No:	0	NHS Card Location:		Connexions Number:	
Unique Pupil Number:		Debtor No. 1:		YOT Case Reference Number:	
Type of Telephone:	×	Debtor No. 2:		Originating YOT ID:	
PNC Number:	15/gyfy73t4r7 ×	Debtor No. 3:		Target Group:	~
External Ref 1		Debtor No. 4:		YOT Reference Number:	0
External Ref 2		SSD No.:		Court Case Number:	
UPN Not Known Reason:					~
Outside Local Authority: Responsible Authority:		Responsible Social Worke	r:	YOT worker details:	
Authority Address:		Social Worker Address:			~
Legal Status:					~
Update					Back

Record the young person's PNC number as above

You can record the liquid logic number in the SSD No box

### **Education**

It is important to ensure a young person's education/employment records are accurate as this is a key measure we report on internally and externally.

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To record a young person's education, click on the Education tab

Fill out the details as above, click insert.

To update an existing record, click on the relevant one in the bottom half of the screen

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You can then amend the record or add the end date, to end the education episode. It is important to do this before creating a new education episode.

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If the young person is in employment/college/training, this needs to be recorded by selecting The relevant option from the school drop down list

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Add the relevant information as above and click insert.

#### Contacts

Recording contacts is something that would be very familiar to yourselves. (screen shot below)



However, when the young person has not attended a statutory appointment, the actual date must be filled out and the client attended box left unticked, as below:

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ogout Change Password	Planned Date: 10 Feb 2015 Time: 11:00 Contacted By	
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outh Offending	To: 10 Feb 2015 III Time: 11:30 Name: Jo Co 🗸	
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This will ensure the enforcement workflow kicks in which gives you the opportunity to record the enforcement related to the missed appointment. You will see the following screen:

Message from webpag	e X	
🕐 Do you wi	h to update the related enforcement record?	
	OK Cancel	

Click ok

The screen below demonstrates how the enforcement should be filled in. It is important to complete the enforcement records on Careworks so that we can evidence us working in line with national standards

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uth Offending			
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Client Search			
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Enforcement records can also be added by the enforcement tab

#### Programmes

Admin will record programme information when they add the young person's outcome onto Careworks. They will only be able to fill in the information that they are privy to, so once the case is under your supervision, you will need to ensure that the programme screen is filled out fully.

This will include filling out the accommodation and responsible officer.

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Personal Details     Client Search     Referrals	Programme Duration:	6 1	Aonths 🔽 0 hours 🗌 Primary Pro	ogramme W	orking Days: 0	
🚞 Substance Misuse	Dates:		Responsible Officer			
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When a case is closed the programmes needs to be shut down. It is very important that the programme end date is amended to reflect when you stop working with the case (if it differs to the existing date) and that the concluded or completed successfully boxes are ticked.

#### **Referrals to partner agencies:**

It is vital that we can evidence our partnership working and the easiest way to do this is to record contacts in Careworks.

#### **Referrals to YPDAS**

Whenever a referral to YPDAS is made for a young person, a contact will need to be recorded

Logout Change Password	Planned Date: Time: 00:00 Contacted By
Help Enter Referral Id	To: III Time: 00:00 Agency: YOI VI
My RAISE	Actual Date: Time: 00:00 Role/Team: BARNET YOT
Youth Offending	To: Time: 00:00 Name: Aaron Cole
🗉 🚞 Personal Details	Mode: * In person
Client Risks	Meeting Type: Supervision Session (Stat Order)
Chronology Service Provider	Surveilance: Recurrence:
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Substance Misuse	
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Enforcement	Contact: Number:
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It is vital that the "Drug and Alcohol Tier 2" intervention is selected from the drop down list. If the young person doesn't attend the appointment then you can leave the client attended box unticked. The Meeting Type can be recorded as supervision session or Drug & Alcohol session.

#### **Referrals to CAMHS**

CAMHS referrals should be recorded as "Mental Health Treatment"

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My RAISE	Actual Date:	Time:	00:00		Role/Team: BARNET YOT	
Youth Offending	To:	Time:	00:00		Name: Jo Co	
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#### **Referrals to Speech & Language Therapy**

S&LT referrals should be recorded as "Other Health"

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#### **Transfer to probation**

When a young person is transferred to probation please record a contact to reflect this. The meeting type should be Closedown meeting, the contact should be recorded as below:

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🔄 Risk To Children		Probation transfer				
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#### Case file audit

When a young person has his case audited, please record a contact as below so that we can track who has been audited:

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#### **Reminders about Asset and documentations**

- Always associate the asset to the "outcome" unless the asset is a PSR, then it would be associated to "hearing"
- Always clone non asset documents (ROSH, VMP etc) rather than reassessing, to avoid losing the original content

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#### **Scaled approach**

It is important to create a new scaled approach assessment every time an asset is case staged and ROSH updated – this will inform you what level of intervention the young person requires.

This is done by going to the Scaled Approach screen

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Simply click on the relevant case stage and then insert

#### **Gang offences**

If you know an offence was gang related, then you need to record it on the offence tab. There is an ever increasing focus on gang and serious youth violence so it is vital that we can identify gangs members and what offences they are committing.

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To record that an offence is gang related, click on the offence tab

Select the relevant offence and then click on the gang related offence button.

If you know what gang the offence was committed in relation to, then please select this from the drop down menu, on the right from this button.

# Knife offence recording

To record if an offence is knife related or not, click on the offences tab

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Select the relevant offence from the list and then click on the knife enabled button and click update.

## Transfer out

When a young person is transferred out of borough and is no longer a Barnet case, the Transferred Out button needs to be ticked and the end date amended to reflect when the episode of work finished with the child.

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#### LAC

There is an ever growing focus on young people who are LAC and YOT clients. Whilst this information can be recorded in the asset, a record should also be recorded in the Legal Status tab. This will help us identify the LAC young people we are working with and will assist us in joint up working with social care

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Click on the legal status tab

You will then see the following pop up

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	Available Workflows: Client Legal Status - Add/Update Client Legal Status Client Legal Status - Add/Update Client Legal Status
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Select Client Legal stats – Add/update from the list Click Go

Then fill in the fields with a red astryx and click insert. See Guidance on LAC recording on the following page if you need any guidance.

# **Guidance on LAC recording**

Previous care	Criminal justice decision	Effect on care status
status		
status Care order (section 31, 1989 Act)	PACE detention i.e. transferred from police detention to care of local authority pending appearance in court Remand to local authority accommodation i.e. remanded to placement provided by local authority Remand to Youth Detention Accommodation Community penalty i.e. convicted of offence but penalty served while resident in community Custodial sentence i.e. convicted of offence and to period of	No change – child continues to be looked after Responsible authority continues to have a duty for care planning and review in the same way as for all other looked after children. DPP required whilst the child is remanded
	detention in secure establishment	
Voluntary accommodation (section 20, 1989 Act)	PACE detention Remand to local authority accommodation Remand to Youth Detention Accommodation	No change – child continues to be looked after responsible authority continues to have duty for care planning and review – as above. DPP required whilst the child is remanded
	Community sentence	Child is looked after if in placement provided by local authority, including Intensive Fostering scheme
	Custodial sentence	Child ceases to be looked after during period in custody BUT responsible authority has duty to visit [Children Act s.23ZA]
Not currently looked after	PACE detention Remand to local authority accommodation	Becomes looked after under section 21 of 1989 Act and responsible authority acquires responsibility for care planning and review
	Remand to youth detention	'treated as' looked after – DPP
	Community sentence: Youth Rehabilitation Order (YRO) with Intensive Fostering or local authority residence requirement	Looked after while in placement
	Custodial sentence	Not looked after
	Custoular sentence	Not looked alter