

# 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						13/03/2015
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&LT 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 refresher guide	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 require calrification in the first instance. Contact admin 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 astrix) as well as; PNC, Nationality, Religion, Ward

The screenshot shows the 'Personal Details of Trevor Henry [19084] Aged 16' form. The form is divided into several sections: Personal Details, Relationships, Health, Education, Employment, Legal Status, Sig. Events, Audit, and MergeInfo. The 'Personal Details' section includes fields for Title, Surname, First Name, Mid. Name, Maiden Name, Ethnicity, Religion, Nationality, City of Origin, Imm. Status, Target Group, Gender, DOB, DOD, and Age. The 'Primary Address' section includes Property Type, Prop. No., Prop. Name, Street, Vlg/District, Town, Post Code, County, UPRN, Phone 1, Phone 2, Email, Borough, Ward, and Outside Jurisdiction. Below the form is a table with columns: Role, Name, Alias, Marital, Language, Other, Photo, Consent, Address, Lead Professional. The 'Other' column is circled in red. The table contains one row: Referrals, Jo Co, BARNET YOT, 20093, 08 Dec 2014. At the bottom of the form are buttons for Update, Cancel, Delete, Transfer Case, and Back.

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

You will then see the following screen

The screenshot shows the 'Client Information -- Webpage Dialog' form. The form is divided into several sections: Client Information, NHS No. (before 1995), NHS No. (after 1995), NHS Card Location, Debtors, YOT Case Reference Number, Originating YOT ID, Target Group, YOT Reference Number, Court Case Number, and UPN Not Known Reason. The 'PNC Number' field is circled in red. Below the form is a section for 'If the person has come from outside the Authority - specify the Authority and related Social Worker details:'. This section includes fields for Responsible Authority, Responsible Social Worker, Authority Address, Social Worker Address, and YOT worker details. At the bottom of the form are buttons for Update and 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.

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

Personal Details of Trevor Henry [19084] Aged 16

Personal Details Relationships Health **Education** Employment Legal Status Sig. Events Audit MergeInfo

School: Bishop Douglas  
School Type: Secondary Year: 8 Current:   
Date Started: 01 Jan 2014  
Date Left:  
Reason Left:  
Engagement: 25 : : HH:MM

Year Group: NC Year Group:  
Enrol Status: Pupil Class Type:  
Connex Assent: Boarder Type:  
Roll:  Boarder  School LAC

Head Teacher: Special Needs Teacher:  
School Nurse: Special Needs Assistant:  
Form Teacher:

School Attended	School Type	Date Started	Date Left	Reason Left	Current	Year	Head Teacher
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Insert Cancel Delete Other Professionals Back

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

Personal Details of Trevor Henry [19084] Aged 16

Personal Details Relationships Health **Education** Employment Legal Status Sig. Events Audit MergeInfo

School: Bishop Douglas  
School Type: Secondary Year: 8 Current:   
Date Started: 01 Jan 2014  
Date Left:  
Reason Left:  
Engagement: 25 : : HH:MM

Year Group: NC Year Group:  
Enrol Status: Pupil Class Type:  
Connex Assent: Boarder Type:  
Roll:  Boarder  School LAC

Head Teacher: Special Needs Teacher:  
School Nurse: Special Needs Assistant:  
Form Teacher:

School Attended	School Type	Date Started	Date Left	Reason Left	Current	Year	Head Teacher
Bishop Douglas		01 Jan 2014			Y	8	

Insert Cancel Delete Other Professionals Back

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.

Personal Details of Trevor Henry [19084] Aged 16

School: Bishop Douglas  
School Type: Secondary Year: 8  
Date Started: 01 Feb 2014  
Date Left: 03 Feb 2015  
Engagement: 25 : 00 HH:MM

School Attended	School Type	Date Started	Date Left	Reason Left	Current	Year	Head Teacher	S
Bishop Douglas		01 Jan 2014	03 Feb 2015		N	8		

Buttons: Update, Cancel, Delete, Other Professionals, Back

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

Personal Details of Aaron Cole [16495] Aged 16

School: [Dropdown List]  
School Type: [Dropdown List]  
Date Started: [Field]  
Date Left: [Field]  
Engagement: [Field] : [Field] HH:MM

XX - COLLEGE  
XX - EMPLOYMENT  
XX - TRAINING

Add the relevant information as above and click insert.

## Contacts

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

The screenshot shows the CareWorks RAISE web application interface. The main content area displays a contact record for Trevor Henry [19084] Age: 16. The form is structured as follows:

- Planned Date:** 09 Feb 2015, Time: 14:00
- To:** 09 Feb 2015, Time: 15:00
- Actual Date:** 09 Feb 2015, Time: 14:05
- To:** 09 Feb 2015, Time: 15:05
- Mode:** \* In person
- Meeting Type:** Supervision Session (Stat Order)
- Intervention:** Supervision
- Intervention Type:** [Empty]
- Place:** [Empty]
- Contact:** [Empty] Number: [Empty]
- Contact Type:** \* Statutory
- Contacted By:** Agency: YOT, Role/Team: BARNET YOT, Name: Jo Co, FreeText: [Empty]
- Recurrence:** [Empty] No of Times: 0
- Linked Programmes:**
  - 15 Dec 2014 [4383] Triage
  - 06 Jan 2015 [4385] YRO - ISS
- Linked YRO Requirements:** [Empty]
- Notes:** Case notes here

At the bottom of the form, there are buttons for **Insert**, **Cancel**, **Delete**, **Reminders**, and **Back**.

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:

**Careworks RAISE**  
Welcome Jo Co

Logout Change Password

Help Enter Referral Id

**My RAISE**

**Youth Offending**

- Personal Details
- Client Search
- Referrals
- Substance Misuse
- Contacts
- Enforcement
- Offences
- Hearing Details
- Outcomes
- Appeals
- Programmes
- Assessment and Docum
- Victims
- Intervention Setup
- Panel Setup
- AA Services
- CAMHS Detail

**Reports**

**Finance**

**System Administration**

Release 6.0  
Released 31 Jan 2012  
Database: Testing

**Trevor Henry [19084] Age: 16**

Planned Date: 10 Feb 2015 Time: 11:00  
 To: 10 Feb 2015 Time: 11:30  
 Actual Date: 10 Feb 2015 Time: 11:00  
 To: 10 Feb 2015 Time: 11:30

Mode: \* In person  
 Meeting Type: Supervision Session (Stat Order)  
 Surveillance:   
 Intervention: Supervision  
 Intervention Type:   
 Place:   
 Contact: Number:   
 Contact Type: \* Statutory

**Contacted By**  
 Agency: YOT  
 Role/Team: BARNET YOT  
 Name: Jo Co  
 FreeText:   
 Client Attended

**Recurrence:**  
 No of Times: 0

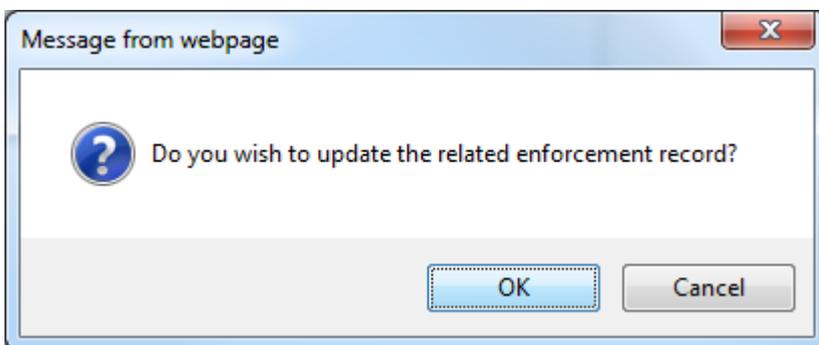
**Linked Programmes**  
 15 Dec 2014 [4383] Triage  
 06 Jan 2015 [4385] YRO - ISS

**Linked YRO Requirements**

Notes: Case notes here

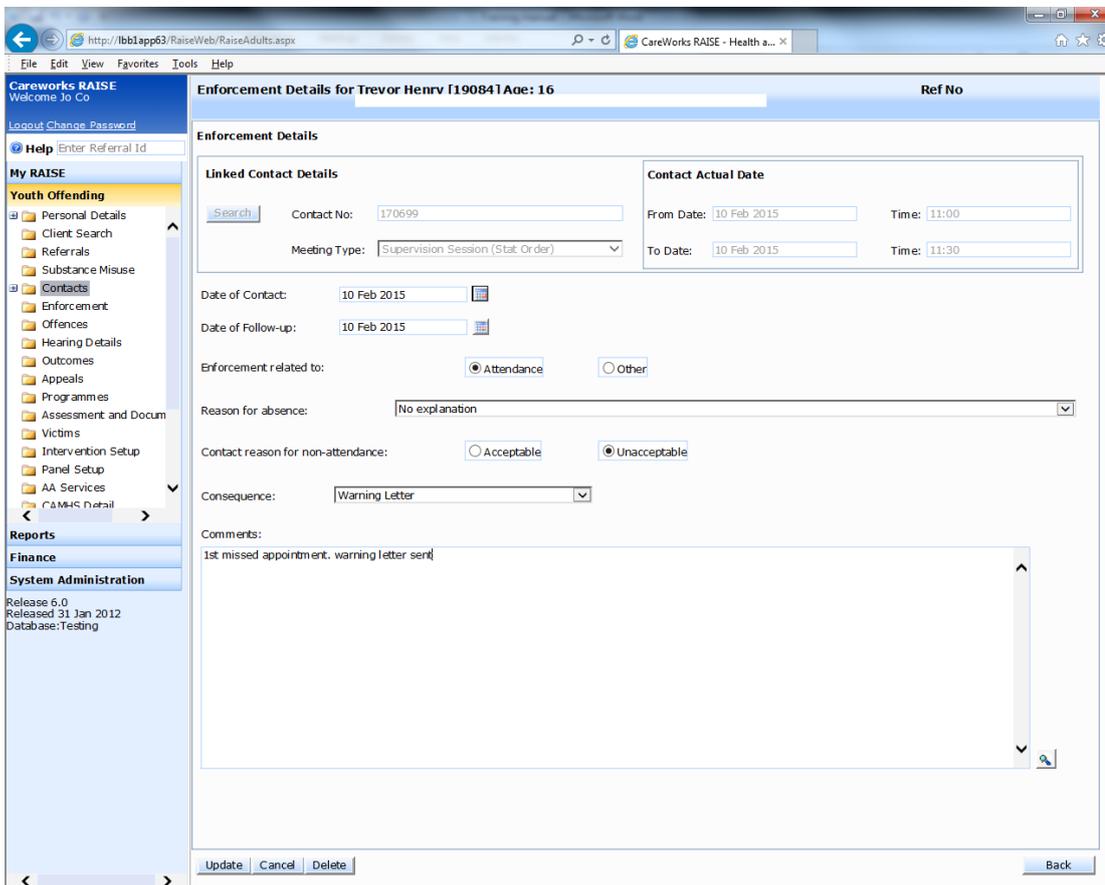
Update Cancel Delete Reminders Back

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:



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



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.

The screenshot displays the 'Programme Details' for Trevor Henry [19084] Age: 16, with a reference number of 20093. The interface is divided into several sections:

- Programme Information:**
  - Programme: \*YRO - ISS
  - Programme Location: \*BARNET
  - Linked Outcome: Diversionary intervention/Triage - 15 Dec 2014 [Other] - (Outcome ID: 12374) - [Pre-Court]
  - Programme Duration: 6 Months, 0 hours,  Primary Programme
  - Working Days: 0
- Dates:**
  - Start Date: \* 06 Jan 2015
  - Agreed Date: \* 06 Jan 2015
  - End Date: 05 Jul 2015
- Responsible Officer:**
  - Agency: YOT
  - Role/Team: BARNET YOT
  - Name: \* Jo Co
  - Accommodation Opinion (at start date): Satisfactory
  - Accommodation Opinion (at end date): Satisfactory
- Transferred:**  Transferred In,  Transferred Out
- Comment:** A text area for entering notes.
- Compliance:**  Breached,  Concluded,  Completed Successfully, Compliance: 0/3

At the bottom, there are buttons for 'Update', 'Cancel', 'Delete', and 'Back'.

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

The screenshot shows the 'Careworks RAISE' interface for a referral. The 'Intervention' dropdown menu is highlighted with a red circle, and a red arrow points to the selected option, 'Drugs and Alcohol Tier 2'. Other fields include 'Planned Date', 'Time', 'Actual Date', 'Time', 'Mode' (set to 'In person'), 'Meeting Type' (set to 'Supervision Session (Stat Order)'), 'Contacted By' (Agency: YOT, Role/Team: BARNET YOT, Name: Aaron Cole), and 'Client Attended' (checked). The 'Notes' field contains 'YPDAS'.

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”

The screenshot shows the 'Careworks RAISE' interface for a referral. The 'Intervention' dropdown menu is highlighted with a red circle and contains the text 'Mental Health Treatment'. Other fields include 'Planned Date', 'Time', 'Actual Date', 'Time', 'Mode' (set to 'In person'), 'Meeting Type' (set to 'Supervision Session (Stat Order)'), 'Contacted By' (Agency: YOT, Role/Team: BARNET YOT, Name: Jo Co), and 'Client Attended' (checked). The 'Notes' field contains 'CAMHS referral'.

## Referrals to Speech & Language Therapy

S&LT referrals should be recorded as “Other Health”

The screenshot shows the 'Careworks RAISE' interface for a referral. The 'Intervention' dropdown menu is highlighted with a red circle and contains the text 'Other Health'. Other fields include 'Planned Date', 'Time', 'Actual Date', 'Time', 'Mode' (set to 'In person'), 'Meeting Type' (set to 'Supervision Session (Stat Order)'), 'Contacted By' (Agency: YOT, Role/Team: BARNET YOT, Name: Aaron Cole), and 'Client Attended' (checked). The 'Notes' field contains 'Speech and Language therapy session'.

## 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:

The screenshot shows the CareWorks RAISE software interface. The main form is for a contact record for a young person named JOHN EMMAUEL BOATEING [2025-4] Age: 15. The contact is recorded as 'In person' with a meeting type of 'Closedown Meeting'. The contact type is marked with an asterisk. The 'Contacted By' field is filled with 'AARON COLE' from the 'BARNET YOT' team. The 'Notes' field contains the text 'Probation transfer'.

Field	Value
Planned Date	
Time	00:00
To	
Actual Date	
Time	00:00
To	
Mode	* In person
Meeting Type	Closedown Meeting
Surveillance	
Intervention	
Intervention Type	
Place	
Contact	
Number	
Contact Type	*
Notes	Probation transfer

## 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:

The screenshot shows the CareWorks RAISE software interface. The main form is for a contact record for a young person named JOHN EMMAUEL BOATEING [2025-4] Age: 15. The contact is recorded as 'In person' with a meeting type of 'Management supervision of case'. The contact type is marked with an asterisk. The 'Contacted By' field is filled with 'AARON COLE' from the 'BARNET YOT' team. The 'Notes' field contains the text 'case file audit'.

Field	Value
Planned Date	
Time	00:00
To	
Actual Date	
Time	00:00
To	
Mode	* In person
Meeting Type	Management supervision of case
Surveillance	Other
Intervention	Other
Intervention Type	
Place	
Contact	
Number	
Contact Type	*
Notes	case file audit

## 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

The screenshot displays the Careworks RAISE web application interface. The main content area shows details for a document associated with Trevor Henry [19084] Age: 16. The document's Category is 'Other Assessment' and its Type is 'ROSH'. The Association is set to 'Outcome', which is highlighted with a red circle. Below this, there are two tables:

**Associated With**

Associate Referral	Date	Outcome Type
<input checked="" type="checkbox"/>	20104	10 Feb 2015 YRO
<input type="checkbox"/>	20093	15 Dec 2014 Diversionary intervention/Triage

**Document Completion Details**

Completed Referral No	Document Type	Date Completed	Completed By	Score	End Score	Cloned Date Created
20104	ROSH	17 Feb 2015	grf	N/A	N/A	17 Feb 2015
20104	Core Asset	17 Feb 2015	Aaron Cole	19	0	17 Feb 2015

At the bottom of the interface, there are several action buttons: Update, Reassess, Cancel, Delete, Clone, Export, Import, SecureEmail, Connectivity, and Back.

## 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

The screenshot shows the 'Scaled Approach Details for Trevor Henry [19084] Age: 16' screen. The left sidebar contains a navigation menu with 'Scaled Approach' highlighted. The main content area displays a table of assessment records:

SelectedDoc Type	Completed On	Completed By	Case Stage	Date Input	Score ST/DY/TOT	LoR	Risk Triggered
<input type="checkbox"/> Core Asset	17 Feb 2015	Aaron Cole	Review	17 Feb 2015	3/19/22	Medium	No
<input type="checkbox"/> Core Asset	17 Feb 2015	Aaron Cole	Start of Order	17 Feb 2015	3/35/38	High	No

Below the table, there is a 'Static Score Detail' button and an 'Insert' button. A red arrow points from the 'Scaled Approach' menu item in the sidebar to the 'Static Score Detail' button.

You will then see the following screen

The screenshot shows the same 'Scaled Approach Details' screen. In this view, the first row of the table is highlighted in blue, and a red arrow points from the 'Review' case stage to the 'Insert' button below the table.

SelectedDoc Type	Completed On	Completed By	Case Stage	Date Input	Score ST/DY/TOT	LoR	Risk Triggered
<input checked="" type="checkbox"/> Core Asset	17 Feb 2015	Aaron Cole	Review	17 Feb 2015	3/19/22	Medium	No
<input type="checkbox"/> Core Asset	17 Feb 2015	Aaron Cole	Start of Order	17 Feb 2015	3/35/38	High	No

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.

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

Careworks RAISE  
Welcome Jo Co

Layout Change Password

Help Enter Referral Id

My RAISE

Youth Offending

Personal Details

Client Search

Referrals

Substance Misuse

Contacts

Enforcement

Offences

Hearing Details

Outcomes

Appeals

Programmes

Assessment and Documentation

Victims

Intervention Setup

Panel Setup

AA Services

CAMHS Detail

Y3S Transfer Audit

Groups

Looked After Children (YOT)

Scaled Approach

YOT MIS

YOT MIS Administration

Reports

Finance

System Administration

Release 6.0  
Released 31 Jan 2012  
Database:Testing

Offence Details for Trevor Henry [19084] Age: 16

Offences Outstanding Offences Linked Clients

Offence Category: \* Non Domestic Burglary

Offence Type: \* Burglary With Violence Or Threat Of Violence

Gang Related Offence  Related Gang:

Offence Location:

Offence On: \* 03 Feb 2015 Client has Admitted to the offence  Attempted  Gravity Score: 7

Time of offence: 00:00

Offence Before: 03 Feb 2015 Age at offence: 16 Monetary Value:  ASU Number

Arrest Date:

Charge Date:

Decision Date:

Offence Details:

Knife Enabled

Offence No	Ref No	Offence Category	Offence Type	Admitted	Gravity	Age at Offence	Offence Date	Offence Before
14342	20104	Non Domestic Burglary	Burglary With Violence Or Threat Of Violence	X	7	16	03 Feb 2015	03 Feb 2015

Update Cancel Delete

Back

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

The screenshot shows the 'Offences' tab for Trevor Henry (Age: 16). The 'Offence Category' is 'Non Domestic Burglary' and the 'Offence Type' is 'Burglary With Violence Or Threat Of Violence'. The 'Knife Enabled' checkbox is checked. The table below lists the offence details:

Offence No	Ref No	Offence Category	Offence Type	Admitted	Gravity	Age at Offence	Offence Date	Offence Before Date	Value	Closed	Serious	Gang Related	Gang
14342	20104	Non Domestic Burglary	Burglary With Violence Or Threat Of Violence	X	7	16	03 Feb 2015	03 Feb 2015			0	X	

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.

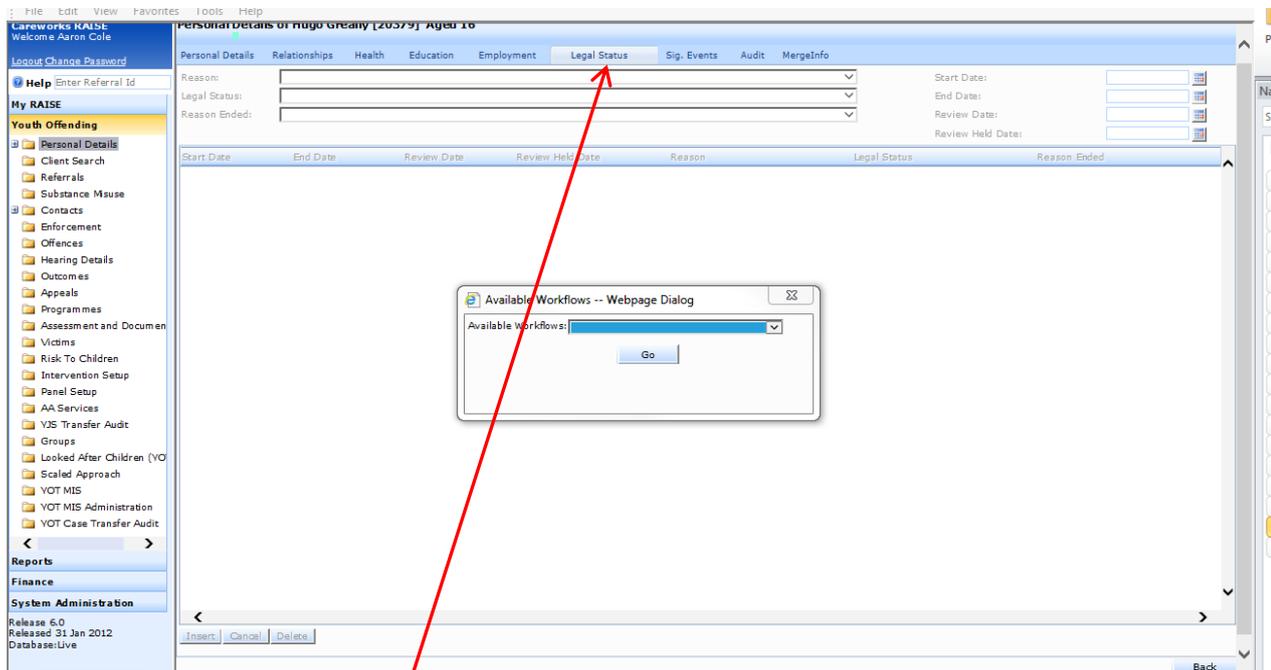
The screenshot displays the 'Programme Details for Trevor Henry [19084] Age: 16' in the Careworks RAISE system. The interface includes a navigation menu on the left with categories like 'Youth Offending', 'Programmes', 'Reports', 'Finance', and 'System Administration'. The main content area shows various fields for programme information:

- Programme:** \*YRO
- Programme Location:** \*
- Linked Outcome:** YRO - 10 Feb 2015 [Main] - (Outcome ID: 12380) - [Court] - [Auto]
- Programme Duration:** 12 Months, 0 hours, Primary Programme, Working Days: 0
- Dates:** Start Date: \* 10 Feb 2015, Agreed Date: \* 10 Feb 2015, End Date: 09 Feb 2016. A calendar for February 2015 is visible.
- Responsible Officer:** Agency: YOT, Role/Team: BARNET YOT, Name: \* Jo Co.
- Accommodation Opinion:** (at start date) and (at end date) fields.
- Transferred In:**
- Transferred Out:**  (indicated by a red arrow from the text above)
- Comment:** A text area for notes.
- Status:** Breached, Concluded, Completed Successfully (all unchecked).
- Compliance:** 0/0

At the bottom, there are 'Update', 'Cancel', and 'Delete' buttons, and a 'Back' button in the bottom right corner.

# 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



Click on the legal status tab

You will then see the following pop up



Select Client Legal stats – Add/update from the list  
Click Go

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

## Guidance on LAC recording

Previous care status	Criminal justice decision	Effect on care status
Care order (section 31, 1989 Act)	PACE detention i.e. transferred from police detention to care of local authority pending appearance in court	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
	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 detention in secure establishment	
Voluntary accommodation (section 20, 1989 Act)	PACE detention	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
	Remand to local authority accommodation	
	Remand to Youth Detention Accommodation	Child is looked after if in placement provided by local authority, including Intensive Fostering scheme
	Community sentence	Child ceases to be looked after during period in custody BUT responsible authority has duty to visit [Children Act s.23ZA]
	Custodial sentence	

Not currently looked after	PACE detention	Becomes looked after under section 21 of 1989 Act and responsible authority acquires responsibility for care planning and review
	Remand to local authority accommodation	
	Remand to youth detention accommodation	'treated as' looked after – DPP required
	Community sentence: Youth Rehabilitation Order (YRO) with Intensive Fostering or local authority residence requirement	Looked after while in placement
	Other community sentence	Not looked after
	Custodial sentence	Not looked after