

Advice Note 17082022 – Case Transfers and Temporary Move Requests recording within NDelius

Contents:

Introduction.....	1
Background	1
Case Transfers.....	2
Adding the NSI – Case Transfers	2
Updating the NSI	6
Completing the Activity and terminating the NSI.....	7
Temporary Moves	8
Updating the NSI	10
Temporary Move Activity completed.....	11
Contacts	11

Introduction

This Advice Note provides Probation Regions with guidance on recording Case Transfer and Temporary Move requesting in NDelius.

Background

Two NSIs have created to provide a recording solution that enables Regions to capture the process for full case transfer and temporary move requests.

Historically, this was done via a role NSI and/or the physical transfer of the person and sentence to another area in a pending state, which is not best practice and causing confusion to staff.

These NSIs along with best practice will ensure a safe transfer, which is better, improved and auditable. MI will provide a National, Regional and PDU view of Case Transfer and Temporary Moves and allow these to be tracked without the need for additional trackers.

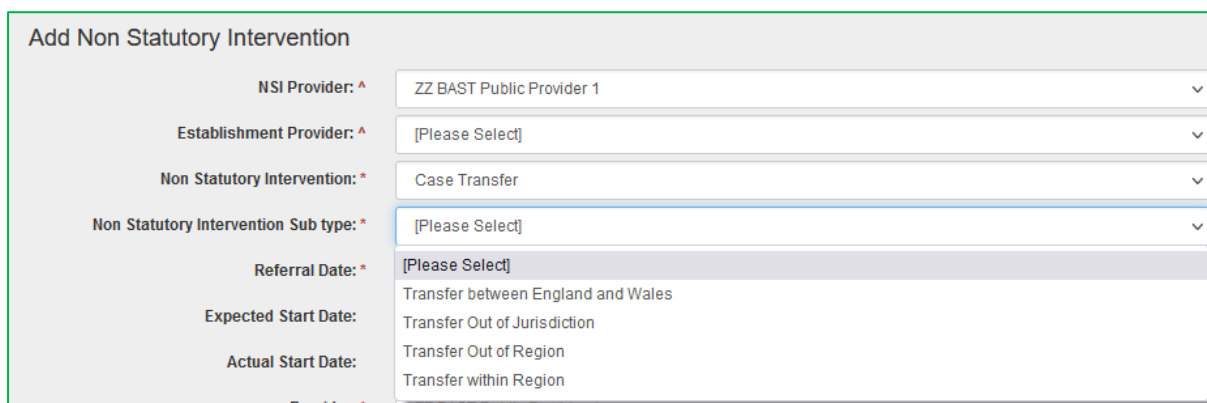
Case Transfers

To support case transfers between Probation Practitioners internally (e.g., PDU to PDU) or externally to their region there has been two NSIs created to support the end-to-end process, from initiation to the person on probation (pop) moving, they are:

- Case Transfer (CT1)
- Temporary Moves (CT2)

Adding the NSI – Case Transfers

1. Find Person on Probation
2. Select 'Personal Details'
3. Click 'NSIs' option from the Navigation Pane
4. Click 'Add Non Statutory Intervention' button
5. Select the Probation Region as the Provider (this is the current supervising Probation Practitioner)
6. Leave Establishment field as Please Select
7. Select '**Case Transfer**' from drop down menu in the NSI Main Type field
8. Select the appropriate **reason for the transfer** as the sub type from drop down list



The screenshot shows the 'Add Non Statutory Intervention' form with the following fields and values:

- NSI Provider: ZZ BAST Public Provider 1
- Establishment Provider: [Please Select]
- Non Statutory Intervention: Case Transfer
- Non Statutory Intervention Sub type: [Please Select] (dropdown menu is open showing options: Transfer between England and Wales, Transfer Out of Jurisdiction, Transfer Out of Region, Transfer within Region)
- Referral Date: [Please Select]
- Expected Start Date: (empty)
- Actual Start Date: (empty)

Figure 1 - Add Non-Statutory Intervention screen

9. Enter the Referral Date – date PoP advised of potential new address.
10. Enter '**Expected Start date**' – this is the date that the PoP wishes to move by, or leave blank if they don't have a date yet.
11. Enter Actual Start Date – this is only to be used if they have already moved
12. Enter the officers Provider, Team and Officer details – current PP
13. Select '**Transfer Initiated**' from the status drop down menu
14. Start Date and time will auto populate to the system date and time

15. Enter notes where applicable – any information helpful to the target provider region.

Add Non Statutory Intervention

NSI Provider: ^ ZZ BAST Public Provider 1

Establishment Provider: ^ [Please Select]

Non Statutory Intervention: * Case Transfer

Non Statutory Intervention Sub type: * Transfer Out of Region

Referral Date: * 17/08/2022

Expected Start Date:

Actual Start Date:

Provider: * ZZ BAST Public Provider 1

Team: National Admin

Officer: Baker, Karen (NPS - External Organisation)

Status: * Transfer Initiated

Status Date: * 17/08/2022

Status Time: * 15:55

Figure 2 - Add Non Statutory Intervention screen

16. Click 'Update' this will allow the current PP to complete the '**NAT Case Transfer - Transfer Form**' and the '**NAT Case Transfer Actions**' forms.
17. Click 'Document' button and complete the necessary information and upload to NDelius following BAU processes. Once completed close the Document List screen
18. **Save** the NSI

Non Statutory Intervention List

Show Terminated NSIs: No

Start Date	Description	Status	Status Date	Manager	Docs?	
	Case Transfer - Transfer Out of Region	Transfer Initiated	17/08/2022	Baker, Karen	Y	view update delete request transfer

Figure 3 - Non Statutory Intervention List screen

Once the PP has completed all relevant paperwork required, they will need to transfer the NSI to notify the receiving region that a transfer is required

19. Select the 'Request Transfer' hyperlink
20. Complete the Consolidation Transfer Request – Transfer details section -this is to the Region/team you wish to send it to.
21. Locate the Person NSI – Case Transfer entry and select the transfer Reason as '**Inter Provider transfer Initiated**'
22. Click 'transfer' button

Note – Do not transfer any other item at the time, NSI only!

Consolidated Transfer Request

TRANSFER TO DETAILS

Provider: * North East Region

PDU: [Please Select]

Local Admin Unit: [Please Select]

Team: * Unallocated Team(NS4)

Team Contacts: No email address recorded - please advise service desk if known
No phone number recorded - please advise service desk if known

Officer: * Unallocated

Officer Email: No linked user record

SELECT ITEMS FOR TRANSFER

Type	Description	Start Date	Current Provider	Status	Reason For Transfer
Person NSI	Case Transfer/Transfer Out of Region	17/08/2022	ZZ BAST Public Provider 1, National Admin, Karen Baker		[Please Select]

Figure 4 - Consolidated Transfer Request screen

Person NSI	Case Transfer/Transfer Out of Region	17/08/2022	ZZ BAST Public Provider 1, National Admin, Karen Baker	Transfer Pending
------------	--------------------------------------	------------	--	------------------

Figure 5 - Transfer Pending

This request will now be sent to the receiving provider/team and will appear in the Pending Transfer Diary for the receiving region, or NSI caseload diary for internal regional moves.

Receiving Region/PDU

All regions should undertake regular checks on the Pending Transfer Diary/NSI Caseload diaries to ensure they locate the transfer requests.

1. Navigate to Officer Diary
2. Select 'Pending Transfers'¹ option on navigation pane
3. Complete the Provider/team/officer fields
4. Select direction as 'Transfer in'
5. Level = NSI
6. Type = Case Transfer
7. Click Search

The system will display all pending transfers for that selection criteria

¹ For internal regional transfer go to the NSI caseload screen and select Person; Case transfers within steps 5 and 6 above – you can also filter by status in addition.

Pending Transfers

SEARCH CRITERIA

Provider: * East Midlands Region

PDU: [Please Select]

Local Admin Unit: [Please Select]

Team: Unallocated Team(N53)

Officer: All Officers

Transfer Direction: Transfer In

Transfer Level: NSI

NSI Type: All

Search

SEARCH RESULTS

Risk	CRN	Name:	Request Date	Provider	Transfer Type			
<input type="radio"/>	E228205	ops, dev	18/08/2022	All East Midlands LDU - Unallocated Team(N53)	Case Transfer	View Intervention	Update Transfer	Add Contact

Print Close

Figure 6 - Officer Diary, Pending Transfer screen

From here the user can view the NSI and all its documentation, add a contact or Update the Transfer to accept/reject it.

Updating the Transfer

The transfer must be accepted or rejected, and this can be done by selecting the 'Update Transfer' hyperlink as per figure 6 above.

This will take the user to the Consolidated Transfer Review screen and can be actioned as per BAU processes. Allocation, of the NSI only, to the receiving practitioner who will be either completing the checks/new COM or both should be done at this point.

Consolidated Transfer Review

PENDING TRANSFER ITEMS

Type	Description	Request Date	Current Provider	Reason For Transfer	Target Provider	
Person NSI	Case Transfer/Transfer Out of Region	18/08/2022	ZZ BAST Public Provider 1	Inter-Provider Transfer Initiated	East Midlands Region	View

Accept Reject Withdraw Edit Close

Figure 7 - Consolidated Transfer Review screen

The receiving region will now have the same read/write access as the current supervising practitioner does, as the NSI will now be in their ownership, and both can now simultaneously update the case as necessary.

To manage all Case Transfer NSIs within the region, using the NSI Caseload Diary allows the PDU heads to look at all active transfers within the PDU/Region and they can be filtered by status.

Updating the NSI

Throughout the activity the NSI should be updated to reflect where the user is with delivery of service.

The following NSI statuses should be used once the initial transfer NSI has been added.

- **Under Review** – the practitioner undertaking the check should select this at the point transfer is accepted
- **Home Assessment Completed²** – once the home address checks have been completed this status should be used.
- **Approved** – checks completed, and full transfer has been accepted
- **Rejected** – checks have completed but full transfer is rejected
- **Escalated – 20 day**
- **Escalated – 30 day**
- **Escalated – 40 day**

1. Find PoP
2. Navigate to the Case Transfer NSI
3. Select **Update** hyperlink
4. Update the **Actual Start Date** - To be completed by the PP when check commence
5. Update the **Status, date and time**
6. Add **notes** where appropriate
7. **Save**

Repeat each time the process moves on until completion.

Transfer documents should be updated and ensure they are uploaded back to NDelius.

Contacts can be added to support the process and the following have been linked to the NSI³:

- **3-way meeting (non NS) (C363)**
- **Management Oversight – General (MO1)**
- **High risk review meeting**
- **MARAC meeting**
- **IOM – other contact**
- **Pre-cons Requested**
- **Pre-cons received**
- **Police intelligence Enquires – Requested**
- **Police intelligence Enquires – Response received**
- **Safeguarding Enquires – Requested**
- **Safeguarding Enquires – Response Received**

² Refer to CRI015 – Address Assessments; Advice Note 18102021 – Home Visit Risk Assessment

³ 'Relates to' field on the Add Contact screen should be the NSI to see these contacts

Note – OASys Assessments and Registration Review contacts will be system generated when they have been completed within that functionality therefore, not directly linked to the NSIs.

The codes which will be recorded in the contact log are:

- EOAS – OASys Assessment
- ERGR – Registration Review

They can be viewed easily by both regions using the Contact List for NSIs⁴ button within the NSI itself.

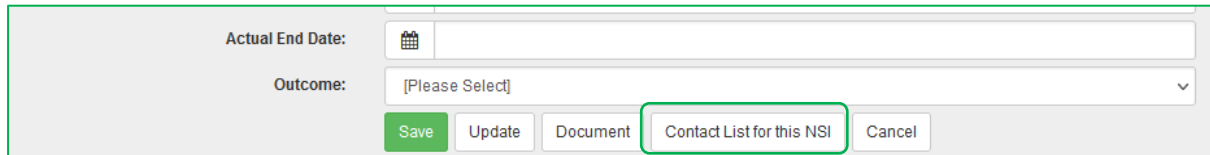


Figure 8 - Update NSI screen

Completing the Activity and terminating the NSI

At the point all the checks and paperwork has been completed/withdrawn the Case Transfers NSI should be updated and Terminated.

The Status of Approved or Rejected should be recorded plus the NSI outcome section using one of the following Outcome types:

- **Transfer Accepted**
- **Transfer Rejected**
- **Transfer Withdrawn**

1. Enter the **Actual End Date**
2. Select the appropriate **outcome** option
3. **Save**

There is no requirement to transfer the NSI back to the current supervising practitioner.

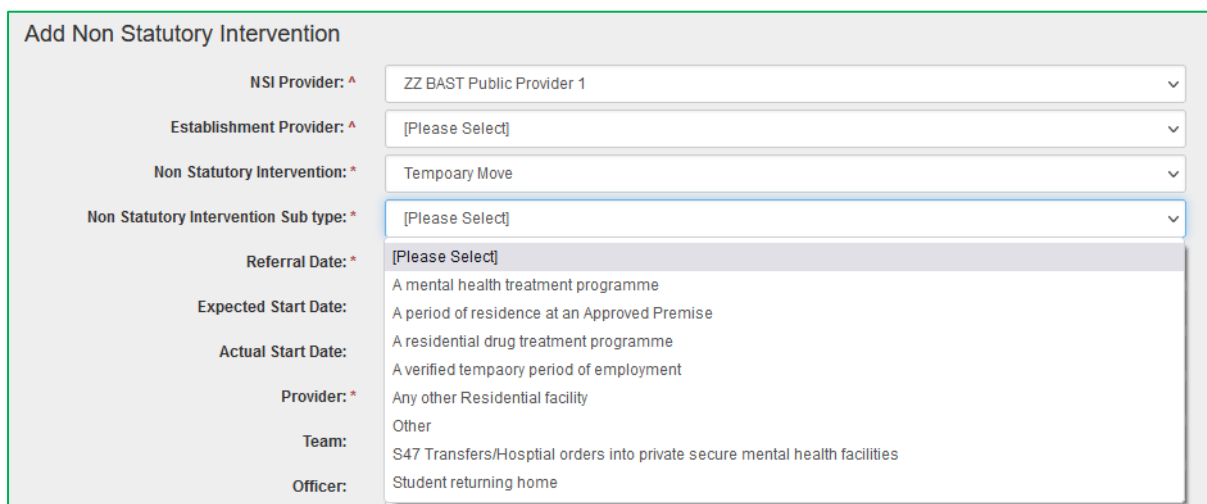
Once the Transfer has been accepted arrangements to transfer the whole case should be undertaken within the agreed timescales ensuring the person level, sentence level and all components, including any additional NSIs i.e. toolkits are transferred to the new region following BAU processes. Refer to **CRI013 – Inter Provider Transfers**.

⁴ Except for the system generated contacts.

Temporary Moves

To support a temporary move the '**Temporary Move**' NSI has been created and should be used in all cases where a full transfer is not required, in accordance with the Policy Framework

1. Find Person on Probation
2. Select 'Personal Details'
3. Click 'NSIs' option from the Navigation Pane
4. Click '**Add Non Statutory Intervention**' button
5. Select the Probation Region as the Provider (this is the current supervising Probation Practitioner)
6. Leave Establishment field as Please Select
7. Select '**Temporary Move**' from drop down menu in the NSI Main Type field
8. Select the appropriate **reason for the transfer** as the sub type from drop down list



Add Non Statutory Intervention

NSI Provider: ^ ZZ BAST Public Provider 1

Establishment Provider: ^ [Please Select]

Non Statutory Intervention: * Temporary Move

Non Statutory Intervention Sub type: * [Please Select]

Referral Date: * [Please Select]

Expected Start Date: A mental health treatment programme
A period of residence at an Approved Premise
A residential drug treatment programme
A verified tempaory period of employment
Any other Residential facility
Other
S47 Transfers/Hospital orders into private secure mental health facilities

Actual Start Date:

Provider: *

Team: S47 Transfers/Hospital orders into private secure mental health facilities

Officer: Student returning home

Figure 9 - Add NSI screen

9. Enter the **Referral Date** – date the PoP indicated a change in circumstances
10. Enter '**Expected Start Date**' – this is the date the PoP need to move
11. Enter the Provider, Team and officers' details – current PP
12. Select '**Temporary Transfer Initiated**' from the status drop down list
13. Status Date and Time will auto populate to the system time/date

Add Non Statutory Intervention

NSI Provider: ^ ZZ BAST Public Provider 1

Establishment Provider: ^ [Please Select]

Non Statutory Intervention: * Temporary Move

Non Statutory Intervention Sub type: * Any other Residential facility

Referral Date: * 22/08/2022

Expected Start Date:

Actual Start Date:

Provider: * [Please Select]

Team: Temporary Move initiated
Supporting PP allocated

Officer: Reviewed

Figure 10 - Add NSI Screen

14. Enter notes where applicable – any information helpful to the target provider region
15. Click 'Update' this will allow the current PP to complete the '**NAT Temporary Move Form**'
16. Click 'Document' button and complete the necessary information and upload to NDelius following BAU processes. Once completed close the Document List screen
17. **Save** the NSI

Once the PP has completed all relevant paperwork required, they will need to transfer the NSI to notify the receiving region that a transfer is required

18. Select the 'Request Transfer' hyperlink
19. Complete the Consolidation Transfer Request – Transfer details section -this is to the Region/team you wish to send it to.
20. Locate the Person NSI – Case Transfer entry and select the transfer Reason as '**Inter Provider transfer Initiated**'
21. Click 'transfer' button

Note – Do not transfer any other item at the time, NSI only!

This request will now be sent to the receiving provider/team and will appear in the Pending Transfer Diary for the receiving region, or NSI caseload diary for internal regional moves.

Receiving Region/PDU

All regions should undertake regular checks on the Pending Transfer Diary/NSI Caseload diaries to ensure they locate the transfer requests.

1. Navigate to officer Dairy
2. Select **Pending Transfers** (External to Region) / **NSI Caseload** (internal to region)
3. Complete the Provider/team/officer fields

4. Select direction as 'Transfer in'
5. Level = NSI
6. Type = Case Transfer
7. Click Search

The system will display all pending transfers for that selection criteria

From here the user can view the NSI and all its documentation, add a contact or Update the Transfer to accept/reject it.

Updating the Transfer

The transfer must be accepted or rejected, and this can be done by selecting the 'Update Transfer' hyperlink as per figure 6 above.

This will take the user to the Consolidated Transfer Review screen and can be actioned as per BAU processes. Allocation, of the NSI only, to the receiving practitioner who will be either completing the checks/new COM or both should be done at this point.

The receiving region will now have the same read/write access as the current supervising practitioner does as the NSI will now be in their ownership, and both can now simultaneously update the case as necessary.

Updating the NSI

Throughout the activity the NSI should be updated to reflect where the user is with delivery of service.

The following NSI statuses should be used once the initial transfer NSI has been added.

- **Supporting PP allocated**
- **Reviewed**
- **Ended**

8. Find PoP
9. Navigate to the Case Transfer NSI
10. Select **Update** hyperlink
11. Update the **Actual Start Date** - To be completed by the PP when check commence
12. Update the **Status, date and time**
13. Add **notes** where appropriate
14. **Save**

Repeat each time the process moves on until completion.

Transfer documents should be updated and ensure they are uploaded back to NDelius.

Management Oversight – General contact type can be added to support the process and has been linked to the NSI.

Temporary Move Activity completed

At the point the temporary move has completed the Temporary Move NSI should be updated and Terminated.

The Status should be updated to 'Ended' plus the NSI outcome section using one of the following Outcome types:

- **End of Temporary Transfer**
- **Permanent Transfer***

***Note** – where it has been decided that a Permanent Transfer is required then the case should be transferred via the Consolidated Transfer Request screen following BAU processes. Refer to CRI013 – Inter-Provider Transfers for full guidance.

1. Enter the **Actual End Date**
2. Select the appropriate **outcome** option
3. **Save**

There is no requirement to transfer the NSI back to the current supervising practitioner.

Contacts

For queries relating to the process described in this Advice Note please contact:
NDeliusqueries@justice.gov.uk