



- All referrers must complete a CRAF (Client Risk Assessment Form) which should be submitted with the referral itself. If the CRAF is missing or incomplete, then the details can be requested over the phone by Homemaker staff
- No home visits will be undertaken unless and until a fully completed CRAF is received and the risk rating determined
- No referral should be allocated to a particular caseworker if the client and/or their friends or associates are known to the caseworker (or live in the immediate vicinity of the caseworker)
- Upon receipt of the CRAF, the designated person should refer to the Risk Assessment Criteria (attached) in conjunction with the Risk Assessment Flow Chart (attached) to determine the appropriate risk rating and whether or not a home visit is appropriate
- The Casework Manager will record an initial risk rating on the CRAF and the allocated Caseworker will ensure that it entered onto the database prior to any visit.
- Any additional comments regarding specific risk issues should be recorded on the CRAF itself and then entered in the appropriate “comments” box on the database. The comments box should include any risks relevant to the caseworker, and/or client; for example, IV drug user, risk of self harm, aggressive dog etc.
- Mental health diagnoses, for example, depression/anxiety, do not need to be routinely recorded in the database comments box unless they give rise to a specific associated risk to the client or others; for example, depression linked to risk of suicide

***The risk rating should be reviewed after the first visit and whenever additional risk information comes to light the process to be followed is as follows:***

**Where the risk rating is INCREASED**

- A new CRAF must be completed by the caseworker which must include reference to any original relevant information provided by the referrer, plus any new risks since identified by the caseworker.

- The manager must amend the risk rating accordingly and sign and date the new CRAF. The original copy of the CRAF should be retained on the client's file and the new one placed on top
- The database risk rating and any comments should also be amended to reflect any changes before any further visits are carried out

#### **Where the risk rating is DECREASED**

- A new CRAF does not need to be completed. The risk rating on the original CRAF should be deleted (a line struck through it) and the new rating written underneath. The manager or other designated person must countersign and date this as above
- The database risk rating and any comments should be amended accordingly ***before any further visits are carried out***

**Where the risk rating remains unchanged**     A note to this effect must be made on the casefile.

***NB For caseworkers based out of the Exeter office (and for those without access to the database) individual arrangements will be made regarding risk assessment procedures and updating CRAFs and the database where risk ratings are subject to change***

#### **IMPORTANT**

Unless and until any downgrade in the level of risk (which would mean enhanced tracking is no longer required) ***is recorded on the CRAF and database and approved by the manager, then enhanced tracking must remain in place for any further visits***

#### **CLIENTS ASSESSED AS HIGH RISK (A1, A2 or A3)**

Where a client is assessed as **A1, A2 or A3** the following measures **must** be strictly adhered to:

- A1** - we reserve the right to not accept these referrals. All such cases must be discussed with the line manager
- A2** - no lone home visits. Arrange to meet at the office or in a public place only, possibly with another worker present
- A3** - enhanced tracking on every visit

***N. B. Where clients fall into one of the above high risk categories, then the accompanying comments (as shown in previous section) must be recorded on the CRAF and then transferred on to the database. Where clients are recorded as***

***A1, A2 or A3 on the database these ratings are automatically highlighted in red to allow instant recognition of high risk clients***

### **REVIEWING RISK**

Risk ratings must be reviewed on the first visit and could increase or decrease at any stage during the course of your work with a client until the case is closed. Caseworkers should discuss risks with clients. This would usually take place as part of a conversation rather than a formal process and must be recorded on the client file or client checklist. Where any concerns are raised or where the risk rating may need to change then the line manager must be consulted who will decide whether a revised risk rating, and/or all different visiting arrangements are required.

Date procedure: January 2016

Date for review: January 2018

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