



One Youth Justice Case Transfers

Handbook

CAPITA

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01 | Document Change Control

Date	Release	Description
Spring 2020	3.71 & 3.70.103	New document created
Aug / Sep 2020	3.72.004 3.71.005 & 3.70.103	Further detail added regarding caretaking case transfers and submissions to YJB Placements.

02 | Introduction

Overview

This document explains how case transfers has been implemented into Capita's existing Youth Justice product. The new functionality of the software allows Youth Offending Teams to transfer a Child/Young person case in a secure manner to another Youth Offending Team or Secure Estate and vice-versa.

New features make it possible for Caseworkers to check the progress of a case transfer along with system prompts when action is required.

Case transfer history is available to caseworkers which allows them to view what has been sent back and forth for a client. Case transfer logs have also been added to the existing YJB Submissions functionality from the user homepage.

The two types of Case transfer available are:

- **Full Transfer**

The Child/Young person case to transferred completely.

- **Caretaking Transfer**

This type of transfer is used to:

- Send a submission to YJB Placements for a young person at risk of being remanded or sentenced to custody
- Send and receive AssetPlus updates to and from a Secure Establishment where a young person is placed
- Transfer a Looked After Child where the YOT working with the young person is not the YOT who is legally responsible for them

Pre-Requisites

To use Case Transfer functionality in One YJ, the following System Values need to be configured:

- YJ AssetPlus - Enable Case Transfers

Open the System Administration tool and navigate to **System | System Values** and ensure the value is set to '1'.

- Users will require the relevant 'YJ Case Transfer' permissions configured in the System Admin tool.
- To perform a case transfer, the relevant YJ Case must have at least one complete AssetPlus Stage.

03 | Case Transfer Permissions

There are a number of YJ Case Transfer permissions to be applied in the System Admin module | **Security Groups**. These are described below.

■ My Case Transfer Tasks Notifications

- Users with this permission will be able to see and use the new 'My Case Transfer Tasks' panel in the top right-hand corner of the Homepage
- Users without this permission will not see the 'My Case Transfer Tasks' panel

■ All Case Transfer Tasks Notifications

- Users with this permission will be able to see and use the new 'Case Transfer Tasks' panel in the top right-hand corner of the Homepage
- Users without this permission will not see the 'Case Transfer Tasks' panel

■ Accept-Reject Initial Transfer Requests

- Users with this permission will be able to see and use the 'Accept' and 'Reject' buttons within the summary screens of an Initial Case Transfer Request that has been received from another YOT's system (regardless of whether this request is for a Full or a Caretaking transfer)
- Users without this permission will not see the 'Accept' or 'Reject' buttons within an Initial Transfer Request

■ Accept-Reject Caretaking Updates

Users with this permission will be able to see and use:

- the 'Accept' and 'Reject' buttons within the summary screens of a Stage Update received from another YOT's system (where there is a Caretaking arrangement already established)
- the 'Send Stage Update' menu item within the AssetPlus Stage summary screen left hand menu
- the 'End Transfer' button on the AssetPlus panel header within the client case view

Users without this permission will never see:

- the 'Accept' or 'Reject' buttons within the summary screens of a Stage Update received from another YOT's system
- the 'Send Stage Update' menu item within the AssetPlus Stage summary screen left hand menu
- the 'End Transfer' button on the AssetPlus panel header within the client case view

Case Transfer Permissions

■ Initiate Transfer

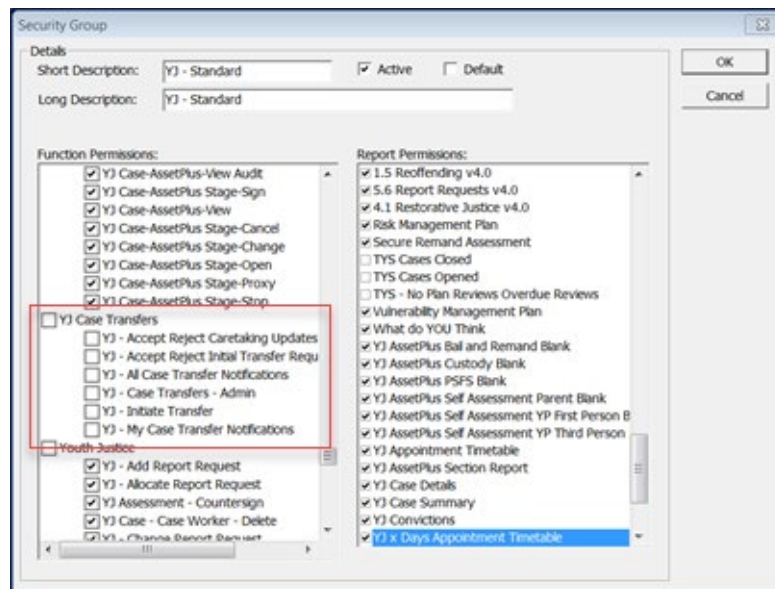
- Users with this permission will be able to see and use the 'Initiate Transfer' button on the AssetPlus panel header within the client case view
- Users without this permission will never see the 'Initiate Transfer' button

■ Case Transfers - Admin

- This permission is no longer required. This will be removed in a future release.

These permissions are located in the One IYSS System Administration Client, in **Security | Security Group**.

See graphic of permissions in Sysadmin Tools below.



Refer to: Security Group in [One-IYSS-System-Administration-Handbook.pdf](#)

04 | Case Transfers on My Homepage

The YJ homepage displays panels that are relevant to the logged in user. New Case Transfer panels are available on the homepage to help manage/monitor case transfers. These panels are only visible to caseworkers who have relevant permissions.

Refer to [Case Transfer Permissions](#) for more details.

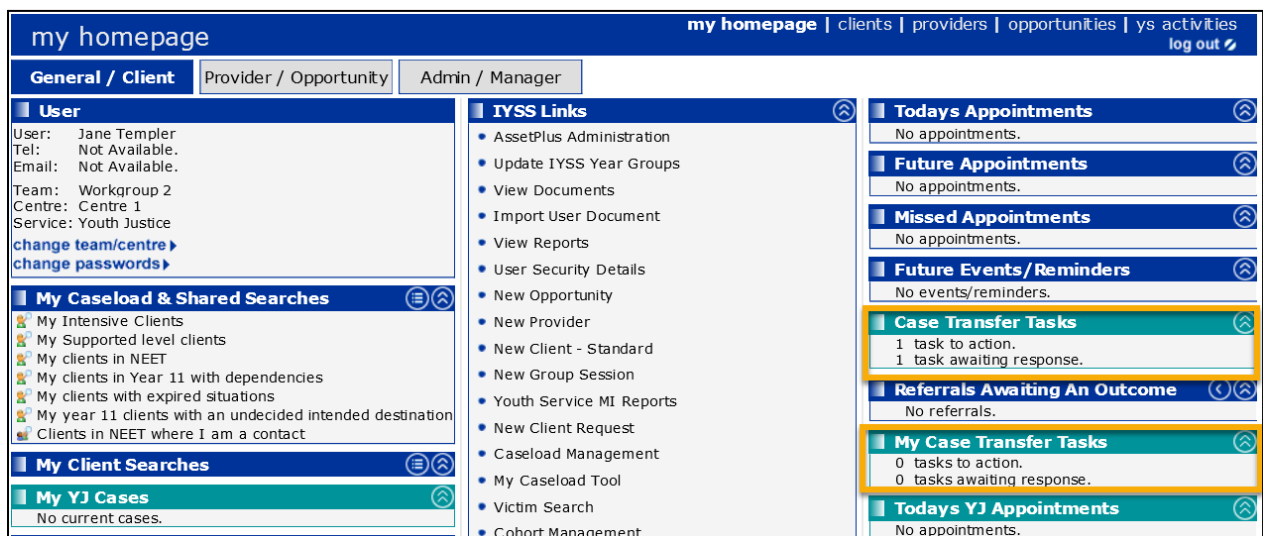
New panels include:

Case Transfer Tasks

- Displays the number of tasks to be actioned or waiting for a response.

My Case Transfer Tasks

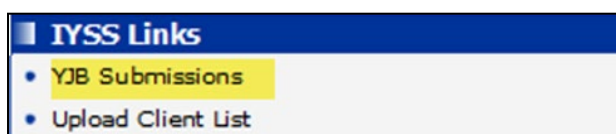
- Displays only the cases that the logged on active case worker is responsible for.



Changes to existing panels include:

IYSS Links – YJB Submissions

- Incorporates all submissions including Case Transfer Audit logs



05 | Send a Case Transfer Request

Initiate a Transfer

To send a case transfer request to another YOT or the SE:

1. Access the Client Summary screen for the child /young person with an AssetPlus stage.
2. In the AssetPlus panel the current Stage Status must be **Completed**. Click the **Initiate Transfer** button.

AssetPlus: 1 stage Initiate transfer ▶						
Stage Name	Stage Status	Open Date	Close Date	Owner	YOT	
Transfer YOT to YOT	Completed	17/04/2019	17/04/2019	Jane Templer	Bedford	

The system now checks if the young person is a Looked After Child (LAC). In Asset Plus, there is a series of questions which define a young person as LAC. These details are available in the Stage Details | Core Record | Personal Circumstances section:

09/03/2018 Referral Order Report: (0)
Core Record : Personal Circumstances (previous) (next)

- Core Record
- Young person's details
- Parents/carers' details
- Offending and Anti-Social Behaviour
- Offending and Anti-Social Behaviour History
- Civil measures and other informal outcomes
- Alerts and Flags
- Contact with Services
- Personal Circumstances
- Intervention Summary
- Stage details
- Offending and Anti-Social Behaviour
- Personal, Family and Social Factors
- Foundations for Change
- Self Assessment
- Explanations and Conclusions
- Pathways and Planning
- Referrals
- Restorative Justice
- Referral Order Panel Report
- Actions
- Return to Young person's details

Living Arrangements

Young person's current accommodation:

Concerns about the young person's current accommodation situation:

Learning, Education, Training and Employment (Community provision)

Type of ETE Provision: ETE Status: Name of School / ETE Provider:

Total Hours engaged in ETE per week:

Attendance/participation issues:

Caring Responsibilities

Young person's parental status:

Other Caring responsibilities:

Care History

Please indicate whether any of the following apply to the young person:

	Currently	Never	Previously	Yet to clarify
Accommodated by voluntary agreement with parents (s.20 Children Act 1989)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identified Child in Need (s.17 Children Act 1989)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject to a care order (s.31 Children Act 1989)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remand to local authority accommodation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remand to Youth Detention	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. The Case Transfer page now opens.

case transfer

my homepage > client > youth justice case > case transfer

(9568216)

Initiate Case Transfer Request

Type Of Case Transfer:

Select Receiver YOT:

Destination: YOT SE

- **Type of Case Transfer**

If the young person is recorded as LAC within the latest completed AssetPlus stage, the Case transfer type of Caretaking Arrangement is selected automatically and cannot be changed. If the young person is not LAC, the option for Full Transfer will also display.

Caretaking Transfers can be set up with other YOTs, or the Secure Estate (via YJB Placements).

Full Transfers can only be performed with other YOTs (not the Secure Estate).

- **Destination**

The destination for the transfer is either YOT (Youth Offending Team) or SE (Secure Estate). If Full Transfer is selected, then YOT is auto selected and the SE option is greyed out

- **Select Receiver YOT/SE**

For a submission to Placements, select SE and YJB Placements. If the young person is remanded or sentenced to custody, the Caretaking relationship with YJB Placements will remain in place and AssetPlus updates are sent to and received from the relevant Secure Establishment via YJB Placements.

For a transfer to another YOT, select YOT and the relevant YOT destination for the transfer.

4. Click **Continue**.
5. The AssetPlus Case Transfer Request screen opens, displaying the following message:
'Request to initiate Case Transfer is being processed.'
6. Click **Continue** to return to the Client Summary screen.

Once the request has been sent the initiate transfer button is no longer available on the Client's AssetPlus panel.

Once you have requested a transfer, a Case Transfer Task is created and can be accessed on My Homepage in the **Case Transfer Task** panel. The status will be **'Awaiting Response'**.

Acknowledge an Accepted or Rejected Case Transfer

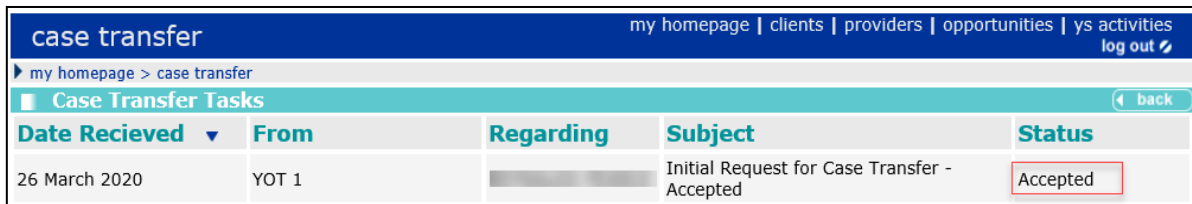
When the Receiver YOT/SE accepts a case transfer, the status becomes **Accepted** and a notification is sent by the receiving system back to your YOT to let you know the transfer has been accepted by a professional at the receiving end.

On My Homepage screen select My Case Transfer Tasks or Case Transfer Tasks depending on permission assigned. The required permissions are:

- 'My Case Transfer Tasks Notifications' or 'All Case Transfer Task Notification'.

Refer to: [Case Transfer Permissions](#) for more details

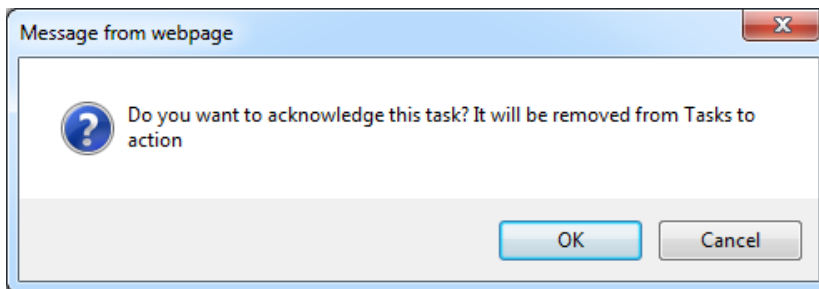
1. Click on the relating entry displaying Status as Accepted.



2. In the Task screen, place a tick in the Acknowledge box.



3. Click the Save button on the top menu bar and the following message appears.



4. Click OK. The task will be removed from the Case Transfer Task list on the Homepage.

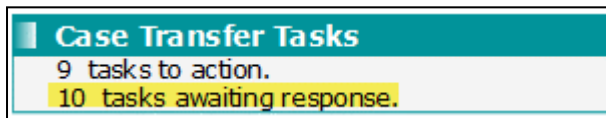
NOTE:

If the Receiver YOT/SE rejects a case transfer, the status becomes **Rejected** and a notification is sent by the receiving system back to your YOT to let you know the transfer has been rejected by a professional at the receiving end, along with a reason for the rejection.

Rejection notifications are viewed and acknowledged in the same way as the acceptance notifications outlined above and any conversation with the receiving YOT/SE about the rejection would take place outside of the system.

06 | Receive a Case Transfer Request

When a request is sent to you from another YOT, you receive the Initial Transfer request. This displays on the Case Transfer Tasks panel on the Homepage. The number of cases transferred displays in the Tasks Awaiting Response field.



Action a Request

To action the request is as follows:

1. On My Homepage screen select My case transfer task or Case Transfer Tasks depending on permission assigned. These permissions are:

- 'My Case Transfer Tasks Notifications' or 'All Case Transfer Task Notification'.

Refer to: [Case Transfer Permission](#)

2. Click the link Tasks to Action.
3. The 'Case Transfer Tasks' screen opens displaying the following information:

A screenshot of a web application interface for 'case transfer'. The top navigation bar includes 'my homepage | clients | providers | opportunities | ys activities' and a 'log out' link. Below the navigation, there is a breadcrumb trail 'my homepage > case transfer' and a 'Case Transfer Tasks' section with a 'back' link. The main content area contains two tables. The first table has columns: Date Received, From, Regarding, Subject, Status. The second table has columns: Date Sent, To, Regarding, Subject, Status.

Date Received	From	Regarding	Subject	Status
03 March 2020	Capita [redacted] Test YOT [redacted]	[redacted]	Initial Request for Case Transfer	Awaiting Action

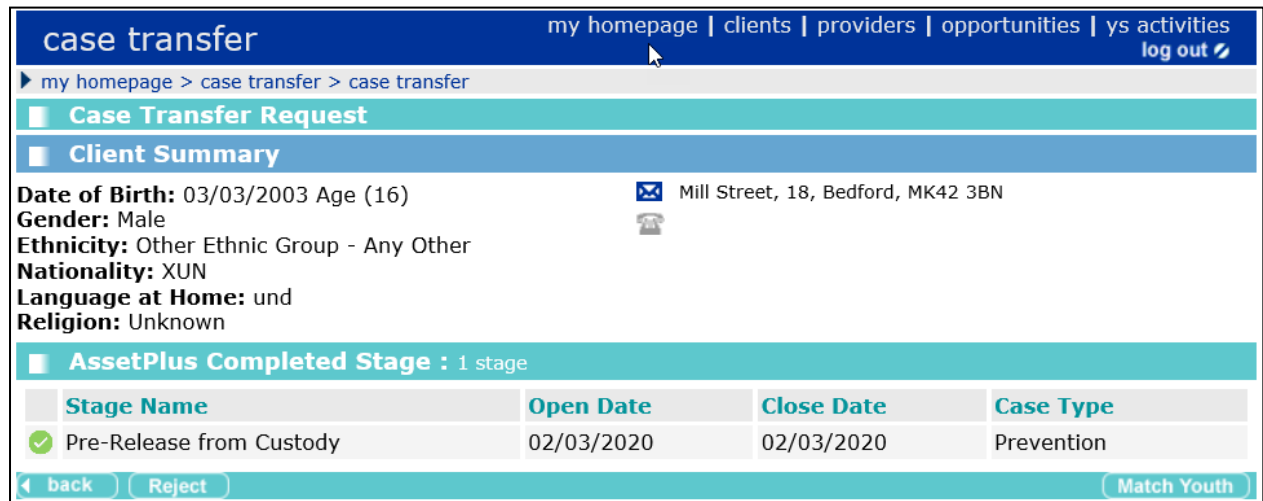
Date Sent	To	Regarding	Subject	Status
09 March 2020	YOT 1	[redacted]	Initial Request for Case Transfer	Sending In Progress

- Date Received
Displays Receiving date of the request.
 - From
Displays the sending YOT.
 - Regarding
Displays the client name of the case being transferred
 - Subject
This displays Initial Request for Case Transfer
 - The Case Status
This displays Awaiting Action
4. Select the Request received to open the Task screen for the case.

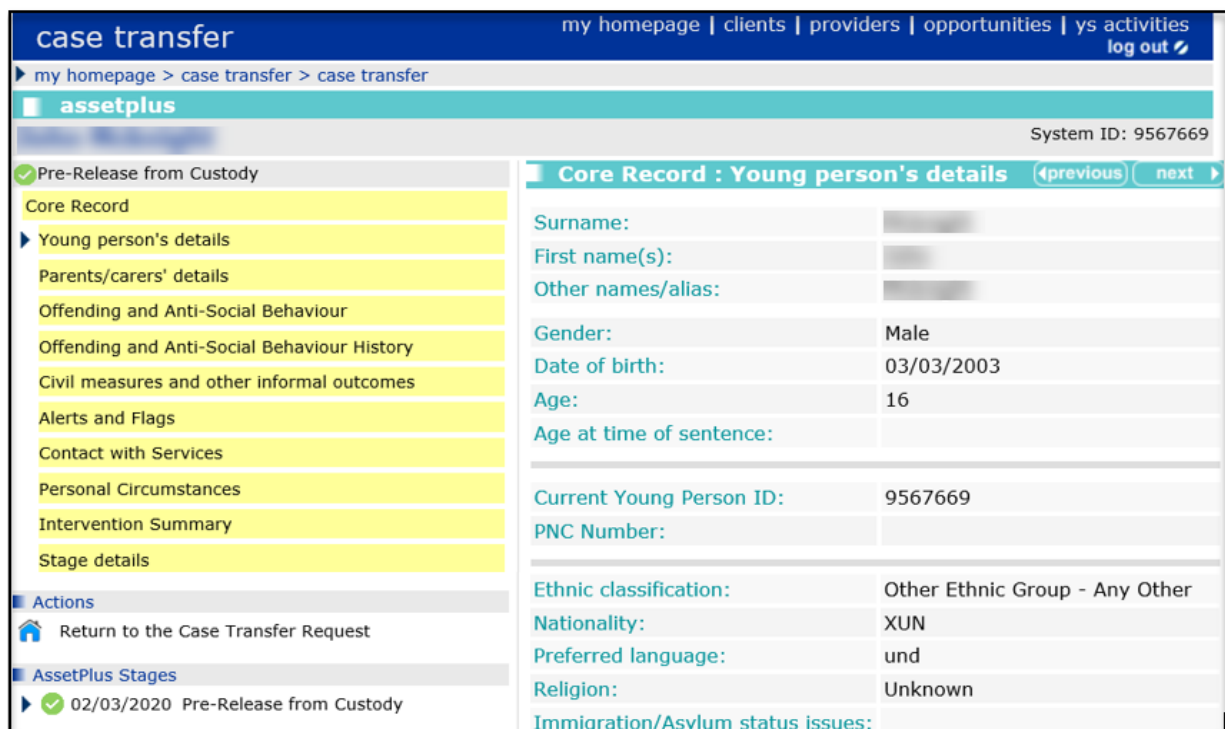
Receive a Case Transfer Request



- Click on the link **Regarding** link, which displays the name of the young person the transfer is for. A summary of the young person details is displayed.



- The number of stages submitted in the transfer is shown along with the Stage Type, Dates and Case Type for each of the stages listed in the AssetPlus Completed Stage pane. This gives the option to view more in-depth information about the child/young person prior to accepting (or rejecting) the case transfer.



The young person's AssetPlus stage can be previewed by sections and sub sections of the stages based on the view selected.

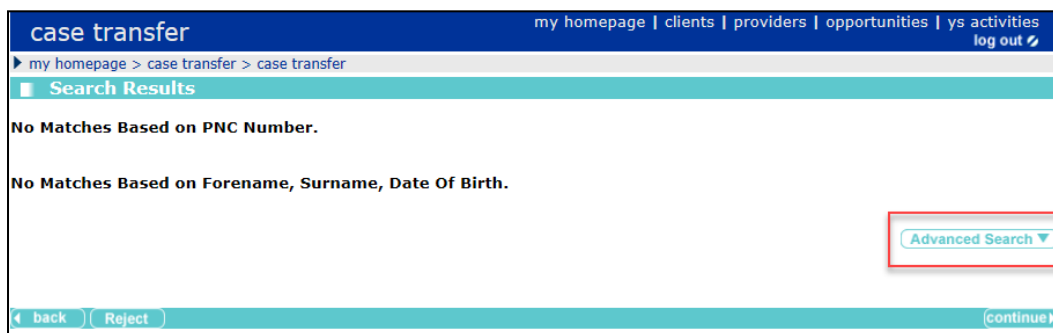
Refer to: [Appendix 2 - Case Transfer Business Rules](#) for details regarding the acceptance of Offence, ASB Incident, Hearing, Outcome and Intervention Programme data.

7. To return to the case transfer screen, click **Return to the Case Transfer Request** in the Actions pane.
8. To accept the case transfer, click the **Match Youth** button in the bottom right hand corner of the page. The system performs a search based initially on PNC Number, then Name or DOB (if no PNC number matches) to match the client in the database.
 - If a match is found based on PNC number, this message displays:
'Matches based on PNC number'

The match result(s) are listed in a table in the search results screen.

- If no match is found this message displays
'no matches found'

The advanced search facility can be used perform a further search for a match.



To start a new search for a match is as follows:

- a. Click on Advanced Search.
- b. Enter the Advanced Search parameters and click the Search button.
The advanced search results will be displayed in the same search screen beneath the original results. Only one Search Result can be selected for the matched young person.

You can now proceed to match the client.

9. Select the radio button under 'Select' for the relevant young person then click Continue.



Receive a Case Transfer Request

Search results could be returned but not selectable with the select radio button being greyed out. This shows that the client already exists in the system and a tooltip will appear to explain the reason the client cannot be selected if the mouse hovers over the Select radio button.

Other messages that can be displayed are :

'This Young Person is unavailable for selection. Please contact your Administrator'

10. The View Conflicts screen displays showing both the Existing values and the Incoming values for the client.

Client Information displays with the following message:

'The incoming client information for these fields will not over-write your existing values.'

If conflicting information needs to be corrected and depending on the data item requiring amendment, this may require a conversation outside of the system to request the sending YOT to amend their information for the young person, or to follow your own local processes to request the information to be updated in Capita One.

case transfer my homepage | clients | providers | opportunities | ys activities
log out

my homepage > case transfer > case transfer

View Conflicts

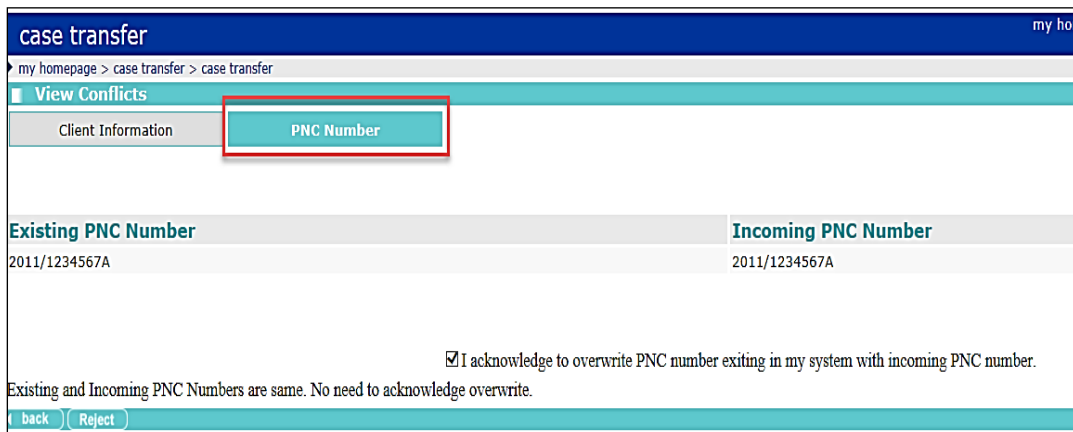
Client Information	PNC Number
---------------------------	------------

	Existing Values	Incoming Values
Name	[REDACTED]	[REDACTED]
Address	18, Mill Street, Bedford, United Kingdom, MK42 3BN	18, Bedford, MK42 3BN
Date Of Birth	03/03/2003	03/03/2003
Gender	M	M
Ethnicity	OFIL - Filipino	Other Ethnic Group - Any Other
Nationality		XUN
Religion		Unknown
Telephone Primary		
Telephone Mobile		
Telephone Other		

The incoming client information for these fields will not over-write your existing values.

back (Reject) Accept Transfer Request

- Select the **PNC Number** tab to view both the Existing and Incoming PNC Number.



- If the PNC Number of Incoming Request is different from the one in the receiver YOT system, you need to acknowledge that the incoming PNC number will overwrite the existing one.
Upon acknowledgement, the **Accept the Transfer Request** link becomes enabled.

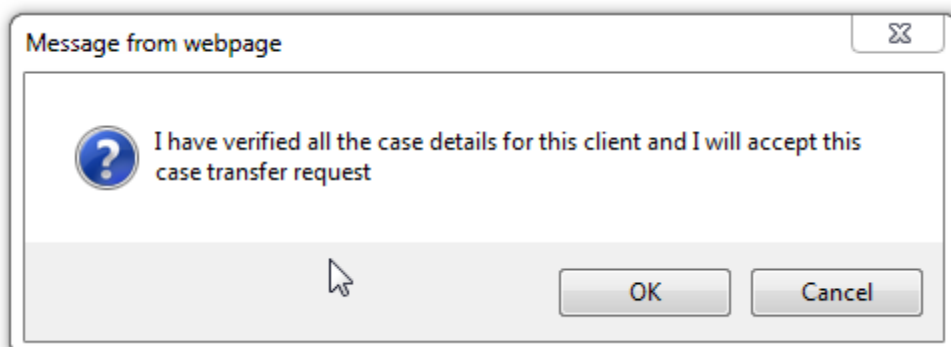
- Click the **Accept Transfer Request** button to accept the transfer request.
- Select the type of Transfer request to be accepted. i.e. Full Transfer or Caretaking Arrangement.

NOTE:

This **MUST** be recorded accurately, as the type selected will trigger flags to display on the client record indicating the type of transfer, it will be recorded in the transfer history for the young person and the system functionality differs depending on whether the transfer is caretaking or full, in line with YJB requirements.

Although the YOT sending the request for the transfer will have indicated whether it is Full or Caretaking, the type of transfer is not included in the schema that all suppliers must use to transmit the data between systems. This is why the receiving YOT must manually record the transfer type. If the transfer type is included in the Case Transfers schema at a later date, we will be able to automate this step of the process.

- Click the Continue button.
- The Accept Declaration screen opens for you to confirm you have verified the Case Details for the client and will accept the request.
- Tick the Declaration box.
- Click Accept Transfer Request button. The following message appears on screen



Receive a Case Transfer Request

- Click OK button. The activity will be updated in the Case Transfer History for the young person and a notification message is automatically sent to the YOT who initiated the request to confirm that the transfer has been accepted.
- If the Request is for **Caretaking** this displays on the homepage with the word '**Caretaken**' next to the client's name as shown in the graphic below:



Reject a Request

A request can be rejected at any stage throughout the screens outlined above, while previewing the incoming data for the young person.

The following example outlines just one of the locations where the Request can be Rejected:

- Select the Case Awaiting Action link in the Case Transfer Tasks pane.
- Click on the Link in the Regarding row in the Task screen. This will open the Case Transfer screen.
- Click the Reject button in the bottom left hand corner of the page. The Request Rejection screen will be launched.
- Select one of the YJB specified reasons why the request is being rejected, then click continue.



- A pop-up message displays to confirm the rejection. The activity will be updated in the Case Transfer History for the young person and a notification message including the rejection reason will be automatically sent to the YOT that sent the request.
- Click the OK Button. The screen will return to my homepage.

Stage Updates for Caretaking Transfers

When a Caretaking transfer has been accepted the Caretaking relationship is established within the system, any new AssetPlus stages completed need to be sent to the other YOT/YJB Placements/SE in the relationship as a 'stage update'.

When a Caretaking relationship is established and a new stage is completed, the stage status will display as 'Completed – ready to send'.

- Click to '**Send Stage Update**', which will send only the latest completed stage. There is no need to specify the destination, because the system will automatically send the stage update to the other YOT/YJB Placements/SE in the Caretaking relationship that is already established.
- You can view the status of the submission via the relevant Case Transfers Homepage panel (according to your permissions) and the Case Transfer History for the young person.
- Stage updates can also be sent to your YOT by another YOT or YJB Placements/SE in a Caretaking relationship. These will display in the relevant Case Transfers Homepage panel (according to your permissions).
 1. In Case Transfer Tasks panel on the Homepage select the task link to open the **Case Transfer Task** screen.
 2. Select the request/task received to open the **Task** screen for the case.



3. Click on the **Regarding** link to displays the incoming data of the young person for whom the transfer is for.
4. After pre-viewing the data, click the **Reject/Accept Transfer Request** button.

Receive a Case Transfer Request

case transfer my homepage | clients | providers | opportunities | ys activities log out

my homepage > case transfer > case transfer

View Conflicts

Client Information PNC Number

	Existing Values	Incoming Values
Name	[Redacted]	[Redacted]
Address	[Redacted]	[Redacted]
Date Of Birth	03/03/2003	03/03/2003
Gender	M	M
Ethnicity	[Redacted]	[Redacted]
Nationality		XUN
Religion		Unknown
Telephone Primary		
Telephone Mobile		
Telephone Other		

The incoming client information for these fields will not over-write your existing values.

back **Reject** * **Accept Transfer Request**

- If **Reject** is being selected, the Request Rejection screen will be launched.
- Select one of the YJB specified reasons why the request is being rejected, then click continue

case transfer my homepage | clients | providers | opportunities | ys activities log out

my homepage > case transfer > case transfer

Request Rejection

Please select the rejection reason from below list:

- Level of Completeness
- No agreement to transfer in place
- Wrong Asset Plus
- Wrong YOT
- Other - please specify

back continue

A pop-up message displays to confirm the rejection.

- The stage updates need to be accepted or rejected by a professional.
- If you are sending a stage update to another YOT/YJB Placements/SE, once a professional chooses to accept or reject the stage update, a notification message will sent back to your YOT, which you will be able to see in the relevant Case Transfers Homepage panel (according to your permissions).
- You can then 'acknowledge' the task to remove it from your Case Transfers tasks screen once you have seen it.
- The status of the AssetPlus stage will also be updated on the young person's case to 'Completed – Accepted', or 'Completed – Rejected' according to the action that has been taken at the other YOT/YJB Placements/SE and the activity is updated in the Case Transfer History for the young person.

- If you are receiving a stage update from another YOT/YJB Placements/SE, you will be able to see this in the relevant Case Transfers Homepage panel (according to your permissions). From this task, you will be able to preview the incoming stage you have been sent and you can choose to accept or reject the stage update.
 - Note: There is no need to ‘match’ the incoming young person’s stage to a client record in the system for a stage update, because the Caretaking relationship is already established so the system automatically matches to the relevant young person’s record.
1. In Case Transfer Tasks panel on the Homepage select the task link to open the **Case Transfer Task** screen.
 2. Select the request/task received to open the **Task** screen for the case.
 3. Click on the **Regarding** link to displays the incoming data of the young person for whom the transfer is for.
 4. After pre-viewing the data, click the **Reject/Accept Transfer Request** button.

case transfer my homepage | clients | providers | opportunities | ys activities log out

my homepage > case transfer > case transfer

View Conflicts

Client Information PNC Number

	Existing Values	Incoming Values
Name	[Redacted]	[Redacted]
Address	[Redacted]	[Redacted]
Date Of Birth	03/03/2003	03/03/2003
Gender	M	M
Ethnicity	[Redacted]	[Redacted]
Nationality		XUN
Religion		Unknown
Telephone Primary		
Telephone Mobile		
Telephone Other		

The incoming client information for these fields will not over-write your existing values.

back Reject Accept Transfer Request

- Once you have accepted or rejected the stage update, a notification message is automatically sent to the other YOT/YJB Placements/SE who sent the stage, to let them know that you have chosen to accept it, or reject it along with the reason for the rejection.
- All this activity is updated in the Case Transfers History and if the stage is accepted, the stage will display in the AssetPlus panel of the young person’s record with the appropriate status, dates and stage owner details.

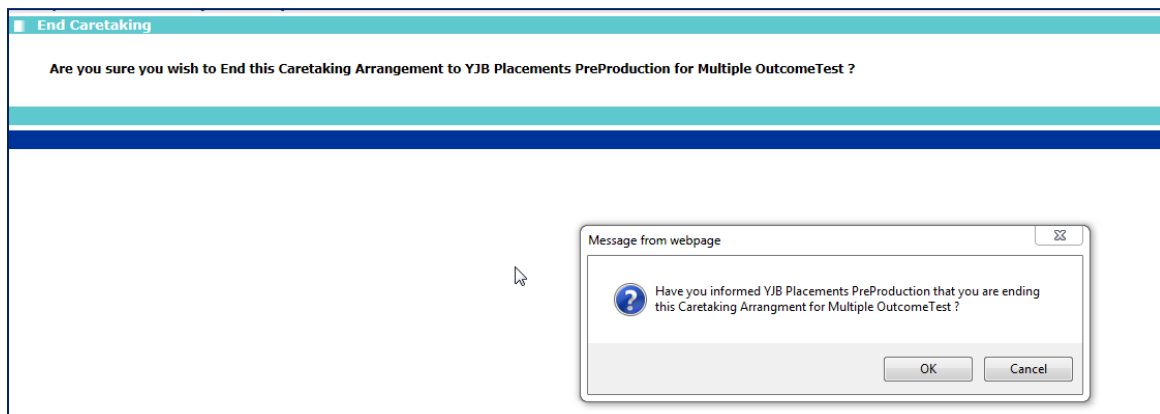
End a Case Transfer

If a Caretaking arrangement has been established with another YOT, this will come to an end only once both YOTs in the relationship have agreed the caretaking is no longer required.

If a Caretaking arrangement has been established with YJB Placements, this will come to an end either when it is identified that the young person will not require a bed in custody, or when they are released from custody.

In all cases the Caretaking arrangement should only be ended in the system, after the parties involved in the relationship have agreed in practice outside of the system that the caretaking relationship is no longer required.

1. Access the Client Summary screen for the child/your person.
2. In the AssetPlus panel select the **End Transfer** button.
3. This opens the End Caretaking screen, asking
'Are you sure you wish to End this Caretaking Arrangement to [YOT name] for [name of client].?'
4. Select Yes.



A further message displays to ask if you have the other party in the Caretaking relationship that you are ending the caretaking arrangements.

5. Select the OK button. The screen that follows displays confirmation of action taken.
6. Click the Continue button to proceed.

Selecting Continue will return you back to the Case Summary screen. The end transfer button is no longer available on the AssetPlus panel in the Client Summary screen and the activity is updated in the Case Transfer History for the young person.

NOTE:

No YOT systems will automatically send or receive a notification message to confirm that a caretaking arrangement has been ended in the system. Practice and YJB requirements expect that this will have already been agreed in practice and outside of all the systems involved in the relationship.

07 | Monitor Case Transfer Status

Youth Offending Teams can manage and monitor the status of both send and received transfers as they progress. This allows for quick action to be taken if necessary, to continue/resume the transfer process.

The details provided in this section focus on the various statuses of a case transfer, and the necessary actions required to resolve any issues or, to keep the transfer process flowing.

View a Case status

On the Homepage select a Case Transfer task.

Case Transfer Tasks
 2 tasks to action.
 1 task awaiting response.

My Case Transfer Tasks
 0 tasks to action.
 0 tasks awaiting response.

The Case transfer screen is launched to display the current Status of each request that has been received/sent.

case transfer				
Case Transfer Tasks				Status
Date Received	From	Regarding	Subject	Status
24 April 2019			Failed - Initial Request for Case Transfer	Failed
15 February 2019			Initial Request for Case Transfer	Failed
15 February 2019			Initial Request for Case Transfer	Failed
07 February 2019			Initial Request for Case Transfer	Awaiting Action
06 February 2019			Initial Request for Case Transfer	Awaiting Action
06 February 2019			Stage Update - Accepted	Accepted
21 January 2019			Stage Update	Awaiting Action
Awaiting Response				
Date Sent	To	Regarding	Subject	Status
28 February 2019			Stage Update	Sending In Progress
15 February 2019			Initial Request for Case Transfer	Sending In Progress

Case Transfer Tasks are: requests, stage updates or notifications that require the attention of your YOT.

Awaiting Response are: requests or stage updates you have sent that are awaiting action from another YOT/YJB Placements/SE.

The Status types are:

- **Awaiting Action**
 Transfer request or stage update received from another YOT to be actioned by you.

Monitor Case Transfer Status

■ Accepted

This is a notification from another YOT/ YJB Placements/SE to confirm that they have chosen to accept a submission you sent to them.

■ Waiting for a Response

The Request or stage update sent is still waiting for action from the YOT/YJB Placements/SE it was sent to.

■ Rejected

This is a notification from another YOT/ YJB Placements/SE to confirm that they have chosen to reject a submission you sent to them. Click on the link to view the Reason given.

■ Failed

The transfer request or stage update has failed to send successfully and has not been received by the other YOT/YJB Placements/SE. If a submission fails to send, it will move from 'Awaiting Response' into 'Case Transfer Tasks' so it is clear that action is required by your YOT. Click on the link to view reason for the failure.

■ Sending In Progress

The transfer request or stage update you are sending is still being processed and has not yet been received by the other YOT/YJB Placements.

Select the required entry to view additional information.

Manage a Failed Request

A Request or stage update you are sending can fail for various reasons.

Follow the steps below to view and resolve what has caused the transmission failure:

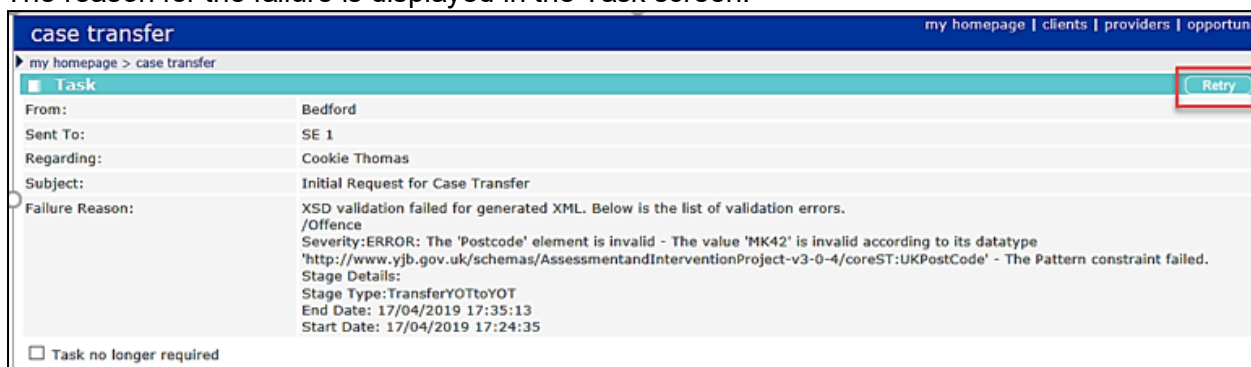
1. Select the entry that has a 'Failed' status.



The screenshot shows a web interface with a table titled 'Case Transfer Tasks'. The table has columns: Date Received, From, Regarding, Subject, and Status. A single row is visible with the following data: Date Received: 18 April 2019, From: Bedford, Regarding: (blank), Subject: Failed - Initial Request for Case Transfer, Status: Failed. The 'Status' column is highlighted with a yellow box.

Date Received	From	Regarding	Subject	Status
18 April 2019	Bedford		Failed - Initial Request for Case Transfer	Failed

2. The reason for the failure is displayed in the Task screen.



The screenshot shows the 'Task' screen for the failed entry. It displays the following information: From: Bedford, Sent To: SE 1, Regarding: Cookie Thomas, Subject: Initial Request for Case Transfer. A 'Failure Reason' section contains the following text: 'XSD validation failed for generated XML. Below is the list of validation errors. /Offence Severity:ERROR: The 'Postcode' element is invalid - The value 'MK42' is invalid according to its datatype 'http://www.yjb.gov.uk/schemas/AssessmentandInterventionProject-v3-0-4/coreST:UKPostCode' - The Pattern constraint failed. Stage Details: Stage Type:TransferYOTtoYOT End Date: 17/04/2019 17:35:13 Start Date: 17/04/2019 17:24:35'. A 'Retry' button is visible in the top right corner, highlighted with a red box.

3. The row titled 'Failure Reason' shows the reason the request has failed.

If you require local support or Capita Service Desk support to help resolve the issue, please quote the full details of the failure reason when logging an incident.

4. Amend the fault if required before resending.

5. If you no longer need to send the transmission, place a tick in the check box next to: 'Task no longer required' in the bottom left hand corner of the screen, to remove it from the list of outstanding Case Transfer Tasks.
6. You can select Retry, from this screen if you would like to resend again from this location without navigating into the young person's case.
7. The case transfer screen will again display a status of Sending In Progress.

case transfer				
my homepage > case transfer				
Case Transfer Tasks back				
Date Received	From	Regarding	Subject	Status
05 April 2019	Kensington and Chelsea YOT	Test Case	Initial Request for Case Transfer	Awaiting Action
Awaiting Response				
Date Sent	To	Regarding	Subject	Status
18 April 2019	SE 1	Cookie Thomas	Initial Request for Case Transfer	Sending In Progress
17 April 2019	YOT 2	Prince Thomas	Initial Request for Case Transfer	Sending In Progress
back				

08 | Appendix - Case Transfer Business Rules

Below are the business rules regarding the identification of entity data when accepting a Case Transfer request.

Where entity data already exists within the Receiver YOT case management system, new entity data will not be created.

Entity	Business Rules
Offence	<p>Where an Offence GUID (Globally Unique Identifier) from incoming request matches with an Offence GUID in One YJ or</p> <p>Where an Offence Start Date and Offence Type from incoming request matches with Offence Start Date and Offence Type for one of the existing Offences in that Youth Justice Case.</p>
ASB Incident	<p>Where an ASB Incident GUID from incoming request matches with a ASB Incident GUID in One YJ or</p> <p>Where an ASB Incident Start Date and Description from incoming request matches with an ASB Incident Start Date and Description for one of the existing ASB Incidents in that Youth Justice Case.</p>
Hearing	<p>Where a Hearing GUID from incoming request matches with a Hearing GUID in One YJ or</p> <p>Hearing Date from the incoming request matches with Hearing Date for one of the existing Hearings in that Youth Justice Case.</p>
Outcome	<p>Where an Outcome GUID from incoming request matches with a Outcome GUID in One YJ or</p> <p>Where a Hearing linked to that Outcome in incoming request, is either an existing Hearing in CMS, or is being added as part of that Import processing and Disposal with same Disposal Type already exists for that Hearing in One YJ.</p>
Intervention Programme	<p>Where an Intervention Programme GUID from incoming request matches with an Intervention Programme GUID in One YJ or</p> <p>Where an Intervention Programme Start Date and Type matches with Start Date and Type for one of the existing Intervention Programme in that Youth Justice Case.</p>