



Working with Case Summaries

A case summary is a short free text note that workers can add to summarise the state of a person's case. The Case Summary is shown on the Case History tab of the person summary page

The Summary widget only shows the current case summary, and only an extract from it. The tool bar icons allow to:



Add a new case summary



View the history of case summaries

Adding a case summary

To add a case summary, click the  icon:

Type and format the case summary. Case summaries can not be more than 4,000 characters long. If you try to save a case summary that is more than 4,000 characters an error dialog is shown. To save and close the case summary click Save and Close

To see the complete case summary, with rich text formatting, click more >:



Summary
Case history

Summary +

03/09/2024 This is a case summary. It can be up to 4,000 characters long and can be formatted with the rich text editor. The first 125 characters are shown in [< less](#)

To collapse the summary, click < less

To edit the current case summary, click the icon:

Summary 03/09/2024

Styles Normal

This is a **case summary**. It can be up to *4,000 characters long* and can be formatted with the [rich text editor](#). The first 125 characters are shown in the case summary widget, without formatting.

Save and close
Cancel

If there is more than one case summary, you can click the icon to delete the current case summary and the previous case summary will become the current case summary.

Click Save and Close to save your changes.

Note that there is no functionality to copy case summaries to other records or to create within a sibling group.

Viewing case summary history

To view a list of all case summaries recorded for the person click, the icon:

Case summary history

03/09/2024	This is a newer case summary. This allows us to see more than one case summary in the history list	
03/09/2024	This is a case summary. It can be up to 4,000 characters long and can be formatted with the rich text editor. The first 125 charac... more >	

Close



To expand and collapse longer case summaries, click the more> and <less links. You can delete case summaries by clicking their ✕ icon. Note that you cannot delete the last remaining case summary, but you can edit it as it will become the current case summary

Best Practice Example Guide to completing a Case Summary

The reason for children's social care involvement?

An assessment was initiated due to an escalation from Early Support due to lack of engagement from parents and concerns of low attendance, and possible neglect shared by the professionals.

Pen Picture of the Child/ Young Person

Child X is a 16-year-old male child of Pakistani ethnicity. Child X presented as a Child X presents as a confident young man who can clearly articulate his thoughts and feelings. Child X is the first child of Ms. X, and he is being raised to follow Islam and the family speaks Urdu at home. Child X can communicate in English. He lives with his mother, sister stepsiblings & stepfather and appears to have a good relationship with them as he presents as comfortable in the family home.

What is working well?

- Parents shared their willingness to engage with Children services in addressing the concerns.
- Parents referred to Early Support to support them to enhance their parenting skills focusing on routines and boundaries. Early Support practitioner will initiate one-to-one support for parents through the Triple Parenting Programme.
- It is positive that the children's basic needs are met by the parents, and they were found to be happy in the care of their parents. Children shared no concerns about their home life and home environment.

What are we worried about?

- We are worried about the parents not engaging with the professionals to access education for the children.
- We are concerned about the lack of stable routines for the children and parents struggling to encourage the children attend the school in a timely manner.

Significant relationships and support network.

- Father, Mother & siblings
- Professionals Network: School, Early support Practitioner, & Social Worker.

Purpose of the plan:

Even though low attendance is not a safeguarding concern, children attending school hungry and parents not supporting children to access education and lack of routines are attributes of neglect. Children to be supported to ensure the children's wellbeing are not compromised and they are not at risk of significant harm. Child in Need plan to facilitate parents and professionals to work together to address the concerns identified.



Key Information:

Case Status: CIN