



# **LCS / Induction User Guide**

**Liquidlogic Children's Systems (LCS)**

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## 1. COURSE OVERVIEW

This guide has been specifically designed for staff within the Children & Young People Service, as an introduction to the LiquidLogic Childcare System (LCS).

By the end of this course you will be able to:

- Navigate the Menu Bar
- Search for Adults and Children
- Use the Address Book
- Navigate the Worktray
- Use the Search Bar
- Locate a Child's Basic Demographics
- Update the Personal tab
- Edit the Additional tab
- Update the Identity tab
- View the Risks tab and understand its' functionality
- Edit Parental Factors
- Edit the child's Relationships and identify the MC, YC, NK, PR and EC
- Update the Involvements tab
- Update the Case Status and view Short Break details
- Update the CP tab
- Update the CLA tab
- Access and configure the child's History
- View the Chronology
- View the Forms tab
- Record Case Notes
- Update the Health tab
- Update the Treatments tab
- Record a child's Immunisations
- Update the Education tab
- Log a Service Desk Request

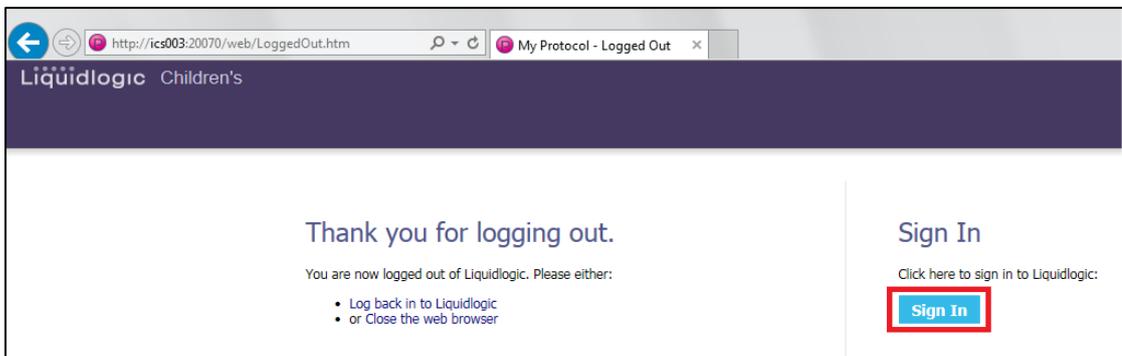
## 2. Logging into LCS

You will be provided with:

- A user name – this will be similar to your laptop login and is not case sensitive.
- Password – you will be prompted to change this the first time you log in. This is case sensitive and should also contain at least one special character and one number.
- An answer to a secret question – you should create your own secret questions and answers at the earliest possible time. This is explained further on. This is not case sensitive.

You should find the LCS Live icon on your desktop. Double click on this icon and the webpage will load.

Click 'Sign In':



You will then be asked to enter your username followed by your password. You will only ever be asked to enter 3 characters from your password; these are random and will change every time you log in.

The screenshot shows a web browser window with the URL `http://ics/web/login.htm`. The page header reads "Liquidlogic Children & Families". The main content is divided into two columns:

- Left Column (Password Instructions):**
  - Section Header:** Password
  - Text:** "We will never ask you for your complete password. For security, we will NEVER ask you for your complete password when you login. The characters requested here will not change. If you make a mistake here, this page will continue to ask for the SAME part of your password as before. If you close the web browser, then open it again and come back to this page, you will be asked for a different set of characters."
- Right Column (Sign In Form):**
  - Section Header:** Sign In
  - Text:** "Database: ICS\_Live. Hello penbaker. Please enter the **third, sixth and ninth** characters of your password:"
  - Form:** A password input field with a red border, containing three masked characters (dots) and a red box highlighting the third, sixth, and ninth positions.
  - Buttons:** "Forgotten Password?", "OK", "Cancel", and "Reset".

If you get your password wrong you will be asked to try again, however you will need to wait 10 seconds before your second attempt. If you continue to type your password incorrectly, the delay time will increase. This time does not count down so you will need to press the F5 button on your keyboard to refresh the screen to see how long you have left to wait.

If you have forgotten your password and cannot log in, click the link 'Forgotten Password?' Click Reset Password and an email will then be sent to you with a temporary password.

The screenshot shows a page titled "Password Reset". The text reads: "If you have an email address configured we will send you an email with your new password. Alternatively, please contact the helpdesk to reset your password". A prominent blue button with a red border is labeled "Reset Password".

After correctly entering your password you will be asked the answer to one of your secret questions. This will be picked at random from the three you have

The screenshot shows a page titled "Your Secret Question" and "Sign In".

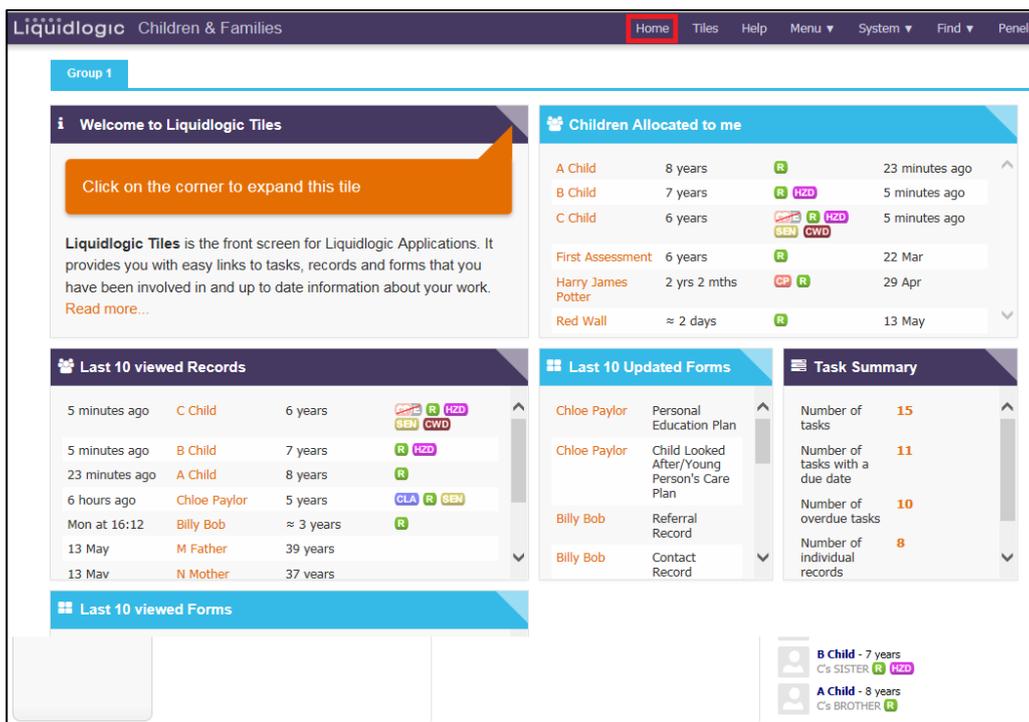
- Left Column (Your Secret Question):**
  - Section Header:** Your Secret Question
  - Text:** "This is one of your secret questions. This is third defensive barrier to control access to this system. You need to type in the answer to the question EXACTLY as you previously entered it when setting up your secret questions."
- Right Column (Sign In Form):**
  - Section Header:** Sign In
  - Text:** "Database: ICS\_Live. Hello penbaker. Secret Question: **Where I was born?**"
  - Form:** A text input field with a red border for the secret question answer.
  - Buttons:** "OK" and "Cancel".

set so please make sure you read the question carefully. How to set your secret questions is explained in Section 3.

Make sure that you do not tell anyone else your password or write it down.

## 2.1. Tiles display

When you log in to LCS you will be taken to the Tiles screen.



This function is explained in the V.11 New Features manual. Click on the 'Home' link – marked in red above – to view your Worktray:

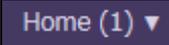
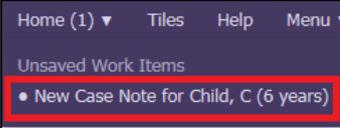
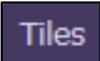
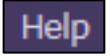
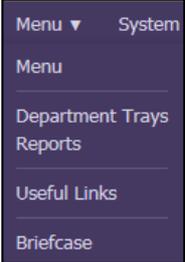
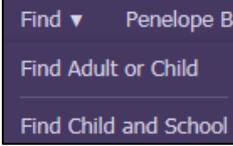


The menu functions and search bar are located towards the top right, Worktrays are listed down the left hand side and tasks within those trays will be in the space in the middle. All of these functions are explained in this manual.

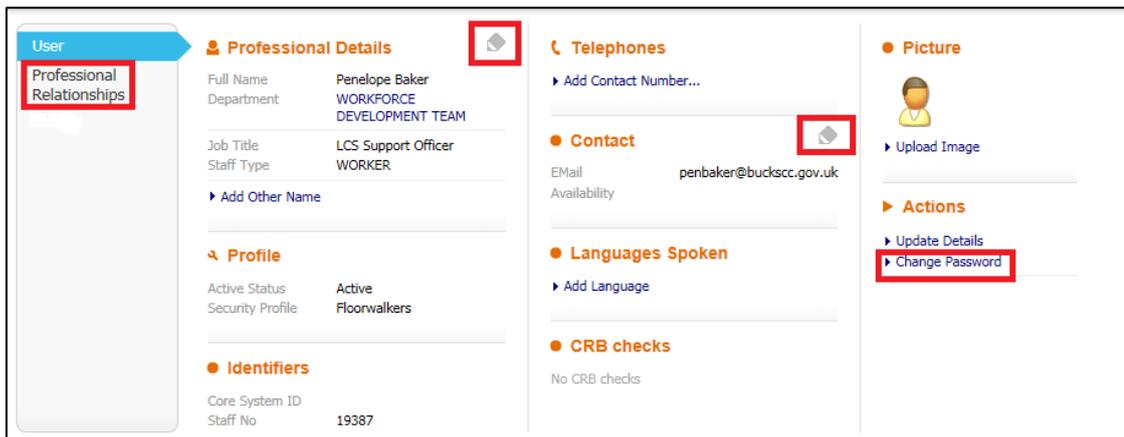
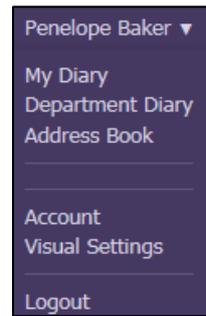
### 3. Navigating around the Menu Bar

The menu bar functions can be found at the top of the screen.



- Home – Clicking this option will always bring you back to view your Worktray. 
- If you have been in any forms during a log in session and then proceeded to exit these forms without clicking Finalise or Close, you will see a number next to the Home button. 
- This number increases according to how many forms have been exited in this way.
- Hovering over the number will display the list of forms for you to enter, edit, Finalise or Close as necessary. 
- Always check this number before logging out of LCS as you could lose work if forms have not been saved.
- Tiles – this is part of the Version 11 functionality and is explained in the V.11 New Features manual. 
- The 'Help' functionality is not currently in use. 
- Hovering over 'Menu' displays these options: 
- Clicking 'Menu' will allow you to view some of the main functions, such as searching for children and adults and running reports. These functions can be accessed more easily as seen next.
- 'Department Trays' – this option will list all department trays that you have access to.
- The 'Reports' option is used by CIT to run reports on Caseloads etc.
- Clicking into 'Useful Links' provides you with access to some useful websites, the Procedures Manual and the Me Learning link. 
- 'Briefcase' is not currently in use.
- Hovering over 'System' will allow you to see which version of LCS we are running in Bucks. 
- Hovering over 'Find' gives you two options for searching LCS. These are explained in more detail later on. 

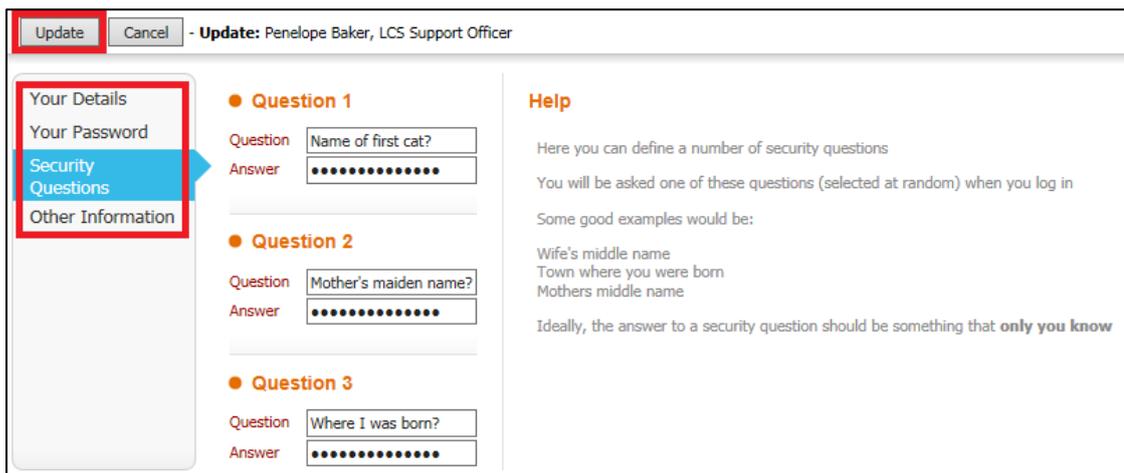
- Hovering over your name on the far right will display several more options.
- My Diary and Department Diary are not used – Outlook is the preferred medium for electronic diaries in Bucks.
- ‘Address Book’ is a useful tool to search for LCS Professionals, Departments and Groups – this is explained more below.
- Clicking ‘Account’ displays your user profile information:



Information on this page can be updated by using the pencil tools or blue hyperlinks. Images are not to be uploaded to LCS.

Please ensure your personal information and contact details are kept up to date. Click on the pencil tool next to the Contact heading to add your email address and Availability. Without your email address recorded here, you will not be able to quickly reset your password if needed.

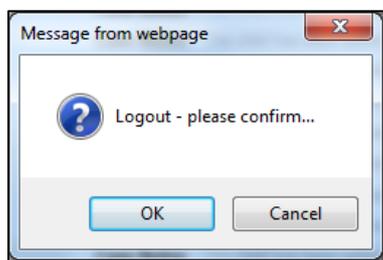
- Click the blue hyperlink to Change Password.





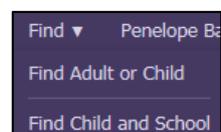
- There is an Accessibility option here if you require the use of it.
- Click 'Close' when you have finished and it will take you back to your previous screen.

Please ensure you use the 'Logout' option when you have finished using LCS – you will be asked to click 'OK' or you can 'Cancel' to continue working.



## 4. Searching for Adults and Children

Clicking on 'Find' or hovering over Find and then clicking 'Find Adult or Child' will allow you to search the system for adults and children – see screenshot below.



- Your most recent search result will be displayed unless this is your first time using this function.
- If this is not your first time searching click 'Back' to return to the Default Search Screen.
- You can then also click 'Reset' to clear all search fields.



- The search function is automatically set to the 'Default' Query Type.
- Search for a person by typing in known information such as surname, forename, date of birth, address etc.
- If you are unsure of spelling then you can use Wildcards - % or \* - as seen below. Both symbols have the same effect.

Search Entered	Results
SM*TH*	SMITH, SMITHE, SMYTHE
PHIL%P%	PHILLIPS, PHILIPS
M%DONALD	MACDONALD, MCDONALD
SAR%JA%N%	SARAH JANE, SARAH-JANE, SARAH-JAYNE, SARAH JAYNE

- Wildcards do not work when searching for ages or dates of birth.
- Tick the box that states 'Include Similar' to widen your search further.
  - This can sometimes bring back too many responses if you search with limited information.
- Click the 'Search' button to begin your search.
- Searching will bring back a maximum of 100 results, displayed 20 per page:

Find Adult or Child Back Create Printable View Query Types:  Basic  Default  Simple Error Tolerance  Advanced Error Tolerance

Maximum result set of 100 returned

Results: [1] [2] [3] [4] [5] (Maximum no of allowed results were found)

ID	R.	A.	Forename	Surname	Gender	Age	Born	Address	Post Code	Type
1	500451	CLA R	D'arcy	Dale	FEMALE	14 years	01-Jul-2001	1 Albany Place, Aylesbury, Bucks	HP19 9HT	HOME ADDRESS
2	500451	CLA R	D'arcy	Dale	FEMALE	14 years	01-Jul-2001	5 Care Street, Carewich, Caresville	HP22 5AU	CARER ADDRESS
3	500451	CLA R	D'arcy	Dale	FEMALE	14 years	01-Jul-2001	3 Albany Place, Aylesbury, Bucks	HP19 9HT	TEMPORARY ADDRESS
4	500451	CLA R	Darcy	Dale	FEMALE	14 years	01-Jul-2001	1 Albany Place, Aylesbury, Bucks	HP19 9HT	HOME ADDRESS
5	500451	CLA R	Darcy	Dale	FEMALE	14 years	01-Jul-2001	5 Care Street, Carewich, Caresville	HP22 5AU	CARER ADDRESS
6	500451	CLA R	Darcy	Dale	FEMALE	14 years	01-Jul-2001	3 Albany Place, Aylesbury, Bucks	HP19 9HT	TEMPORARY ADDRESS
7	500454		David	Dale	MALE	44 years	15-Dec-1971	3 Albany Place, Aylesbury, Bucks	HP19 9HT	HOME ADDRESS
8	500452	CLA R	Dominic	Dale	MALE	13 years	01-Jan-2003	1 Albany Place, Aylesbury, Bucks	HP19 9HT	HOME ADDRESS
9	500452	CLA R	Dominic	Dale	MALE	13 years	01-Jan-2003	5 Care Street, Carewich, Caresville	HP22 5AU	CARER ADDRESS
10	500452	CLA R	Dominic	Dale	MALE	13 years	01-Jan-2003	3 Albany Place, Aylesbury, Bucks	HP19 9HT	TEMPORARY ADDRESS

- You can use the page numbers at the top to navigate through the pages.
- You may return several results for the same person dependent on address and alias recordings.
- This can be checked by referring to the ID Number on the left hand side – if the ID numbers match then the results relate to the same child.
- If your search has been unsuccessful, click the 'Back' button to return to the search screen and try again.

Try searching using a variety of information, such as Postcode and Date of Birth, as this may bring back different results.

## 4.1. Basic Query Type

The 'Basic' Query Type allows you to search using a small selection of fields.

The screenshot shows the 'Find Adult or Child' search interface. At the top, there are buttons for 'Reset' and 'Search', and a 'Query Types' section with radio buttons for 'Basic' (selected), 'Default', 'Simple Error Tolerance', and 'Advanced Error Tolerance'. Below this, there are three main sections: 'Name' with input fields for 'Surname' and 'Forename'; 'Age / Date of Birth' with input fields for 'Date of Birth' and 'Age'; and 'Address' with an input field for 'Post Code'.

- Wildcards can also be used in the Basic Query Type search function.

## 4.2. Simple and Advanced Error Tolerance

Both the Simple and Advance Error Tolerance search functions do not require the use of wildcards. In the Simple Error Tolerance, type in the information you know in the search bar and the results returned will be in order of percentage of accuracy.

The Advanced Error Tolerance allows you to search using specific fields. This is return results in the same way as the Simple Error Tolerance search.

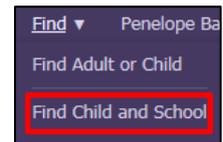
The screenshot shows the 'Find Adult or Child' search interface with 'Simple Error Tolerance' selected. The results table displays 20 records. The table has the following columns: Match, R., ID, A., Forename, Surname, G., Age, Born, Address, Post Code, and Type. The results are sorted by Match percentage in descending order.

Match	R.	ID	A.	Forename	Surname	G.	Age	Born	Address	Post Code	Type
87 %		ICS-6		Amy	Ascot	F	17 years	15-Dec-1999	Tree Tops London Road, Chalfont St Giles, Bucks	HP8 4NN	CARER ADDRESS
87 %		ICS-6		Amy	Ascot	F	17 years	15-Dec-1999	21 Victoria Street, Aylesbury, Buckinghamshire	HP20 1LZ	HOME ADDRESS
87 %		ICS-6		Amy	Ascot	F	17 years	15-Dec-1999	21 Victoria Street, Aylesbury, Buckinghamshire	HP20 1LZ	HOME ADDRESS
87 %		ICS-6		Amy	Ascot	F	17 years	15-Dec-1999	Tree Tops London Road, Chalfont St Giles, Bucks	HP8 4NN	CARER ADDRESS
70 %		ICS-6		Amees	Ascot	F	17 years	15-Dec-1999	21 Victoria Street, Aylesbury, Buckinghamshire	HP20 1LZ	HOME ADDRESS
70 %		ICS-6		Amees	Ascot	F	17 years	15-Dec-1999	Tree Tops London Road, Chalfont St Giles, Bucks	HP8 4NN	CARER ADDRESS
60 %		ICS-7		Alice	Ascot	F	≈ 43 years	15-Dec-1973	21 Victoria Street, Aylesbury, Buckinghamshire	HP20 1LZ	HOME ADDRESS
60 %		ICS-7		Alice	Ascot	F	≈ 43 years	15-Dec-1973	21 Victoria Street, Aylesbury, Buckinghamshire	HP20 1LZ	HOME ADDRESS
59 %		ICS-8		Arthur	Ascot	M	≈ 45 years	15-Dec-1971	21 Victoria Street, Aylesbury, Buckinghamshire	HP20 1LZ	HOME ADDRESS
59 %		ICS-8		Arthur	Ascot	M	≈ 45 years	15-Dec-1971	21 Victoria Street, Aylesbury, Buckinghamshire	HP20 1LZ	HOME ADDRESS
58 %		ICS-9		Alistair	Ascot	M	13 years	15-Feb-2004	5 Roberts Road, High Wycombe, Bucks	HP13 6XA	CARER ADDRESS
58 %		ICS-9		Alistair	Ascot	M	13 years	15-Feb-2004	5 Roberts Road, High Wycombe, Bucks	HP13 6XA	CARER ADDRESS
58 %		ICS-9		Alistair	Ascot	M	13 years	15-Feb-2004	21 Victoria Street, Aylesbury, Buckinghamshire	HP20 1LZ	HOME ADDRESS
58 %		ICS-9		Alistair	Ascot	M	13 years	15-Feb-2004	21 Victoria Street, Aylesbury, Buckinghamshire	HP20 1LZ	HOME ADDRESS
47 %		ICS-290		Amy	Astaire	F	≈ 37 years	15-Feb-1980	101 Desborough Park Road, High Wycombe, Buckinghamshire	HP11 2PU	HOME ADDRESS
46 %		500073		Amy	Asos	F	17 years	01-Jan-2000	24 Priory Crescent, Aylesbury, Bucks	HP19 9NU	HOME ADDRESS
41 %		398		Amy	Agassi	F	≈ 50 years	15-Apr-1966	15 Anderson Close, Stokenchurch, High Wycombe, Buckinghamshire	HP14 3QN	HOME ADDRESS
35 %		790		Amy	Daniels	F	17 years	01-Jan-2000	23 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
35 %		421		Amy	Winehouse	F	14 years	18-May-2002	17 King Edward Avenue, Aylesbury, Bucks	HP20 2AN	HOME ADDRESS
30 %		ICS-119		Scott	Sampras	M	19 years	15-Feb-1998	10 Castleview Gardens, High Wycombe, Buckinghamshire	HP12 3DU	HOME ADDRESS

## 4.3. Useful Tips

- If searching using a Post Code and House Number and one is incorrect then you may receive no search results – try just the Post Code.

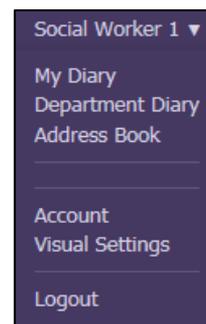
- If you know the child's school but not their address then use the 'Find Child and School' search function instead.
- It is Buckinghamshire County Council's Policy to complete at least 3 searches on the system before creating a child. This is to reduce the risk of creating duplicate records.



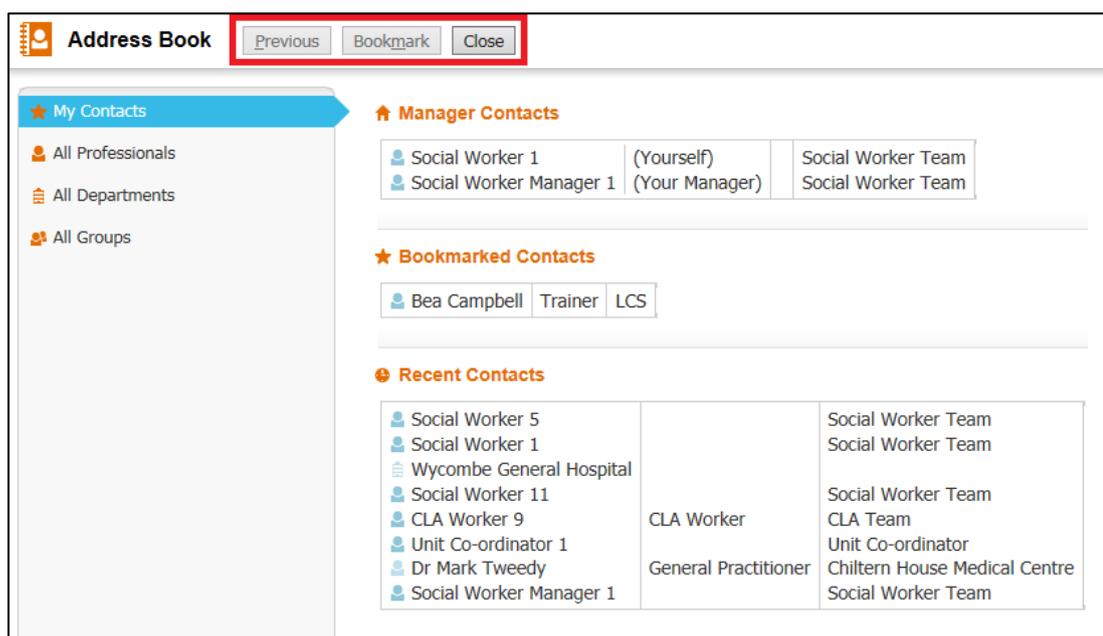
## 5. Using the Address Book

The Address Book can be located by hovering over your name in the Menu bar.

- This function is used to search for Professionals, Departments and Groups on LCS.
- You will automatically be taken to the most recent search you made in the Address Book unless you have not viewed it before.



There are three buttons at the top of the Address Book screen:

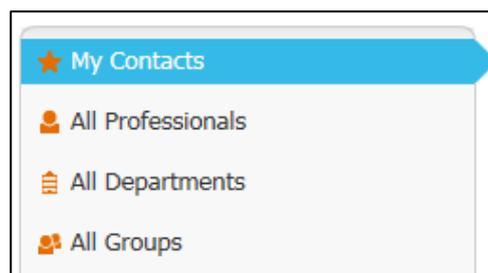


- Clicking 'Previous' will take you to the previous screen you viewed within the Address Book.
- The 'Bookmark' button allows you to save contacts that you may use often to prevent you from searching for them every time – once you have found the contact, click on it to activate the 'Bookmark' button.
- Selecting 'Close' will close the Address Book and take you back to the page you were on before you entered it.

### 5.1. My Contacts

On the left hand side there are four tabs.

- Use these tabs to search through the address book.

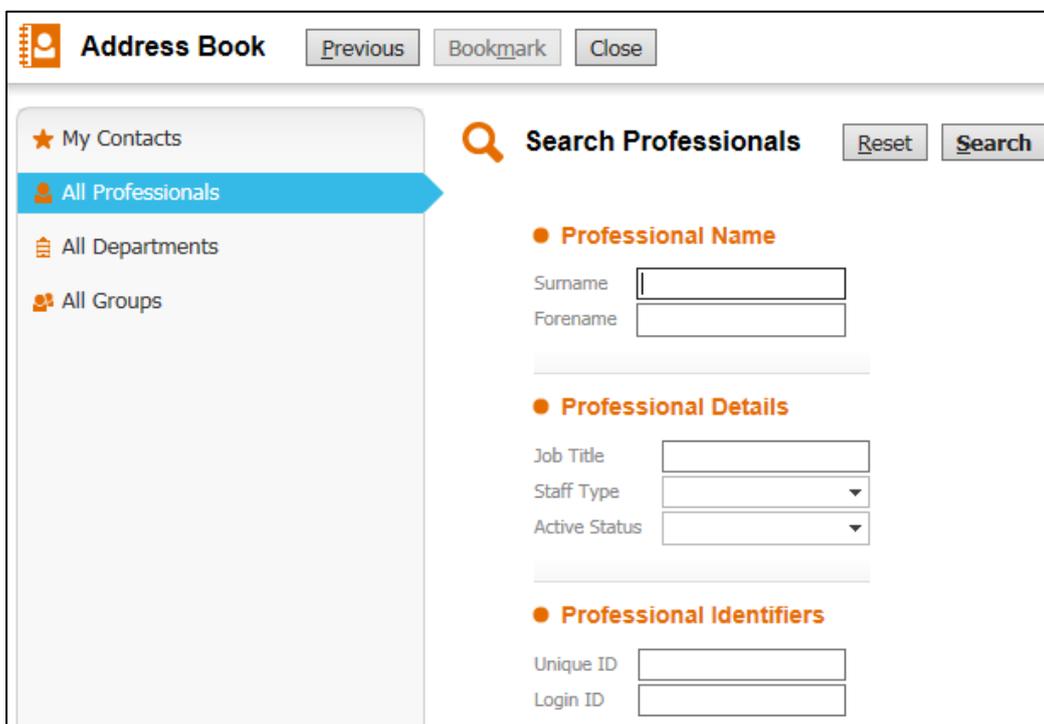


My Contacts displays contacts under the following three headings:

- ‘Manager Contacts’ displays your Manager as set up on LCS. 
- ‘Bookmarked Contacts’ displays all the contacts you have bookmarked for quick access. 
- ‘Recent Contacts’ displays contacts that you have used for recently, e.g. as an involvement or as an attendee to a meeting. This will display a maximum of 16 contacts. 

## 5.2. All Professionals

- Click on ‘All Professionals’ and you will be able to search the system for any professional profiles.



The screenshot shows the 'Address Book' interface. On the left, there is a navigation menu with 'My Contacts', 'All Professionals' (highlighted), 'All Departments', and 'All Groups'. The main area is titled 'Search Professionals' and includes a search bar with 'Reset' and 'Search' buttons. Below the search bar, there are three sections for filtering:

- Professional Name:** Surname and Forename input fields.
- Professional Details:** Job Title, Staff Type (dropdown), and Active Status (dropdown) input fields.
- Professional Identifiers:** Unique ID and Login ID input fields.

- Searching on this screen works in the same way as searching for children.
- A maximum of 60 results will be displayed, 20 results per page.
- Remember to use Wildcards – ‘%’ or ‘\*’ – when searching if you are unsure of the spelling.

We are going to search for a Bertrand Backbone. To show you how the results are displayed I have typed in limited information to bring back more results:

**Search Professionals** [Reset] [Search]

**Professional Name**

Surname: B\*  
Forename: B\*

**Professional Details**

Job Title:   
Staff Type:   
Active Status:

**Professional Identifiers**

Unique ID:   
Login ID:

**Search Professionals** [Back] [Printable View]

Query Results (15)

	Full Name	Job Title	Dept
1	Belinda Brooke	Social Worker	Care and Proceedings North Team
2	Ben Bush	Social Worker	Care and Proceedings North Team
3	<b>Bertrand Backbone</b>	<b>Team Manager</b>	<b>Care and Proceedings North Team</b>
4	Betty Barton	Social Worker	Care and Proceedings North Team
5	Betty Bell	Social Worker	Child Protection Team
6	Beverly Bailey	Social Worker	Care and Proceedings North Team
7	Bill Brunt	Social Worker	Care and Proceedings North Team
8	Bobby Brent	Social Worker	Care and Proceedings North Team
9	Boris Balfour	Social Worker	Care and Proceedings North Team
10	Bradley Boxley	Social Worker	Care and Proceedings North Team
11	Brandon Barnes	Social Worker	Care and Proceedings North Team
12	Brenda Badger	Operations Manager	Care and Proceedings North Team
13	Brian Benjamin	Social Worker	Care and Proceedings North Team
14	Brian Bunting	Social Worker	Child Protection Team
15	Bryony Butler	Social Worker	Care and Proceedings North Team

As you can see, the result we are looking for is third in the list. Clicking on their name will take you to a simple overview of their personal details:

**Address Book** [Previous] [Bookmark] [Close]

★ My Contacts

👤 All Professionals

👤 **Bertrand Backbone, Team Man...**

🏠 All Departments

🏠 LCS - SS

🏠 Liquid Test Team - SS

🏠 **Care and Proceedings No...**

👥 All Groups

👥 Children's Social Care

👥 **Care and Proceedings Nor...**

👥 **DTM Care and Proceeding...**

**Bertrand Backbone, Team Manager**

**Professional Details**

Staff No: 8  
Full Name: Bertrand Backbone  
Department: Care and Proceedings North Team  
Job Title: Team Manager  
Staff Type: R1330

**Profile**

Active Status: Active  
Security Profile: Team Manager (old)

**Contact Details**

▶ Add Contact Number...

**Picture**

**Actions**

▶ **Open Full Record**

On the left hand side you can see:

- The Departments, in bold, that Bertrand is a part of,
- The Groups, in bold, that they have access to.

- Click the link to Open Full Record to view further information about the professional; this can help to identify if this is the correct professional you are looking for.

- Click the 'Back' button in your browser to return to the previous screen.
- If you are happy that this is the professional you wished to find you can 'Bookmark' them to your Contacts. This button is located towards the top of the screen.

- You will be notified that the contact has been added to your bookmarked contacts.

- Click on the My Contacts link on the left.

 **Address Book**

-  **My Contacts**
-  All Professionals
-  All Departments
-  All Groups

 **Search Professionals**

Query Results (15)			
	Full Name ▲	Job Title	Dept
1	 Belinda Brooke	Social Worker	Care and Proceedings North Team
2	 Ben Bush	Social Worker	Care and Proceedings North Team
3	 Bertrand Backbone	Team Manager	Care and Proceedings North Team
4	 Betty Barton	Social Worker	Care and Proceedings North Team
5	 Betty Bell	Social Worker	Child Protection Team
6	 Beverly Bailey	Social Worker	Care and Proceedings North Team
7	 Bill Brunt	Social Worker	Care and Proceedings North Team
8	 Bobby Brent	Social Worker	Care and Proceedings North Team
9	 Boris Balfour	Social Worker	Care and Proceedings North Team
10	 Bradley Boxley	Social Worker	Care and Proceedings North Team
11	 Brandon Barnes	Social Worker	Care and Proceedings North Team
12	 Brenda Badger	Operations Manager	Care and Proceedings North Team
13	 Brian Benjamin	Social Worker	Care and Proceedings North Team
14	 Brian Bunting	Social Worker	Child Protection Team
15	 Bryony Butler	Social Worker	Care and Proceedings North Team

 **Address Book**

-  **My Contacts**
-  All Professionals
-  All Departments
-  All Groups

**Manager Contacts**

 Social Worker 1	(Yourself)	Social Worker Team
 Social Worker Manager 1	(Your Manager)	Social Worker Team
 Unit Co-ordinator 1	(Your Supervisor)	Unit Co-ordinator

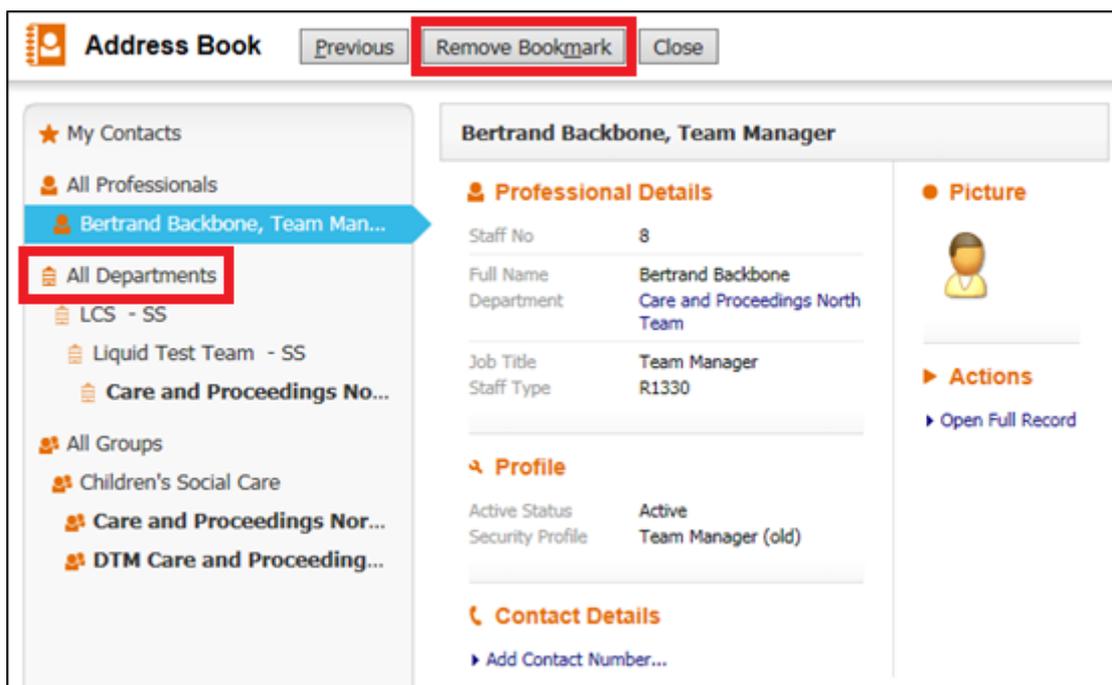
**★ Bookmarked Contacts**

 Bertrand Backbone	Team Manager	Care and Proceedings North Team
---	--------------	---------------------------------

**Recent Contacts**

 Unit Co-ordinator 1		Unit Co-ordinator
 Dr Mark Tweedy	General Practitioner	Chiltern House Medical Centre
 Social Worker Manager 1		Social Worker Team
 Coleshill C E First School		
 Social Worker Team		

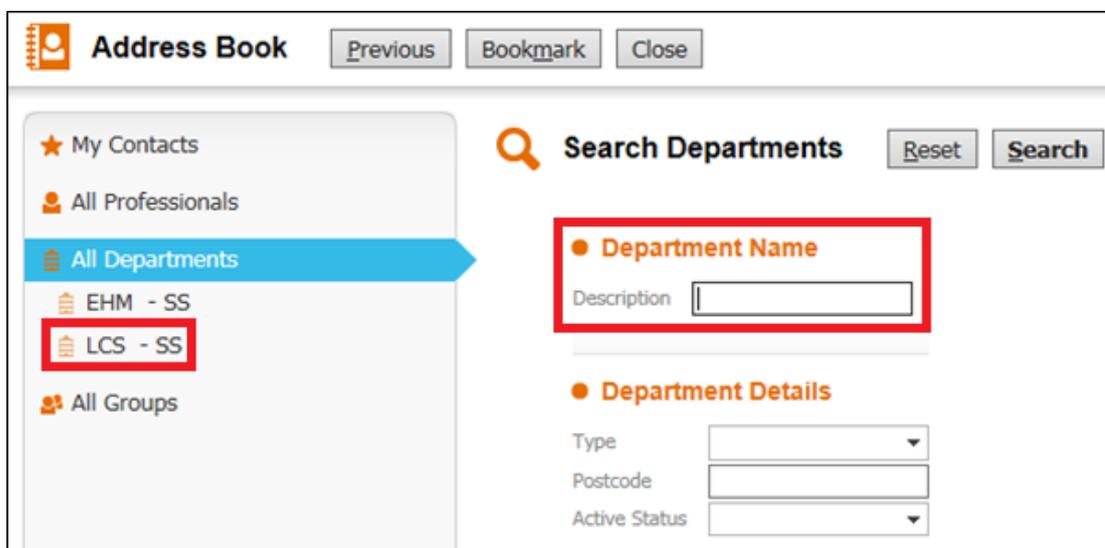
You can see that Bertrand Backbone has been added to your Bookmarked Contacts. Clicking on their name will take you back to their overview of personal details and from here you can remove them as a bookmarked contact if you wish to.



- Click on the All Departments heading on the left hand side.

### 5.3. All Departments

Use 'All Departments' to search for Key Teams and Establishments such as Surgeries, Support Networks etc.



The most efficient way of searching through departments is by using Wildcards to search under Department Name. However, you can also look through the list view on the left hand side; click on LCS – SS:

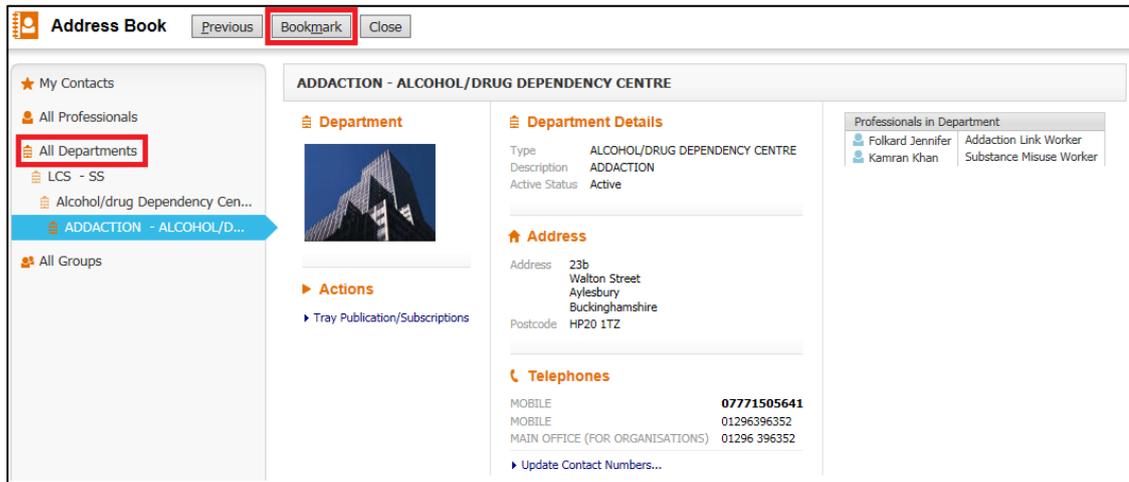
The screenshot shows the 'Address Book' interface. On the left, a navigation menu lists 'My Contacts', 'All Professionals', 'All Departments', and 'LCS - SS' (highlighted with a red box). Below 'LCS - SS' is a list of departments, including 'Adult Learning Disability Hom...', 'Adult Learning Disability Tea...', 'Adult Mental Health Prob. Ho...', 'Adult Physical Disability Home...', 'Advocacy... - 2208', 'Agency... - 2209', 'Alcohol/drug Dependency Cen...', 'Attendance Centre... - 2208', 'Authority... - 2502', and 'Bed And Breakfast Accom...'. The 'Alcohol/drug Dependency Cen...' is highlighted with a red box. The main content area shows details for 'LCS - SS', including a photo, department details (Type: SS, Description: LCS, Active Status: Not on System), address, and telephones.

An alphabetised list of departments can be seen on the left, 10 results per page across 14 pages and a filter option. If, for example, you are looking for Addaction, you know they are an Alcohol/Drug Dependency Centre you can click into this heading on the left:

The screenshot shows the 'Address Book' interface. On the left, a navigation menu lists 'My Contacts', 'All Professionals', 'All Departments', 'LCS - SS', and 'Alcohol/drug Dependency Cen...' (highlighted with a red box). Below 'Alcohol/drug Dependency Cen...' is a list of departments, including 'ADDACTION - ALCOHOL/D...', 'DIANA PRINCESS OF WALES...', 'Middelgate Lodge - ALCOH...', 'Promis Recovery Centre - A...', 'SANCTUARY ADDICTION &', 'SMART (High Wycombe) - ...', 'SMART CJS - ALCOHOL/DR...', 'SUBSTANCE MISUSE - ALC...', 'THE OASIS PARTNERSHIP - ...', and 'TTP COUNSELLING CENTRE...'. The 'ADDACTION - ALCOHOL/D...' is highlighted with a red box. The main content area shows details for 'Alcohol/drug Dependency Centre... - 2212', including a photo, department details (Type: 2212, Description: Alcohol/drug Dependency Centre..., Active Status: Not Selectable), address, and telephones.

The page list has been broken down further, as defined by the indentations of the headings on the left. There are two pages of departments listed containing Alcohol/Drug Dependency Centres and Addaction is listed at the top.

- Click into Addaction and you will be able to view details regarding the location, contact and professionals within the department:



The screenshot shows the 'Address Book' interface. At the top, there are navigation buttons: 'Previous', 'Bookmark' (highlighted with a red box), and 'Close'. The left sidebar contains a tree view with 'All Departments' highlighted in red. The main content area is titled 'ADDACTION - ALCOHOL/DRUG DEPENDENCY CENTRE' and is divided into several sections:

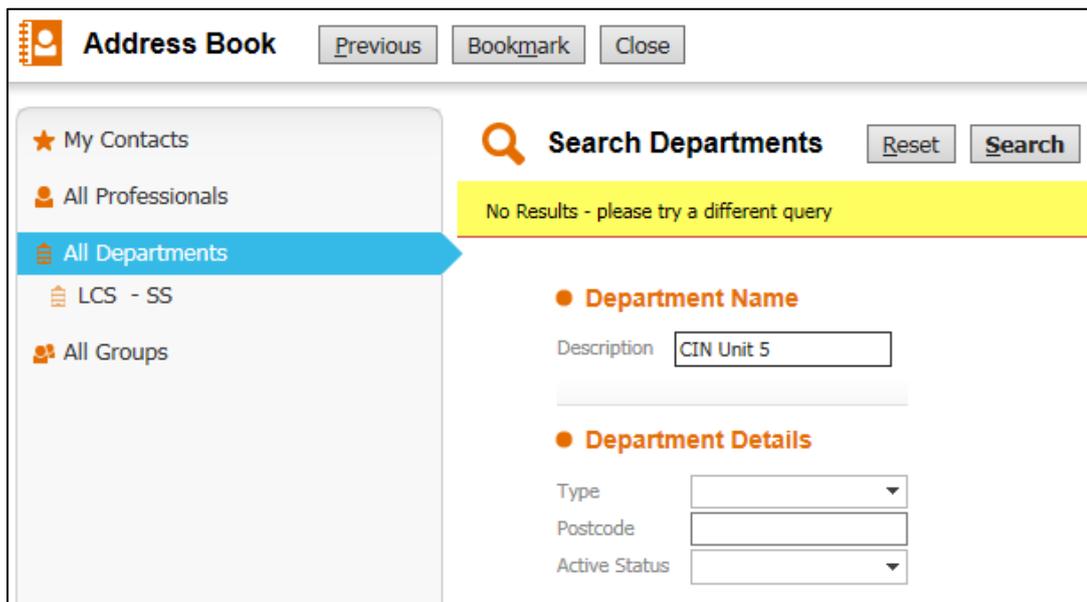
- Department:** Includes a photo of a building.
- Department Details:** Lists 'Type: ALCOHOL/DRUG DEPENDENCY CENTRE', 'Description: ADDACTION', and 'Active Status: Active'.
- Address:** Lists 'Address: 23b Walton Street, Aylesbury, Buckinghamshire, Postcode: HP20 1TZ'.
- Telephones:** Lists 'MOBILE: 07771505641', 'MOBILE: 01296396352', and 'MAIN OFFICE (FOR ORGANISATIONS): 01296 396352'. There is also a link to 'Update Contact Numbers...'.
- Professionals in Department:** A table listing 'Folkard Jennifer' (Addaction Link Worker) and 'Kamran Khan' (Substance Misuse Worker).

You can Bookmark Departments in the same way that you Bookmarked Professionals.

- Click on All Departments.

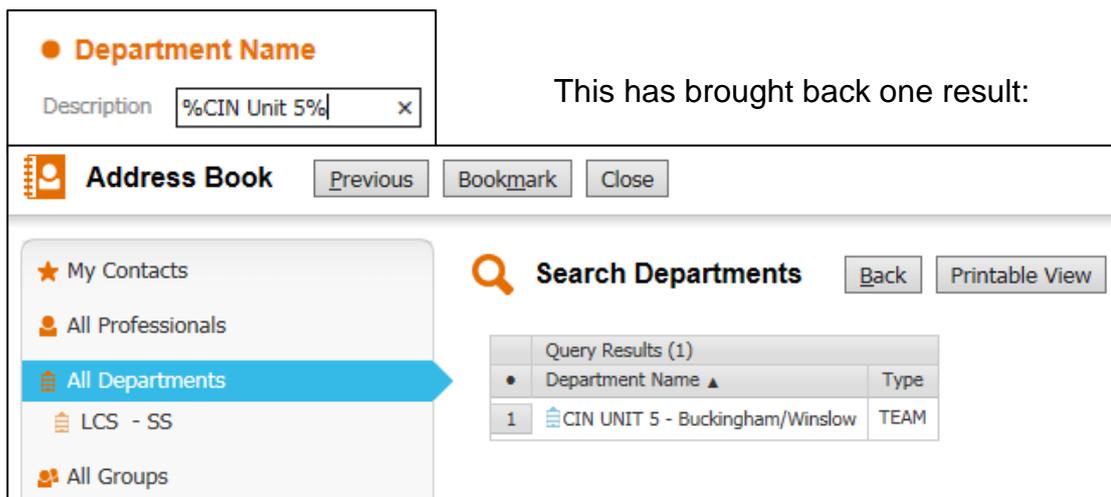
We will now use the search function to find a Key Team. Key Teams can be difficult to locate by using the list structure on the left; therefore it can be easier to search for them.

- Try searching for 'CIN Unit 5' in the Description field:



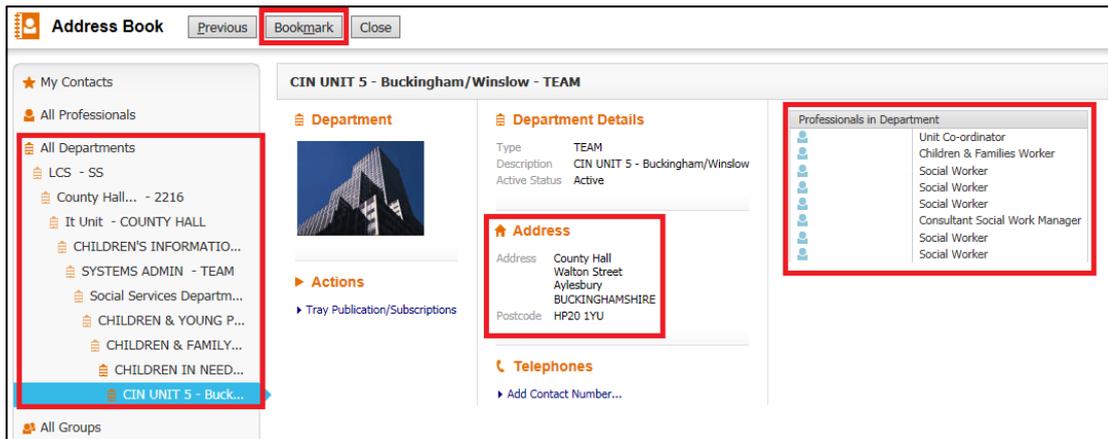
Without the use of Wildcards, this search has brought back no results.

- Click 'Reset' and try searching with a Wildcard at the start and at the end of the text – '%CIN Unit 5%':



This has brought back one result:

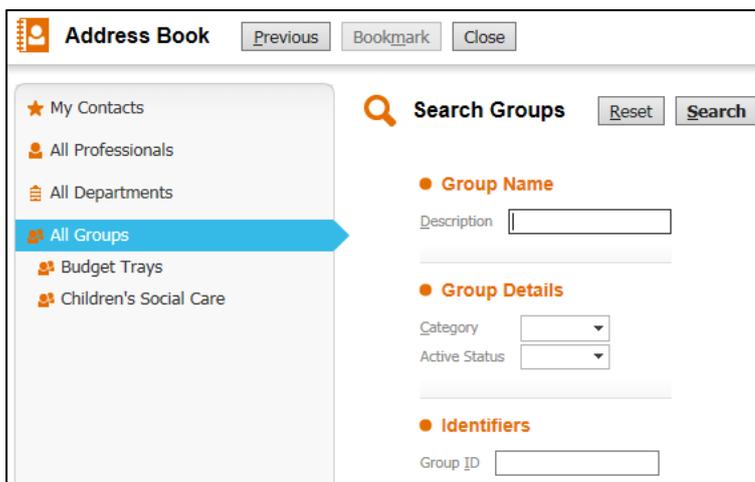
- Click into the result and you will be able to view further information regarding the Unit.



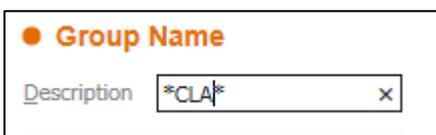
On the left you can see the complex structure that you would have needed to follow in order to locate the team without using the search function. The address details are listed in the middle and you will be able to find users associated to this Key Team on the right hand side. Again, you are able to Bookmark the Unit if you wish to.

### 5.4. All Groups

Use 'All Groups' to search for group trays within LCS.

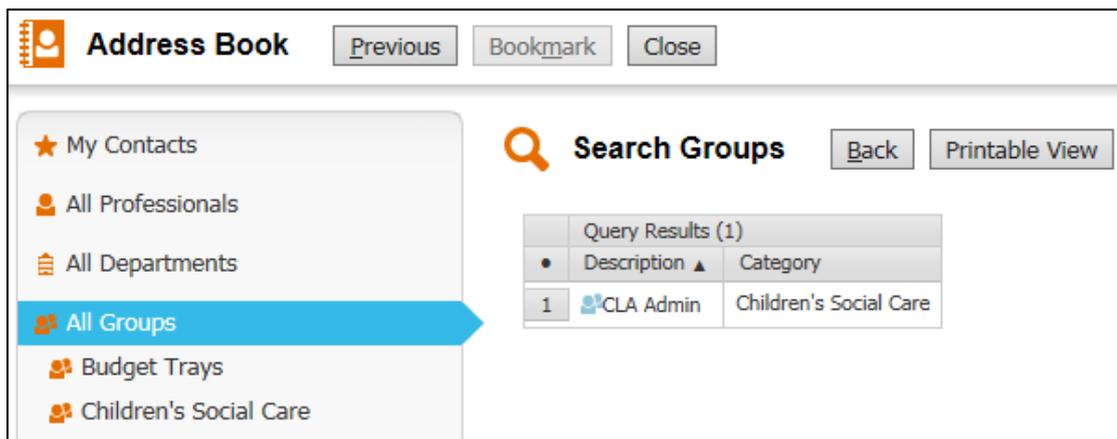


We are going to search for the CLA Admin

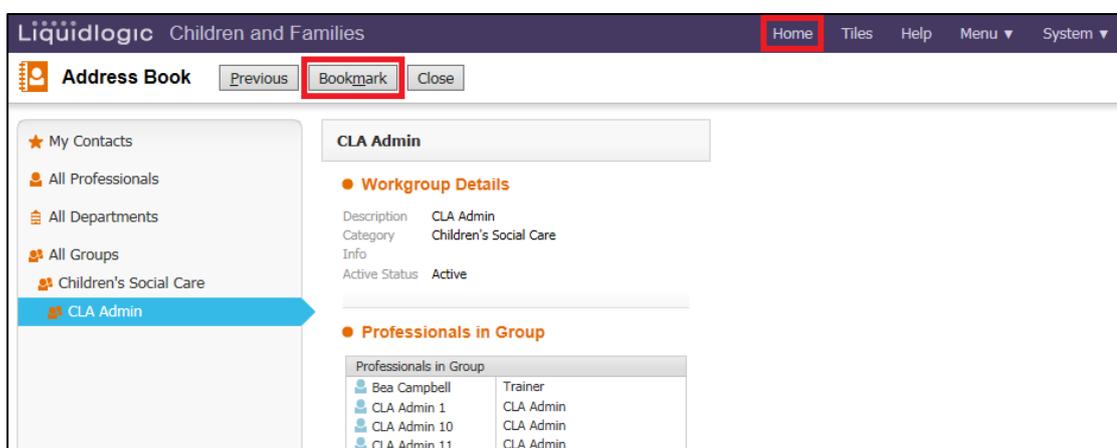


Group Tray using Wildcards. Type '\*CLA\*' into the Description search field:

This has brought back one search result.



- Clicking into the search results will provide a few more details regarding the



group and will list the professionals in the group:

- Bookmark the Group if you wish to.
- Click Home to return to your Worktray.

## 6. Navigating the Worktray

- If you are not viewing your Worktray then click 'Home'.

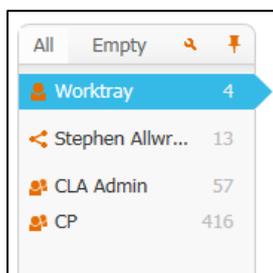


On the Home Screen, at the top left side of the page, there are two icons:



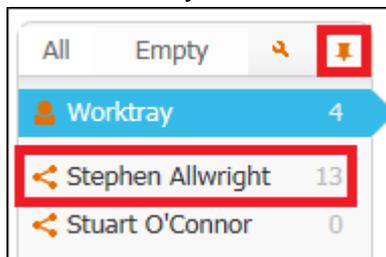
- The first is the Task Trays icon and clicking this will display your Worktray and other trays you are subscribed to.
- The icon next to that is your Account icon and this will take you to the same screen, as discussed above, that you can access in the drop down menu under your name in the top right corner.
- Also, clicking on the LiquidLogic logo in the top left at any point will bring you back to your home screen.

On the left hand side of your screen is a list of the trays that you have access to.



- Your personal tray appears at the top, as defined by the head and shoulders symbol, and is called Worktray. 
- Other trays you have access to will be displayed below, listed alphabetically by first name. 
- At the bottom of the list will be any group trays that you also have access to. 
- Next to each tray name, the number of tasks within that tray is displayed. 
- Across the top of the Worktray there are several more icons to be used:

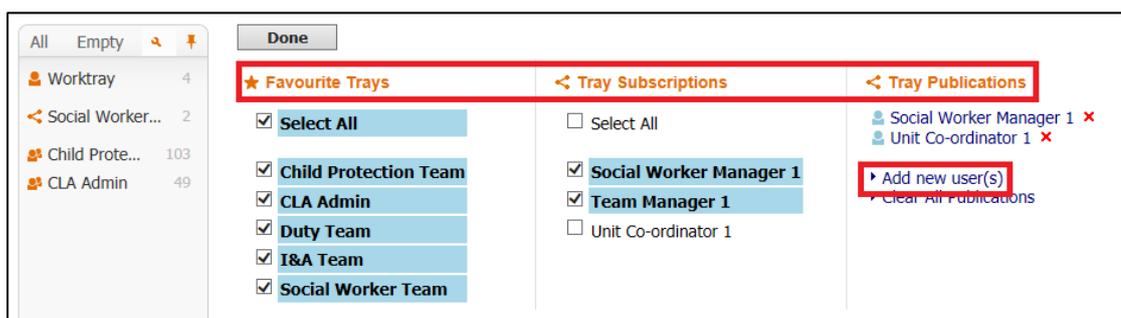
- Clicking ‘Empty’ will reveal all trays that you are subscribed to but which do not have any tasks in them – this can be seen by the number ‘0’ to the right of the tray name. 
- The ‘Pin’ tool will expand the column on the left to show full names where before they did not fit.



The ‘Spanner’ tool and ‘All’ option are explained below.

### 6.1. Managing your Worktray

Clicking the ‘Spanner’ tool will allow you to manage your Worktray subscriptions. 



- ‘Favourite Trays’ are set up for you and cannot be edited – these will be group trays that you have access to.
- ‘Tray Subscriptions’ lists all the trays that you have been given access to.
- ‘Tray Publications’ lists all the users that you have given access to view your tray.
- You are able to tick and untick the trays according to which ones you wish to view in the list on the far left. Remember that only trays with tasks in them will be listed unless you click ‘Empty’ to view trays with no tasks in them.
- On the right hand side of the page there is a link – ‘Add New User’ – that will allow you to select a user to publish your tray to.
- This will take you to the Address Book where you can search for the professional you wish to publish your tray to – following the guidance above for using the Address Book.
- Once you have found the professional, select them and then click ‘Confirm’ at the top of the screen.

**Please select user** Previous Remove Bookmark **Confirm** Add to Selections Cancel

★ My Contacts

- All Professionals
- Bertrand Backbone, Team Man...**
- All Departments
  - LCS - SS
    - Liquid Test Team - SS
    - Care and Proceedings No...
- All Groups
  - Children's Social Care
  - Care and Proceedings Nor...
  - DTM Care and Proceeding...

**Bertrand Backbone, Team Manager**

**Professional Details**

Staff No	8
Full Name	Bertrand Backbone
Department	Care and Proceedings North Team
Job Title	Team Manager
Staff Type	R1330

**Picture**

**Actions**

- Open Full Record

**Profile**

Active Status	Active
Security Profile	Team Manager (old)

**Contact Details**

- Add Contact Number...

- They will then appear in the list underneath Tray Publications:

All Empty Done

Worktray 2

Child Protec... 103

**Favourite Trays**

- Select All
- Child Protection Team
- Duty Team
- I&A Team
- Social Worker Team

**Tray Subscriptions**

- Select All
- Social Worker Manager 1
- Team Manager 1
- Unit Co-ordinator 1

**Tray Publications**

- Bertrand Backbone
- Social Worker Manager 1
- Unit Co-ordinator 1

▶ Add new user(s)

▶ Clear All Publications

- If you wish to remove someone's access to your tray then click the red cross next to their name.
- Your name will then appear in that users Tray Subscriptions list and they will need to click their spanner tool and then tick the box next to your name in order to view your tray.
- Once you have finished managing your Worktrays, click 'Done' in the left corner.
- Clicking 'All' on the left hand side will display all your Favourite Trays if they are not already showing.

## 7. Grouping and Ordering Tasks

Across the top of the Worktray there are various options to Group and Order the tasks in your tray.

Group By: **Date** | Subject | Priority | Person | Address | Referral Group Order By: Start Date | **Due Date** | Timeframe | Person | Priority

These options can help you to view your Worktray in different ways and find a view that suits you.

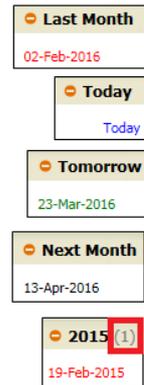
### 7.1. Group by Date

Your tasks will automatically be grouped by 'Date' and ordered by 'Due Date' and these are highlighted in red.

Date groupings are shown in time periods, such as Today, Yesterday, Next Week, Next Month, Last Week, Last Month, Last Year etc.

When these groups are then ordered by the date they are due, tasks with no due date are shown first, followed by overdue tasks and then ascending through to future tasks.

- Dates are also colour coded – a date in red is overdue.
- A date in blue is due today.
- A date in green is due tomorrow.
- A date in black is due in the future e.g. day after tomorrow.
- Next to each heading you will also see the number of tasks for those criteria is in brackets.



### 7.2. Group By Subject

Grouping by Subject allows you to view all tasks for specific processes together. The example below shows all Child Protection Tasks together.

Child Protection (4)			
	Person		Task Description
No Due Date	CP Potter, Harry James 2 yrs		Child Protection - Active Child Protection Plan
22-Mar-2010	Child, C 6 yrs		Child Protection - Organise Initial Child Protection Conference
22-Mar-2010			Child Protection - Complete Initial Child Protection Conference Outcomes Form
22-Apr-2016	CP Potter, Harry James 2 yrs		Child Protection - Organise Core Group Meeting

- When these tasks are also ordered by Due Date, within the Child Protection Group, these tasks are then shown in date ascending order as above.
- C Child – in the screenshot above – has two tasks with the same date so these are shown together; Harry James Potter also has two tasks but these are not shown together as they have a different Due Date.
- Changing the Order By to Person will then order these tasks together – screenshot below:

Child Protection (4)			
	Person		Task Description
21-Mar-2016	Child, C 6 yrs		Child Protection - Organise Initial Child Protection Conference
21-Mar-2016			Child Protection - Complete Initial Child Protection Conference Outcomes Form
24-Mar-2016	CP Potter, Harry James 2 yrs		Child Protection - Active Child Protection Plan
24-Mar-2016			Child Protection - Organise Core Group Meeting

- You can now see that C Child and Harry James Potter have their tasks ordered together within the Child Protection Group.

### 7.3. Group by Person

Grouping tasks by Person will show all of the tasks for that child together.

- Children are automatically listed alphabetically by Surname.

	<b>Child: First Assessment</b> 6 years (Ref: 556282)
26-Sep-2012	<b>C &amp; F Assessment - Please do C &amp; F Assessment for Child</b>
	<b>Child: C Child</b> 6 years (Ref: 556270)
22-Mar-2010	Child Protection - Organise Initial Child Protection Conference
22-Mar-2010	Child Protection - Complete Initial Child Protection Conference Outcomes Form
	<b>Child: Sherlock Example</b> 3 years (Ref: 518996)

#### 7.4. Group by Address

- Grouping tasks by Address will show all tasks associated to children at the same address.

- PLACE OF SAFETY, A000 00C (13)		Task Description
No Due Date	 Kid, X 10 yrs	<b>CLA - Current Episode of Care</b>
No Due Date	 Potter, Harry James 2 yrs	<b>Child Protection - Active Child Protection Plan</b>

#### 7.5. Group by Referral Group

- Grouping by Referral Group will show all tasks associated to children within the same Referral Group.

- Child, A (8 years), Child, B (7 years), Child, C (6 years) [Referral Group] (2)		Task Description
22-Mar-2010	Child, C 6 yrs	Child Protection - Organise Initial Child Protection Conference
22-Mar-2010		Child Protection - Complete Initial Child Protection Conference Outcomes Form

#### 7.6. Ordering tasks

Using the options provided – Start Date, Due Date, Timeframe, Person and Priority – you can Order tasks within the chosen groups, as just discussed, according to your preference.

#### 7.7. Order by Timeframe

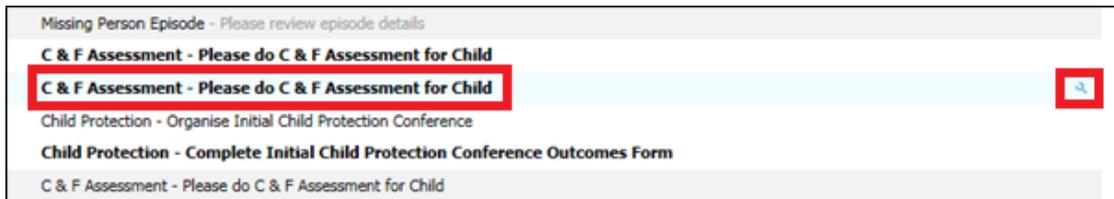
Ordering by Timeframe will display a bar to the left of all tasks that displays how far through the timeframe for completion a task is. This is displayed as a percentage. Hovering over the bar will show you in how many days the task is due.

- Timeframe 60% Elapsed (1)	
 68 %	 Potter, Harry James 2 yrs

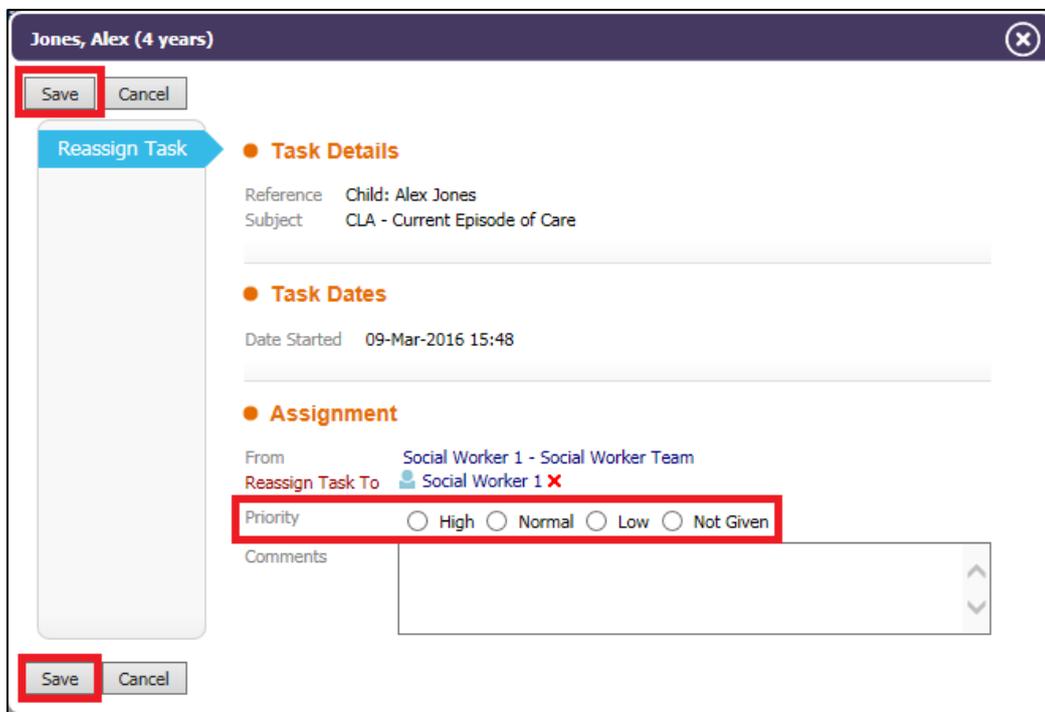
### 7.8. Setting Priority for Tasks

Tasks can be prioritised by High, Medium, Low or Not Given. Once priority has been set for tasks within your tray you can then group and order your tasks by Priority to help you manage your workload.

- Hovering over a task in the Worktray will cause a ‘Spanner’ Tool to appear on the far right hand side:



- Clicking on this ‘Spanner’ Tool will bring up a new window in which there are several options regarding the task:



Towards the bottom of this box there is the option to assign a level of Priority to the task – High, Normal, Low or Not Given.

- Once an option has been selected, click Save. Click to group and order your tasks by priority:

Group By:	Date	Subject	Priority	Person	Address	Referral Group	Order By:	Start Date	Due Date	Timeframe	Person	Priority
High Priority	(2)	Person					Task Description					
Normal Priority	(6)	Person					Task Description					
Low Priority	(3)	Person					Task Description					
No Priority Given	(6)						Task Description					

## 7.9. Reassigning tasks in the Worktray

- Hover over a task in your Worktray and click on the Spanner Tool on the far right hand side.

Within the box that is brought up by clicking the Spanner Tool, you will find some useful information and options.

The Task Details shows the child that the Task relates to and what the Task is.

The Task Dates displays when the Task was started according to the System Audit times and also shows the date the Task is due.

Assignment shows to whom the Task is currently assigned and gives you the option to reassign the task if required.

- Clicking the red cross next to the users name will give you two options for choosing a user to reassign to.

- You can either type the name of the user in the box or click on the two heads icon to the right and search for a user in the Address Book.
- Once a new user has been selected you can then chose to add a comment in the box at the bottom. This comment will then appear next to the task in their tray:

- Once you have finished, click Save to make the changes or click Cancel to keep the current options without making changes.

## 7.10. Expanding and Collapsing the Worktray

At the far right hand side of the Worktray you will find a plus and a minus icon.



- Clicking the 'minus' symbol will collapse all the tasks within your current grouped settings.

+	<b>Section 47 Enquiries (1)</b>	Task Description
+	<b>C &amp; F Assessment (6)</b> Person	Task Description
+	<b>Missing Person Episode (1)</b>	Task Description
+	<b>Child Protection (4)</b> Person	Task Description
+	<b>CLA (2)</b> Person	Task Description
+	<b>Referral Record (1)</b> Person	Task Description

- You can then choose to view, for example, only the Child Protection Tasks by clicking on the 'Plus' symbol to the left of the heading.

+	<b>Section 47 Enquiries (1)</b>	Task Description
+	<b>C &amp; F Assessment (6)</b> Person	Task Description
+	<b>Missing Person Episode (1)</b>	Task Description
-	<b>Child Protection (4)</b> Person	Task Description
24-Mar-2016	<b>CP</b> Potter, Harry James 2 yrs	Child Protection - Active Child Protection Plan
24-Mar-2016		Child Protection - Organise Core Group Meeting
21-Mar-2016	Child, C 6 yrs	Child Protection - Complete Initial Child Protection Conference Outcomes Form
21-Mar-2016		Child Protection - Organise Initial Child Protection Conference
+	<b>CLA (2)</b> Person	Task Description
+	<b>Referral Record (1)</b> Person	Task Description

- This can be a very useful way of focussing your work to specific tasks without seeing the distraction of other tasks.
- Click on the 'Plus' symbol on the top right hand side to then expand all groups of tasks to view your whole tray again.

### 7.11. Show Full Case Load

When Grouping your tasks by Person, Address or Referral Group a link will appear at the top of your Worktray on the right hand side that reads 'Full Caseload'.



This link means that you have children allocated to you but do not currently have any tasks relating to them.

- Clicking this link will display the names of these children in your Worktray with no tasks:

Group By:	Date	Subject	Priority	Person	Address	Referral Group	Order By:	Start Date	Due Date	Timeframe	Person	Priority	Active Tasks
05-Jan-2016													

- The link text changes to 'Active Tasks'. Clicking on this will then remove these children from your Worktray.

## 8. Using the Search Bar

The search bar in the top right corner has several uses. These can help you to navigate between records efficiently.



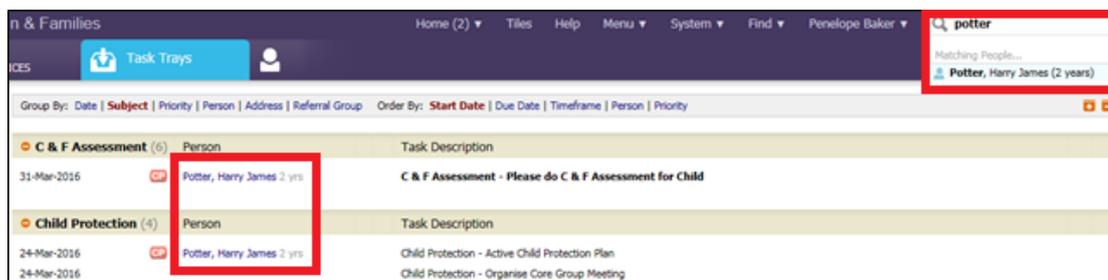
When you click into the Search Bar a list will appear displaying recently viewed records.



- Clicking into a child's record will take you to their Basic Demographics.
- This list remains active only as long as you are logged in – it will refresh whenever you log out.

When you are in a Worktray, the Search Bar can also be used to search for children within that tray.

- When you type the name of a child in the Search Bar, all tasks relating to that child only will be displayed:

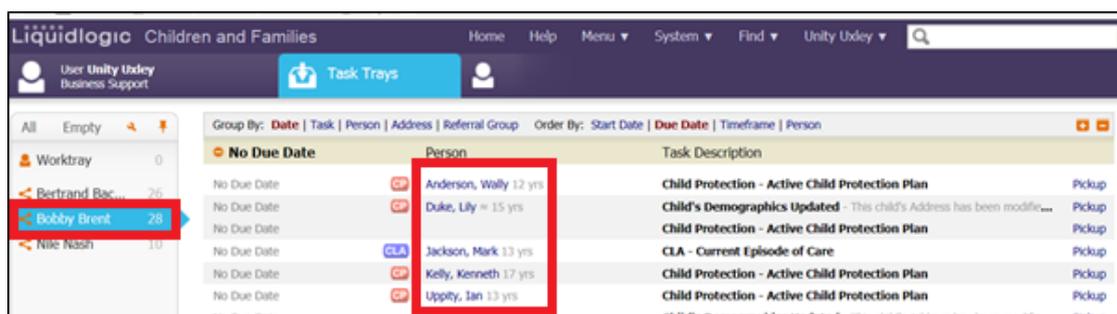


This will only display children if you have tasks for them. If you wish to see children for which you do not have tasks then you will need to use the 'Full Caseload' link as mentioned above.

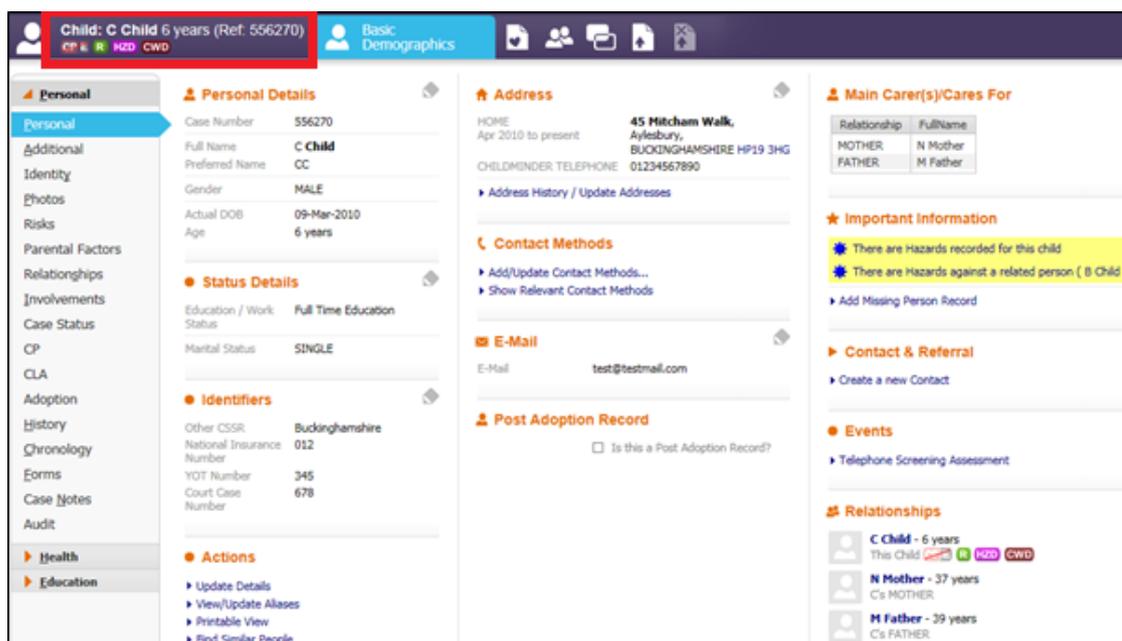
## 9. Locating the child's Basic Demographics

You can access a child's Basic Demographics by:

- Using the 'Find Adult and Child' search function in LCS,
- Using the recently viewed search box for previously viewed children,
- Finding a child within your own or another Worktray.
- Click on the child's name to take you to their Basic Demographics.
- Using the Tiles page.



- The Basic Demographics will open for the child you have selected.



- If this is the first time in your log-in session that you have viewed this child's demographics then you will be taken to the Personal Category, sub-tab 'Personal'.
- If you have already viewed a child in this log-in session you will be taken to the last tab you were in. These tabs are shown down the left hand side.

## 9.1. Status Symbols

In the top left corner the child's name is displayed, their age next to it and their LCS identifier in brackets. If the child's age has been entered as an approximation then you will see wavy lines (tilda) next to their name.



- Underneath the child's name you will see Flags that are relevant to the child's current referral.
- Hovering over these flags will give you a start date for the episode and an end date if the flag has a strike through (as seen in the CP-E flag above).



To the right of the child's name you will see several other symbols:

The first symbol is the Basic Demographics, as shown by the head and shoulders icon.



The next is titled Care Planning and will display all the child's plans that have been recorded within this Local Authority.



The third symbol is used to view and create Genograms.



The fourth symbol is a link to the Atom, a new V12 feature.



The two squares provide a link to the child's Case Pathway.



The second from last symbol is a link to Livelink, an online document storage system.



The final link is greyed out and is not currently in use.



## 10. Recording details

There are three main tabs on the left – Personal, Health and Education. These are then split into sub-tabs. Within each sub-tab there are headings in bold displaying specific information which can be edited by using either the pencil tool or the blue hyperlinks.

- Clicking on the Pencil Tool will expand that area in order for you to edit the information inside.
- Once you have finished editing, use the Tick icon to save the information or the Cross icon to cancel any changes. 
- When using the blue hyperlinks to edit information you may see different options for saving or cancelling changes.
- When creating new information such as Addresses or Telephone Numbers you will see the button 'Create'. 
- When updating information that already exists you will see the button 'Update'. 
- Cancelling will always allow you to exit without making changes.
- Within most sections there are mandatory fields. These are indicated with red text and you will be unable to save updated information if these have not been filled in.



- Click on the Pencil icon to the right hand side of the 'Personal Details' heading to update the child's Name, Date of Birth or Age and Gender.

**Personal Details** ✓ ✕

Case Number 556270

Title

Surname

Forename

Preferred Name

Gender

DOB (or expected)

OR

Approximate Age

Date of Death

## 11.2. Status Details

**Personal Details**

Case Number 556270

Full Name **C Child**

Preferred Name CC

Gender MALE

Aliases

Actual DOB 09-Mar-2010

Age 6 years

---

**Status Details**

Education / Work Status Full Time Education

Marital Status SINGLE

---

**Identifiers**

Other CSSR Buckinghamshire

National Insurance Number 012

YOT Number 345

Court Case Number 678

---

**Actions**

- ▶ Update Details
- ▶ View/Update Aliases
- ▶ Printable View
- ▶ Find Similar People

**Address**

HOME 45 Mitcham Walk,  
Aylesbury,  
BUCKINGHAMSHIRE HP19 3HG

CHILD MINDER TELEPHONE 01234567890

▶ Address History / Update Addresses

---

**Contact Methods**

▶ Add/Update Contact Methods...

▶ Show Relevant Contact Methods

---

**E-Mail**

E-Mail test@testmail.com

---

**Post Adoption Record**

Is this a Post Adoption Record?

**Main Carer(s)/Cares For**

Relationship	FullName
MOTHER	N Mother
FATHER	M Father

---

**Important Information**

- ★ There are Hazards recorded for this child
- ★ The child has a current SEN
- ★ There are Hazards against a related person ( B Child )
- ★ Hazard Alert

▶ Add Missing Person Record

---

**Contact & Referral**

▶ Create a new Contact

---

**Events**

▶ Telephone Screening Assessment

---

**Relationships**

**C Child** - 6 years  
This Child BLA R HZD SEN CWD

**N Mother** - 37 years  
C's MOTHER

**M Father** - 39 years  
C's FATHER

- 
- 
- 
- 
- 
- 
- 
- 
- 
-

- 
- 
- 
- 

**● Status Details** ✓ ✕

Education / Work Status: Full Time Education

Marital Status: SINGLE

- Status Details allows you to record the Education/Work Status and Marital Status of the adult of child. These options are selected from a pick-list.

### 11.3. Identifiers

**Personal Details**

Case Number: 556270

Full Name: **C Child**

Preferred Name: CC

Gender: MALE

Aliases:

Actual DOB: 09-Mar-2010

Age: 6 years

---

**● Status Details**

Education / Work Status: Full Time Education

Marital Status: SINGLE

---

**● Identifiers**

Other CSSR: Buckinghamshire

National Insurance Number: 012

YOT Number: 345

Court Case Number: 678

---

**● Actions**

- Update Details
- View/Update Aliases
- Printable View
- Find Similar People

**Address**

HOME: **45 Mitcham Walk,**  
Aylesbury,  
BUCKINGHAMSHIRE HP19 3HG

CHILD MINDER TELEPHONE: 01234567890

[Address History / Update Addresses](#)

---

**Contact Methods**

[Add/Update Contact Methods...](#)

[Show Relevant Contact Methods](#)

---

**E-Mail**

E-Mail: test@testmail.com

---

**Post Adoption Record**

Is this a Post Adoption Record?

**Main Carer(s)/Cares For**

Relationship	FullName
MOTHER	N Mother
FATHER	M Father

---

**★ Important Information**

- There are Hazards recorded for this child
- The child has a current SEN
- There are Hazards against a related person ( B Child )
- Hazard Alert

[Add Missing Person Record](#)

---

**Contact & Referral**

[Create a new Contact](#)

---

**● Events**

[Telephone Screening Assessment](#)

---

**Relationships**

**C Child** - 6 years  
This Child BLA R HZD SEN CWD

**N Mother** - 37 years  
C's MOTHER

**M Father** - 39 years

- Identifiers allows you to enter any identifying numbers you may have for the adult or child.
- These include Unique Pupil Numbers, NHS Numbers, Court Case Numbers etc.



**HOME for Child: Harry James Potter**

<p><b>Address Information</b></p> <p>Type HOME</p> <p>Address PLACE OF SAFETY A000 00C</p>		<p><b>Effective Date</b></p> <p>From 03-Mar-2014</p> <p>To Present</p> <p><input type="checkbox"/> Was this address invalid (e.g. entered by mistake)?</p> <p>This address is confidential <b>No</b></p> <p><a href="#">Update this Address...</a></p> <p><a href="#">Add New Address</a></p>		<p><b>Telephones</b></p> <p><a href="#">Add Contact Number...</a></p>	
--	--	---	--	---	--

**Address History**

Type	From	To	Address	Area	Town	County	Post Code	Country	Notes	Confidential
HOME	03-Mar-2014	Present	PLACE OF SAFETY				A000 00C			No

- The address information is located in the top left.
- Dates regarding when the child was at that address are shown in the middle.
- Telephone numbers should not be recorded here.
- The address history is listed at the bottom of the page.

### 11.4.1. Update this Address

- Clicking Update this Address... will allow you to edit the address details such as the Effective Dates, add information if the address is a flat, such as Floor/Room numbers.
- You can also add notes about the address and tick to say if it is confidential.

Update Cancel - Update: HOME for Child: Harry James Potter

**Update HOME for Child: Harry James Potter**

<p><b>Address Information</b></p> <p>Type HOME</p> <p>Address PLACE OF SAFETY A000 00C</p>		<p><b>More Details</b></p> <p>Flat No <input type="text"/></p> <p>Floor <input type="text"/></p> <p>Room <input type="text"/></p> <p>Notes <input type="text"/></p>		<p><b>Effective Date</b></p> <p>From 03-Mar-2014 <input type="text"/></p> <p>To Present</p> <p><input type="checkbox"/> This address is confidential</p>	
--	--	---	--	--	--

**Address History**

Type	From	To	Address	Area	Town	County	Post Code	Country	Notes	Confidential
HOME	03-Mar-2014	Present	PLACE OF SAFETY				A000 00C			No

## 11.5. Add New Address

- Clicking Add New Address allows you to add new addresses.

From the drop down menu on the left hand side you are able to choose an Address Type:

- Childminder addresses are used to record the address of a childminder but are not to be used to record CIN Short Breaks or CLA addresses.
- Contact addresses are to be used to record the address of anyone who may need to be contacted in regards to the adult or child.
- Home addresses should be the address a child is/was last living when with their parents – this is not to be used to record Placement Addresses even if they are permanent.
- Temporary addresses should record any temporary accommodation a child resides in. This can also be used to record a secondary address, for example if the parents are separated but have joint custody.
- Carer Addresses should never be recorded as any of the address types shown above. Carer addresses should always be record through the LCS case pathway.**
- Once you have chosen the type of address click on the link Lookup Address below this box to search for the address.

- Use the fields shown in the image above to search the system for the address. Use Wildcards to aid your search. Click Search for Address.
- If the address is on the system it will show in a list on the right hand side:

**Gazetteer / Address Lookup ...**

**Address**

House No / Name:   
 Street:   
 Area:   
 Town / City:   
 County:   
 Post Code:   
 Country:

**Help**

Matching addresses are listed below. If the address you require is listed, select it. If not, try repeating your search with more general details.

Address	Town	County	PostCode	Country
45 Mitcham Walk	Aylesbury	BUCKINGHAMSHIRE	HP19 3HG	

- Select the address and you will return to the previous screen.
- Add any further relevant details – the Effective From Date is mandatory.
- Click Create in the top left.

- Add Address

**New Address**

**Address Information**

Type:   
 Address: 45 Mitcham Walk  
 Aylesbury  
 BUCKINGHAMSHIRE  
 HP19 3HG  
 Lookup Address

**More Details**

Flat No:   
 Floor:   
 Room:   
 Notes:

**Effective Date**

From:   
 To:   
 This address is confidential

**Other Household Members**

Please select those who will also be recorded at this address

N Mother, Born on: 27-Dec-1978

- If you add a new Home Address this will automatically add an end date to the previous Home Address and the new Address will show in the Address History and on the Basic Demographics.

**Address History**

Type	From	To	Address	Area	Town	County	Post Code	Country	Notes	Confidential
HOME	20-Apr-2010	Present	45 Mitcham Walk		Aylesbury	BUCKINGHAMSHIRE	HP19 3HG			No
HOME	09-Mar-2010	20-Apr-2010	PLACE OF SAFETY				A000 00C			No

If, after searching several times, it is obvious the address you are looking for is not on the system then you can send in a Service Desk Request to have the address added on the system. These must be checked by the Royal Mail Website to ensure accuracy. This is explained at the end of the manual.

Contact numbers should not be recorded against addresses, however can be recorded as discussed below.

### 11.6. Contact Methods

<p><b>Personal Details</b></p> <p>Case Number: 556270                  Full Name: <b>C Child</b>                  Preferred Name: CC                  Gender: MALE</p> <p>Aliases</p> <p>Actual DOB: 09-Mar-2010                  Age: 6 years</p> <p><b>Status Details</b></p> <p>Education / Work Status: Full Time Education                  Marital Status: SINGLE</p> <p><b>Identifiers</b></p> <p>Other CSSR: Buckinghamshire                  National Insurance Number: 012                  YOT Number: 345                  Court Case Number: 678</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>Update Details</li> <li>View/Update Aliases</li> <li>Printable View</li> <li>Find Similar People</li> </ul>	<p><b>Address</b></p> <p>HOME: 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE HP19 3HG                  Apr 2010 to present                  CHILDMINDER TELEPHONE: 01234567890</p> <p><a href="#">Address History / Update Addresses</a></p> <div style="border: 2px solid red; padding: 5px;"> <p><b>Contact Methods</b></p> <ul style="list-style-type: none"> <li>Add/Update Contact Methods...</li> <li>Show Relevant Contact Methods</li> </ul> </div> <p><b>E-Mail</b></p> <p>E-Mail: test@testmail.com</p> <p><b>Post Adoption Record</b></p> <p><input type="checkbox"/> Is this a Post Adoption Record?</p>	<p><b>Main Carer(s)/Cares For</b></p> <table border="1"> <thead> <tr> <th>Relationship</th> <th>FullName</th> </tr> </thead> <tbody> <tr> <td>MOTHER</td> <td>N Mother</td> </tr> <tr> <td>FATHER</td> <td>M Father</td> </tr> </tbody> </table> <p><b>Important Information</b></p> <ul style="list-style-type: none"> <li>There are Hazards recorded for this child</li> <li>The child has a current SEN</li> <li>There are Hazards against a related person ( B Child )</li> <li>Hazard Alert</li> </ul> <p><a href="#">Add Missing Person Record</a></p> <p><b>Contact &amp; Referral</b></p> <p><a href="#">Create a new Contact</a></p> <p><b>Events</b></p> <p><a href="#">Telephone Screening Assessment</a></p> <p><b>Relationships</b></p> <ul style="list-style-type: none"> <li><b>C Child</b> - 6 years This Child <span>BLA</span> <span>R</span> <span>HZD</span> <span>SEN</span> <span>CWD</span></li> <li><b>N Mother</b> - 37 years C's MOTHER</li> <li><b>M Father</b> - 39 years</li> </ul>	Relationship	FullName	MOTHER	N Mother	FATHER	M Father
Relationship	FullName							
MOTHER	N Mother							
FATHER	M Father							

Contact Methods is located underneath the Address heading on the Personal Tab.



- Clicking on the link ‘Add/Update Contact Methods...’ takes you to the following screen:

The numbers entered here should only be contacts for the child. Contact details for family members such as the parents should be recorded against the parent’s record.

- Clicking the link to Show Relevant Contact Methods (seen in screenshot above) will bring up a list of contacts for listed relations to the child as well as contact numbers for professionals involved with the child.

Phone Numbers	
<b>C Child</b>	
HOME	
CHILDMINDER TELEPHONE	01234567890
<b>N Mother (MOTHER)</b>	
MOBILE	07654532198
<b>M Father (FATHER)</b>	
MOBILE	07896582345
<b>B Child (SISTER)</b>	
HOME	01234567890
<b>A Child (BROTHER)</b>	
HOME	01234567890
<b>Jessica Terrill (POLICE)</b>	
Department: Aylesbury Police Station	
ZZ MAIN OFFICE	01296 396000
MAIN OFFICE (FOR ESTABLISHMENTS)	0845 8 505 505
MOBILE	07970145179

### 11.7. E-Mail

The screenshot shows a user interface for a child's profile. It is divided into three main columns. The left column contains sections for Personal Details, Status Details, Identifiers, and Actions. The middle column contains Address, Contact Methods, E-Mail (highlighted with a red box), and Post Adoption Record. The right column contains Main Carer(s)/Cares For, Important Information (with a yellow warning box), Contact & Referral, Events, and Relationships.

- Clicking on the Pencil Tool next to E-Mail will allow you to add an E-Mail contact for this child. Only one E-Mail address can be added.

This is a close-up of the E-Mail field from the screenshot above. It shows the text 'E-Mail test@testmail.com' and a pencil icon in a red box, indicating the edit function.

## 11.8. Main Carer(s)/Cares For

<p><b>Personal Details</b></p> <p>Case Number 556270</p> <p>Full Name <b>C Child</b></p> <p>Preferred Name CC</p> <p>Gender MALE</p> <p>Aliases</p> <p>Actual DOB 09-Mar-2010</p> <p>Age 6 years</p> <p><b>Status Details</b></p> <p>Education / Work Status Full Time Education</p> <p>Marital Status SINGLE</p> <p><b>Identifiers</b></p> <p>Other CSSR Buckinghamshire</p> <p>National Insurance Number 012</p> <p>YOT Number 345</p> <p>Court Case Number 678</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>Update Details</li> <li>View/Update Aliases</li> <li>Printable View</li> <li>Find Similar People</li> </ul>	<p><b>Address</b></p> <p>HOME 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE HP19 3HG</p> <p>CHILD MINDER TELEPHONE 01234567890</p> <p>Address History / Update Addresses</p> <p><b>Contact Methods</b></p> <p>Add/Update Contact Methods...</p> <p>Show Relevant Contact Methods</p> <p><b>E-Mail</b></p> <p>E-Mail test@testmail.com</p> <p><b>Post Adoption Record</b></p> <p><input type="checkbox"/> Is this a Post Adoption Record?</p>	<p><b>Main Carer(s)/Cares For</b></p> <table border="1"> <thead> <tr> <th>Relationship</th> <th>FullName</th> </tr> </thead> <tbody> <tr> <td>MOTHER</td> <td>N Mother</td> </tr> <tr> <td>FATHER</td> <td>M Father</td> </tr> </tbody> </table> <p><b>Important Information</b></p> <ul style="list-style-type: none"> <li>There are Hazards recorded for this child</li> <li>The child has a current SEN</li> <li>There are Hazards against a related person ( B Child )</li> <li>Hazard Alert</li> </ul> <p>Add Missing Person Record</p> <p><b>Contact &amp; Referral</b></p> <p>Create a new Contact</p> <p><b>Events</b></p> <p>Telephone Screening Assessment</p> <p><b>Relationships</b></p> <p><b>C Child</b> - 6 years This Child <span>CPA</span> <span>BLA</span> <span>R</span> <span>HZO</span> <span>SEN</span> <span>CWD</span></p> <p><b>N Mother</b> - 37 years C's MOTHER</p> <p><b>M Father</b> - 39 years C's FATHER</p>	Relationship	FullName	MOTHER	N Mother	FATHER	M Father
Relationship	FullName							
MOTHER	N Mother							
FATHER	M Father							

This section is listed on the top right hand side of the Personal Tab. This displays who the main carers are for a child and is populated from the Relationships tab which is further explained later. If the record you are viewing is an adult and they are the Main Carer for a child/children then these children will be listed here.

## 11.9. Important Information

The screenshot displays the 'Main Carer(s)/Cares For' section of the LCS system. It is divided into three main columns:

- Personal Details:** Case Number 556270, Full Name C Child, Preferred Name CC, Gender MALE, Actual DOB 09-Mar-2010, Age 6 years.
- Status Details:** Education / Work Status Full Time Education, Marital Status SINGLE.
- Identifiers:** Other CSSR Buckinghamshire, National Insurance Number 012, YOT Number 345, Court Case Number 678.
- Actions:** Update Details, View/Update Aliases, Printable View, Find Similar People.
- Address:** HOME: 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE HP19 3HG. CHILDMINDER TELEPHONE: 01234567890.
- Contact Methods:** Add/Update Contact Methods..., Show Relevant Contact Methods.
- E-Mail:** test@testmail.com.
- Post Adoption Record:**  Is this a Post Adoption Record?
- Main Carer(s)/Cares For:**

Relationship	FullName
MOTHER	N Mother
FATHER	M Father

  - Important Information (highlighted yellow):**
    - There are Hazards recorded for this child
    - The child has a current SEN
    - There are Hazards against a related person ( B Child )
    - Hazard Alert
  - Add Missing Person Record
  - Contact & Referral:** Create a new Contact
  - Events:** Telephone Screening Assessment
  - Relationships:**
    - C Child - 6 years: This Child (BLA, R, HZD, SEN, CWD)
    - N Mother - 37 years: C's MOTHER
    - M Father - 39 years: C's FATHER

This section, located under Main Carer(s)/Cares For, will display alerts relating to the child, if there are any. These can be relating to risks to the children, if the child has gone missing etc. How to add these is explained in other tabs.

This close-up shows the 'Important Information' section with two alerts highlighted in yellow:

- There are Hazards recorded for this child
- There are Hazards against a related person ( B Child )

Below the alerts is a link: [Add Missing Person Record](#)

These are highlighted yellow so that you are alerted to them as soon as you view the personal tab. Clicking directly on the alert will take you to the relevant pathway.

There is a link here to Add Missing Person Record which takes you to the Missing Person screen. The Missing Person Process is explained in the LCS Missing Persons User Guide.

### 11.10. Contact & Referral

<p><b>Personal Details</b></p> <p>Case Number: 556270                  Full Name: C Child                  Preferred Name: CC                  Gender: MALE</p> <p>Actual DOB: 09-Mar-2010                  Age: 6 years</p> <p><b>Status Details</b></p> <p>Education / Work Status: Full Time Education                  Marital Status: SINGLE</p> <p><b>Identifiers</b></p> <p>Other CSSR: Buckinghamshire                  National Insurance Number: 012                  YOT Number: 345                  Court Case Number: 678</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>Update Details</li> <li>View/Update Aliases</li> <li>Printable View</li> <li>Find Similar People</li> </ul>	<p><b>Address</b></p> <p>HOME: 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE HP19 3HG                  Apr 2010 to present                  CHILDMINDER TELEPHONE: 01234567890</p> <p><b>Contact Methods</b></p> <p>E-Mail: test@testmail.com</p> <p><b>Post Adoption Record</b></p> <p><input type="checkbox"/> Is this a Post Adoption Record?</p>	<p><b>Main Carer(s)/Cares For</b></p> <table border="1"> <thead> <tr> <th>Relationship</th> <th>FullName</th> </tr> </thead> <tbody> <tr> <td>MOTHER</td> <td>N Mother</td> </tr> <tr> <td>FATHER</td> <td>M Father</td> </tr> </tbody> </table> <p><b>Important Information</b></p> <ul style="list-style-type: none"> <li>There are Hazards recorded for this child</li> <li>The child has a current SEN</li> <li>There are Hazards against a related person ( B Child )</li> <li>Hazard Alert</li> </ul> <p><b>Contact &amp; Referral</b></p> <p>Create a new Contact</p> <p><b>Events</b></p> <ul style="list-style-type: none"> <li>Telephone Screening Assessment</li> </ul> <p><b>Relationships</b></p> <ul style="list-style-type: none"> <li>C Child - 6 years This Child [ELA] [R] [HZD] [SEN] [CWD]</li> <li>N Mother - 37 years C's MOTHER</li> <li>M Father - 39 years C's FATHER</li> </ul>	Relationship	FullName	MOTHER	N Mother	FATHER	M Father
Relationship	FullName							
MOTHER	N Mother							
FATHER	M Father							

**▶ Contact & Referral**

▶ Create a new Contact

From here there is a link to Create a new Contact. This link is to be used to record a contact of concern for a child. This is explained in the LCS Contact Guide.

This is not to be confused with adding contact numbers for children. Contact numbers need to be added according to the guidance above.

Contacts should only ever be added on children under the age of 18 that do not already have an open referral. If the child has an open referral then the contact should be recorded as a Case Note. Case Notes are explained further on in this guide.

### 11.11. Relationships

<p><b>Personal Details</b></p> <p>Case Number: 556270</p> <p>Full Name: <b>C Child</b></p> <p>Preferred Name: CC</p> <p>Gender: MALE</p> <p>Aliases:</p> <p>Actual DOB: 09-Mar-2010</p> <p>Age: 6 years</p> <p><b>Status Details</b></p> <p>Education / Work Status: Full Time Education</p> <p>Marital Status: SINGLE</p> <p><b>Identifiers</b></p> <p>Other CSSR: Buckinghamshire</p> <p>National Insurance Number: 012</p> <p>YOT Number: 345</p> <p>Court Case Number: 678</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>Update Details</li> <li>View/Update Aliases</li> <li>Printable View</li> <li>Find Similar People</li> </ul>	<p><b>Address</b></p> <p>HOME: <b>45 Mitcham Walk,</b> Aylesbury, BUCKINGHAMSHIRE HP19 3HG</p> <p>CHILD MINDER TELEPHONE: 01234567890</p> <p>Address History / Update Addresses</p> <p><b>Contact Methods</b></p> <ul style="list-style-type: none"> <li>Add/Update Contact Methods...</li> <li>Show Relevant Contact Methods</li> </ul> <p><b>E-Mail</b></p> <p>E-Mail: test@testmail.com</p> <p><b>Post Adoption Record</b></p> <p><input type="checkbox"/> Is this a Post Adoption Record?</p>	<p><b>Main Carer(s)/Cares For</b></p> <table border="1"> <thead> <tr> <th>Relationship</th> <th>FullName</th> </tr> </thead> <tbody> <tr> <td>MOTHER</td> <td>N Mother</td> </tr> <tr> <td>FATHER</td> <td>M Father</td> </tr> </tbody> </table> <p><b>Important Information</b></p> <ul style="list-style-type: none"> <li>There are Hazards recorded for this child</li> <li>The child has a current SEN</li> <li>There are Hazards against a related person ( B Child )</li> <li>Hazard Alert</li> </ul> <p>Add Missing Person Record</p> <p><b>Contact &amp; Referral</b></p> <ul style="list-style-type: none"> <li>Create a new Contact</li> </ul> <p><b>Events</b></p> <ul style="list-style-type: none"> <li>Telephone Screening Assessment</li> </ul> <p><b>Relationships</b></p> <ul style="list-style-type: none"> <li><b>C Child</b> - 6 years This Child     </li> <li><b>N Mother</b> - 37 years C's MOTHER</li> <li><b>M Father</b> - 39 years C's FATHER</li> </ul>	Relationship	FullName	MOTHER	N Mother	FATHER	M Father
Relationship	FullName							
MOTHER	N Mother							
FATHER	M Father							



This section lists all relationships that have been added for the record. This is populated from the Relationships Tab, as discussed later on.

Clicking directly onto one of these names will take you to their Basic Demographics.

### 11.12. Actions

The screenshot shows a child's profile page with several sections:

- Personal Details:** Case Number 556270, Full Name C Child, Preferred Name CC, Gender MALE, Actual DOB 09-Mar-2010, Age 6 years.
- Status Details:** Education / Work Status Full Time Education, Marital Status SINGLE.
- Identifiers:** Other CSSR Buckinghamshire, National Insurance Number 012, YOT Number 345, Court Case Number 678.
- Actions:** A list of four actions: Update Details, View/Update Aliases, Printable View, and Find Similar People. This section is highlighted with a red box.
- Address:** HOME: 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE HP19 3HG. CHILD MINDER TELEPHONE: 01234567890.
- Contact Methods:** Add/Update Contact Methods..., Show Relevant Contact Methods.
- E-Mail:** test@testmail.com.
- Post Adoption Record:** Is this a Post Adoption Record? (checkbox).
- Main Carer(s)/Cares For:** Relationship table with columns Relationship and FullName. Rows: MOTHER (N Mother), FATHER (M Father).
- Important Information:** Hazards recorded for this child, current SEN, hazards against a related person (B Child), Hazard Alert.
- Relationships:** C Child - 6 years (This Child), N Mother - 37 years (C's MOTHER), M Father - 39 years (C's FATHER).

In the bottom left corner there is a list of 4 actions.

The close-up shows the 'Actions' section with the following items:

- Update Details (highlighted with a red box)
- View/Update Aliases
- Printable View
- Find Similar People

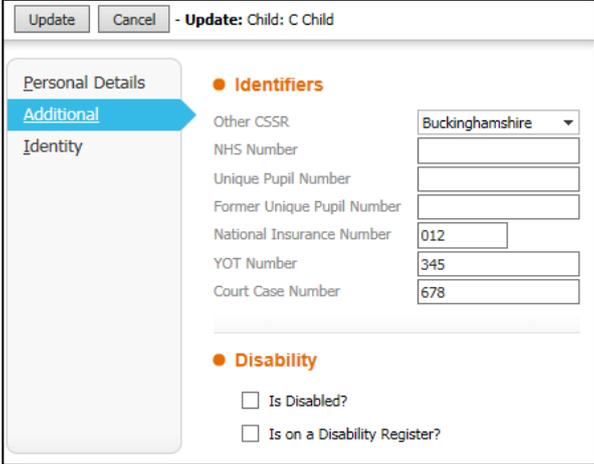
- Clicking on Update Details takes you to another screen from which you are able to update various types of information regarding the child.

The 'Update' screen for a child's profile includes the following sections:

- Personal Details:** Case Number 556270, Title (dropdown), Surname Child, Forename C, Preferred Name CC, Gender MALE, DOB (or expected) 09-Mar-2010, OR Approximate Age, Date of Death.
- Status Details:** Education / Work Status Full Time Education, Marital Status SINGLE.
- Addresses:** HOME: 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE HP19 3HG. CHILD MINDER TELEPHONE: 01234567890. CONTACT: 41 Witham Way, Aylesbury, BUCKINGHAMSHIRE HP21 9RR.
- E-Mail:** test@testmail.com.
- Post Adoption Record:** Is this a Post Adoption Record? (checkbox).

There are three tabs on the left hand side – Personal Details, Additional and Identity. As you can see, all of the information that is editable on the Personal tab here has been discussed previously and is also editable elsewhere.

- Clicking on the Additional tab will take you to this screen:



The screenshot shows a web form titled "Update: Child: C Child" with "Update" and "Cancel" buttons. On the left, there are three tabs: "Personal Details", "Additional" (which is selected and highlighted in blue), and "Identity". The main content area is divided into two sections: "Identifiers" and "Disability".

**Identifiers**

Other CSSR	Buckinghamshire
NHS Number	
Unique Pupil Number	
Former Unique Pupil Number	
National Insurance Number	012
YOT Number	345
Court Case Number	678

**Disability**

Is Disabled?

Is on a Disability Register?

The Identifiers are able to be edited on the main Personal Page of the Basic Demographics, as previously mentioned.

On this page you are also able to record whether or not the child is disabled and whether they are on the disability register. These fields can be expanded on, as discussed later.

The Identity tab brings up the form below.

You are able to state whether an interpreter is

required, the child’s religion, ethnicity and nationality and their immigration status. This information is also editable via a different location as discussed later.

- Clicking on View/Update Aliases will allow you to add Aliases for the child.

- Click on Add a new Alias.

The screenshot shows a web form titled "New LCS Alias" with a header bar containing "Create", "Cancel", and "- Create New Alias" buttons. The form contains several input fields: "Alias Type" (a dropdown menu), "Title" (a dropdown menu), "Forename" (a text input), and "Surname" (a text input). Below these is a section titled "Dates & Validity" with a sub-header. It includes "Started On" (a date-time input field showing "10-Jun-2016 09:54" with a calendar icon) and "Ended On" (a date-time input field with a calendar icon). At the bottom of this section is a checkbox labeled "Is this alias invalid?". Red boxes highlight the "Alias Type" and "Title" dropdowns, the "Started On" field, and the "Is this alias invalid?" checkbox.

The start date will automatically be set for today but this can be edited as necessary.

You are able to select the Alias as Invalid by ticking the box at the bottom; this will prevent the Alias from showing up in the list of results when a search is made for the child – screenshots shown below.

When you have created the Alias it will appear in a list:

**Child, C (6 years)**

● **List of Aliases**

Type	Title	Forename	Surname	Started On	Ended On	Invalid
C - LEGAL NAME		Charles	Child	01-May-2016 15:36		Yes

▶ [Add a new Alias](#)

▶ [Back to Full Details View](#)

- Click into the Alias in the table to view and edit. Click on the Back to Full Details View to return to the Demographics.

When searching for children using the Find Adult or Child function, if they have an Alias these will be marked with an alert:

**Find Adult or Child** [Back](#) [Create](#) [Printable View](#) Query Types:  Basic  **Default**  Simple Error Tolerance  Advanced Error

Maximum result set of 100 returned

Results: [ 1 ] [ 2 ] [ 3 ] [ 4 ] [ 5 ] (Maximum no of allowed results were found)

ID	R.	I	A.	Forename	Surname	Gender	Age	Born	Address	Post Code	Type
1	500451	<a href="#">C</a>	<a href="#">A</a>	D'arcy	Dale	FEMALE	14 years	01-Jul-2001	1 Albany Place, Aylesbury, Bucks	HP19 9HT	HOME ADDRESS
2	500451	<a href="#">C</a>	<a href="#">A</a>	D'arcy	Dale	FEMALE	14 years	01-Jul-2001	5 Care Street, Carewich, Careville	HP22 5AU	CARER ADDRESS
3	500451	<a href="#">C</a>	<a href="#">A</a>	D'arcy	Dale	FEMALE	14 years	01-Jul-2001	3 Albany Place, Aylesbury, Bucks	HP19 9HT	TEMPORARY ADDRESS

**Child, C (6 years)**

● **List of Aliases**

Type	Title	Forename	Surname	Started On	Ended On	Invalid
C - LEGAL NAME		Charles	Child	01-May-2016 15:36		Yes

▶ [Add a new Alias](#)

▶ [Back to Full Details View](#)

If an Alias has been marked as Invalid (as shown above) then it will not appear in the results list.

- Click on the Back to Full Details View to return to the Demographics.

● **Actions**

▶ [Update Details](#)

▶ [View/Update Aliases](#)

▶ [Printable View](#)

▶ [Find Similar People](#)

- Clicking on Printable View will bring up a new page displaying the child's Basic Demographics as a form to print. For information regarding printing forms please refer to the Printing Guide.

- Clicking on the Find Similar People link will bring up a search page with results displayed that match the current child’s information. For example it will pick up on similar names, dates of birth and addresses. These results will be displayed in descending order of percentage match.

Jones, Alex (4 years)

Similar People [Refresh](#)

Query Results (50)

Match	R.	ID	I	A.	Forename	Surname	G.	Age	Born	Address	Post Code	Type
100 %		500775	CLA R		Alex	Jones	M	4 years	02-Aug-2011	1 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
76 %		500775	CLA R		Alex	Jones	M	4 years	02-Aug-2011	28 Regent Road, Aylesbury, Bucks	HP21 7AB	CARER ADDRESS
75 %		500774	CLA R		Amber	Jones	F	6 years	01-Feb-2010	1 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
75 %		500774	CLA R	I	Amber Lee	Jones	F	6 years	01-Feb-2010	1 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
73 %		500782	CLA R		Alex	Johnson	M	4 years	02-Aug-2011	2 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
73 %		500780			Andrew	Jones	M	1 year	03-Sep-2014	1 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
73 %		500777			Stuart	Jones	M	33 years	05-Apr-1983	1 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
73 %		500795	CLA R		Alex	Jordan	M	4 years	02-Aug-2011	3 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
72 %		500797	CLA R		Alex	Jolly	M	4 years	02-Aug-2011	4 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
72 %		500776			Sandra	Jones	F	31 years	04-Mar-1985	1 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
71 %		500811	CLA R		Alex	Joseph	M	4 years	02-Aug-2011	6 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
70 %		500825	CLA R		Alex	Jennings	M	4 years	02-Aug-2011	8 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
69 %		500818	CLA R		Alex	Jamerson	M	4 years	02-Aug-2011	7 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
68 %		500804	CLA R	I	Alex	Jackman	M	4 years	02-Aug-2011	5 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
68 %		500804	CLA R		Alex	Jackman	M	4 years	02-Aug-2011	5 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
61 %		500795	CLA R		Alex	Jordan	M	4 years	02-Aug-2011	28 Regent Road, Aylesbury, Bucks	HP21 7AB	CARER ADDRESS
60 %		500782	CLA R		Alex	Johnson	M	4 years	02-Aug-2011	28 Regent Road, Aylesbury, Bucks	HP21 7AB	CARER ADDRESS
60 %		500797	CLA R		Alex	Jolly	M	4 years	02-Aug-2011	28 Regent Road, Aylesbury, Bucks	HP21 7AB	CARER ADDRESS
60 %		759			Alison	Parsons	F	41 years	01-Feb-1975	1 Vale Road, Aylesbury, Bucks	HP21 1QU	HOME ADDRESS
59 %		500811	CLA R		Alex	Joseph	M	4 years	02-Aug-2011	28 Regent Road, Aylesbury, Bucks	HP21 7AB	CARER ADDRESS

This tool can be useful to use if you are searching for a specific child but have not found the correct one.

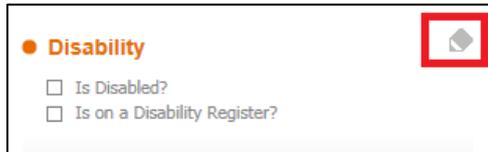
- Click the Back button in your browser to return to the Basic Demographics.

## 12. Additional

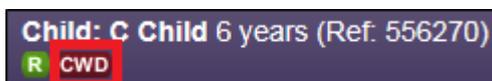
The second tab down on the left hand side of the Basic Demographics is the Additional tab.

From here you are able to record a child's disability in further detail, view and record Categories of Need, Legal Statuses and Missing Person Records as well as view Archived/Paper Files.

## 12.1. Recording Disabilities

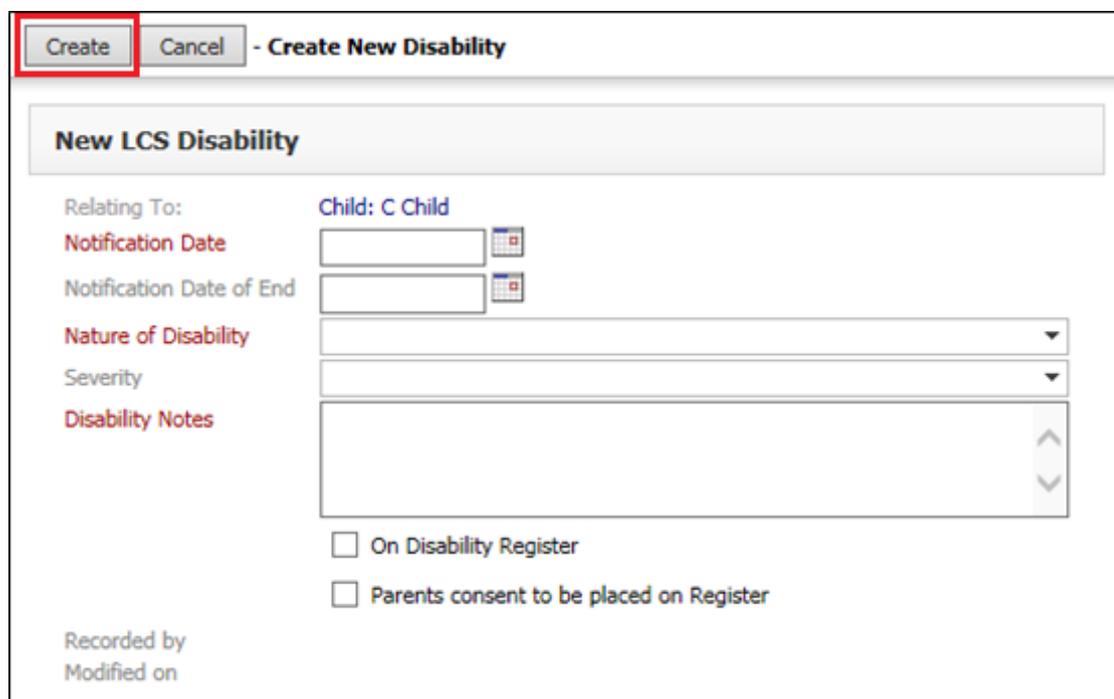


- Clicking on the Pencil Tool next to Disability will bring up the Additional tab from the Update Details link as seen above.
- If you have ticked to say the child is disabled a CWD Flag will appear underneath their name in the top left corner.




- To record the child's disability click on the blue link below Disabilities that reads Add a Disability.

From here you are able to record information regarding the child's disability.



- Complete all the information and click Create.

The disability will show under the Disabilities heading.

● Disabilities			
Notification Date	Ended On	Nature of Disability	Severity
15-Apr-2016		Hearing	2 - Moderate
<a href="#">▶ Add a Disability</a>			

- You are able to add more than one disability for a child by clicking on the Add a Disability link again.
- You can also edit a disability by clicking on it in the list and then clicking Update Disability.

Disability: Hearing	
DisabilityID	1597
Notification Date	15-Apr-2016
Nature of Disability	Hearing
Severity	2 - Moderate
Disability Notes	Hearing aid in left ear
On Disability Register	No
Parents consent to be placed on Register	No
Recorded by	Penelope Baker - CHILDREN & FAMILY SERVICES
Modified on	15-Apr-2016 12:37
<a href="#">▶ Update Disability</a>	

## 12.2. Categories of Need

Underneath the child's recorded disabilities are the Categories of Need.

● Categories of Need		
Started On	Ended On	Category of Need
01-Mar-2010	-	N5 FAMILY DYSFUNCTION
<a href="#">▶ Add a Category of Need record</a>		

The Category of Need that was chosen in the child's referral will be listed here. If a child has had multiple referrals the Category of Need for each referral will be shown with the relevant start and end dates.

- Clicking in to the Category of Need will show a few more details:

Category of Need: N5 FAMILY DYSFUNCTION Started on: 01-Mar-2010	
Date Category Of Need Started	01-Mar-2010
Date Category Of Need Ended	
Category Of Need Type	N5 FAMILY DYSFUNCTION
Sub Category of Need	
Category Of Need Notes	
Recorded by	Penelope Baker - CHILDREN & FAMILY SERVICES
Modified on	21-Mar-2016 15:06
<a href="#">▶ View Referral Details</a>	
<a href="#">▶ Update Category of Need</a>	

- Clicking View Referral Details will take you to the Referral section on the Case Pathway.

- The Category of need should not be changed through the child’s referral, so do not use the Add a Category of Need record or Update Category of Need links.

### 12.3. Legal Statuses

Legal Statuses are listed underneath the Categories of Need.

**● Legal Statuses**

No Legal Statuses Recorded

[▶ Add Legal Status](#)

If the child is Looked After and subject to, for example, an Interim Care Order this will be listed here.

Legal Statuses relating to children that are Looked After can only be edited via the CLA Section of the Case Pathway – see CLA Manual.

Here, you are able to add other Legal Statuses relating to the child such as Restraining Orders, Supervision Orders, Anti-Social Behavioural Orders etc.

- Click on Add Legal Status.

Create Cancel - **New Legal Status**

---

**New , Started On 18-Apr-2016**

**● Legal Status**

Start Date

Legal Status

[Click here for an explanation of the Legal Status Codes](#)

Act

Expiry Date

Actual End Date

Court

Comments

- Fill out as much information as you are able to. The Legal Status will appear beneath the heading:

**● Legal Statuses**

Started On	Legal Status	Expiry Date	Actual End Date	Court
18-Apr-2016	CHILD ASSESSMENT ORDER			

[▶ Add Legal Status](#)

- You are able to edit the status by clicking on it. You can add more than one Legal Status by clicking the link again to add another.

#### 12.4. Missing Person Records

Below the Legal Statuses section is a section on Missing Persons records

**● Missing Person records**

This person has not been reported missing

▶ [Add Missing Person Record](#)

Guidance on this can be found in the Missing Persons User Guide.

#### 12.5. Archived/Paper File

**● Archived / Paper File**

*No paper files found.*

▶ [Add Paper File Record](#)

At the top of the right hand side there is a section to record Archived and Paper files on the child.

Here you should record where paper files are located so that they can be found easily when required.

- Click Add Paper File Record.

Create
Cancel
- Create New Paper File for Child: C Child

**New Paper File Record**

**● File Details**

File ID

Main File?

Reference Number

---

**● Dates**

Date Opened

Date Closed

Review Date

Date Archived

Retention Period

Destruction Date

**● Responsible Department**

Department

---

**● Subject**

Subject

Notes

---

**● Location**

Location

Location Text

## 13. Identity

The third sub-tab down on the left hand side provides information regarding the child's Identity.

The screenshot displays the 'Identity' section of the LCS Induction User Guide. On the left, a sidebar menu lists various categories, with 'Identity' highlighted in blue. The main content area is divided into several sections:

- Language / Preferred method of communication:** Includes a question mark icon, a checkbox for 'Interpreter Required?', and an 'Add Language' link.
- Ethnicity & Nationality:** Shows 'Ethnicity' as 'White British', with links for 'Ethnicity Notes', 'Place of Birth', and 'Nationality'.
- Immigration:** States 'No immigration statuses recorded' and includes an 'Add an Immigration Status record' link and 'Home Office Registration'.
- Religion:** Includes a 'Religion' label and a checkbox for 'Practising?'.
- Identification:** Shows 'No Identification Recorded' and an 'Add Identification' link.

### 13.1. Language/Preferred method of communication

Here you are able to record information regarding the child's language.

This close-up screenshot focuses on the 'Language / Preferred method of communication' section. It shows the section title with a pencil icon, a question mark, and a checkbox for 'Interpreter Required?'. A red box highlights the 'Add Language' link, and another red box highlights the pencil icon.

- Clicking on the Pencil Tool will allow you to tick whether an Interpreter is required when communicating with the child.
- Clicking on the Add Language hyperlink will allow you to add further information.

Providing as much information as possible is very useful for anything

that wishes to communicate with the child.

Once you have added the language details these will be displayed:

Language	Fluency	Understanding	Primary?	Notes
ENGLISH	FLUENT	ALWAYS	<input type="checkbox"/> No	

- You can then click Update Details to update information regarding that language or click Add Another to add another language for that child.

## 13.2. Ethnicity & Nationality

Below Language information you are able to record Ethnicity and Nationality details.

- Click on the Pencil Tool to edit the information.

### 13.3. Immigration

Below this you are able to enter Immigration details.

- Clicking on the Pencil Tool will allow you to edit certain information.

- Click on the link Add an Immigration Status record to record further information.

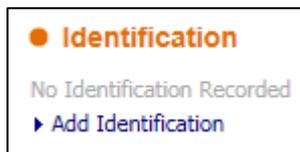
Adding as much information as possible is beneficial.

### 13.4. Religion

At the bottom of the page the child's Religion can be recorded.

### 13.5. Identification

On the right hand side you can enter details regarding identification for the child.



- Click on the hyperlink Add Identification.

Adding as much information as possible is beneficial.

### 14. Photos

The next tab down is Photos.

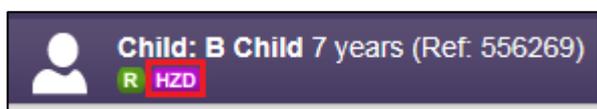


Photos are not added on LCS due to Confidentiality/Safeguarding reasons.

### 15. Risks

The next sub-tab contains information about Risks and Hazards.

- MAPPA - Multi Agency Public Protection Arrangement – Discussions will be listed here if they have been recorded.
- MARAC – Multi Agency Risk Assessment Conference – Discussions will be listed here if they have been recorded.
- MARAC's are recorded by the Swan Unit. Please ensure they have all the relevant information to ensure these are recorded accurately.
- Hazards are recorded by the CP Admin Team. Please contact them with full details of the Hazard so that they can be recorded accurately.
- A Hazard flag will appear under the child's name once this has been recorded.



## 16. Parental Factors

This sub-tab displays a list of factors that the parents may be afflicted by. These should only be recorded against adult records and not the child's.

Parental Factors	Yes	No
Illness - Physical	<input type="checkbox"/>	<input type="checkbox"/>
Illness - Mental	<input type="checkbox"/>	<input type="checkbox"/>
Disability - Physical	<input type="checkbox"/>	<input type="checkbox"/>
Disability - Learning	<input type="checkbox"/>	<input type="checkbox"/>
Disability - Sensory impairment	<input type="checkbox"/>	<input type="checkbox"/>
Period in care during childhood	<input type="checkbox"/>	<input type="checkbox"/>
Experience of being abused as a child	<input type="checkbox"/>	<input type="checkbox"/>
History of Allegations of abuse against children	<input type="checkbox"/>	<input type="checkbox"/>
Known history of violence	<input type="checkbox"/>	<input type="checkbox"/>
Known History of Domestic Violence (Victim)	<input type="checkbox"/>	<input type="checkbox"/>
Known History of Domestic Violence (Perpetrator)	<input type="checkbox"/>	<input type="checkbox"/>
Problem Drinking Abuse	<input type="checkbox"/>	<input type="checkbox"/>
Problem Drug Abuse	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- Click on the factors to record information.

**Record Parental Factor**

**New Parental Factor: Illness - Physical**

**Parental Factor**

Parental Issue **Illness - Physical**

**Status**

Is this an Issue?  Yes  No

- For all the factors you are able to tick Yes or No as to whether it is an issue.
- The last option in the list is 'Other'. Clicking into this factor will give you the same option as the other with the addition of a free text box to explain any other factors that may be an issue.

Create Cancel - Record Parental Factor

**New Parental Factor: Other**

● **Parental Factor**  
Parental Issue Other

● **Status**  
Is this an Issue?  Yes  No

● **Notes**  
Strengths / Difficulties

## 17. Relationships

The next sub-tab displays all the relationships that have been recorded for the child and allows you to edit these.

**Personal**

Personal  
Additional  
Identity  
Photos  
Risks  
Parental Factors  
**Relationships**  
Involvements

**Family & Other Relationships**

Flags	Relationship	Case No	Name	Age	Date of Birth	Gender	Alerts	Start Date	End Date
HOME: 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE, HP19 3HG									
<input type="checkbox"/>	Self	556270	C Child	6 years	09-Mar-2010	MALE	<input type="checkbox"/>		
<input type="checkbox"/>	MOTHER	380036	N Mother	37 years	27-Dec-1978	FEMALE	<input type="checkbox"/>	15-Apr-2016	
HOME: PLACE OF SAFETY, A000 00C									
<input type="checkbox"/>	SISTER	556269	B Child	7 years	02-Mar-2009	FEMALE	<input type="checkbox"/>	14-Mar-2016	
<input type="checkbox"/>	BROTHER	556268	A Child	8 years	03-Mar-2008	MALE	<input type="checkbox"/>	14-Mar-2016	

[Edit Relationships](#)

- Relationships are grouped by address – with those at the same address grouped together.
- The second column shows the relationship e.g. mother/brother/sister etc.
- The Alerts column shows relevant flags regarding the child’s case status.
- Click on the link below the table to Edit Relationships.

Child, C (6 years) - 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE, HP19 3HG

Save Reset Close

**Relationships for Child: C Child, age 6 years**

MC	YC	PR	NK	EC	Defined Relationships	Name	Age/Gender	Address	Start/End Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	MOTHER	N Mother	37 years FEMALE	HOME 45 Mitcham Walk, Aylesbury, HP19 3HG	15-Apr-2016
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SISTER	B Child	7 years FEMALE	HOME PLACE OF SAFETY, A000 00C	14-Mar-2016
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BROTHER	A Child	8 years MALE	HOME PLACE OF SAFETY, A000 00C	14-Mar-2016

[Search and Create](#) - Search for related people or create a new person in the LCS system  
[Suggest](#) - Suggest other relationships based on existing relationships

On the left hand side there are four columns with tick boxes. Hovering over the initials will show you what they mean:

- MC – Main carer – tick this box if the relation is the main carer for the child.

- YC – Young Carer – tick this box if the child is a young carer.
- PR – Parental Responsibility – tick this box if the relation has parental responsibility for the child.
- NK – Next of Kin – tick this box if the relation is a next of kin to the child.
- EC – Emergency Contact – tick this box if the relation should be contacted in an emergency.
- From this screen you are also able to change the Defined Relationships using the drop down menu, e.g. mother, father etc.
- If you wish to discard any changes you have the option to ‘Reset’. This will undo any changes made providing they have not been saved.

Child, C (6 years) - 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE, HP19 3HG

Save **Reset** Close

Relationships for Child: C Child, age 6 years

MC	YC	PR	NK	EC	Defined Relationships	Name	Age/Gender	Address	Start/End Date	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> MOTHER	N Mother	37 years FEMALE	HOME 45 Mitcham Walk, Aylesbury, HP19 3HG	15-Apr-2016	<input type="button" value="Update"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> SISTER	B Child	7 years FEMALE	HOME PLACE OF SAFETY, A000 00C	14-Mar-2016	<input type="button" value="Update"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> BROTHER	A Child	8 years MALE	HOME PLACE OF SAFETY, A000 00C	14-Mar-2016	<input type="button" value="Update"/>

▶ Search and Create - Search for related people or create a new person in the LCS system  
 ▶ Suggest - Suggest other relationships based on existing relationships

- Once you have finished making changes on this screen click ‘Save’ to save these changes. This will not close the screen, but you will be notified of the save:

Save Reset Close **Relationships Saved.**

- Clicking on the Update button on the far right hand side will allow you to make additional changes to specific relationships:

Update
Cancel
**Update this Relationship**

**Update SISTER, B Child, Age 7 years, PLACE OF SAFETY, A000 00C**

**● Relationship For**

Relationship for C Child

**● Related To**

Defined Relationship SISTER

Relations Name B Child

**● Relationship Dates**

Start Date 14-Mar-2016 📅

End Date  📅

**● Print**

Do NOT print this relationship in forms

**● Actions**

[▶ Delete Relationship](#)

- You are able to add/amend the Start and End dates for the relationship as well as 'Delete Relationship' if you wish to. The tick box below the Print heading allows you to decide whether or not to print the relationship in forms. This is explained further in the Printing Guide.
- Click Update to save changes and you will be returned to the previous screen.
- Click Save again to keep these changes.

There are two links at the bottom of the table that allow you to add new relationships:

Child, C (6 years) - 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE, HP19 3HG

Save Reset Close

**Relationships for Child: C Child, age 6 years**

MC	YC	PR	NK	EC	Defined Relationships	Name	Age/Gender	Address	Start/End Date	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<span style="font-size: 1.2em;">✖</span> MOTHER	<b>N Mother</b>	37 years FEMALE	HOME 45 Mitcham Walk, Aylesbury, HP19 3HG	15-Apr-2016	<span style="border: 1px solid gray; padding: 2px 5px;">Update</span>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<span style="font-size: 1.2em;">✖</span> SISTER	<b>B Child</b>	7 years FEMALE	HOME PLACE OF SAFETY, A000 00C	14-Mar-2016	<span style="border: 1px solid gray; padding: 2px 5px;">Update</span>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BROTHER	<b>A Child</b>	8 years MALE	HOME PLACE OF SAFETY, A000 00C	14-Mar-2016	<span style="border: 1px solid gray; padding: 2px 5px;">Update</span>

[▶ Search and Create](#) - Search for related people or create a new person in the LCS system

[▶ Suggest](#) - Suggest other relationships based on existing relationships

The Search and Create option allows you to use the Find Adult or Child tool as discussed in section ‘4. Searching for Adults and Children’. Due to the risk of creating Duplicate Records it is recommended to use the Suggest link first. Clicking this link will bring up a table of adults and children that the system believes could be relations to the current child. This list is populated using existing relationships recorded on the child as well as addresses and surnames that are recorded. If you are unable to see the person you wish to add then use the top link to first Search again for them or, once you are truly sure they are not already on the system, to create them.

- For example, I am going to add Father, M as the Father to Child, C. After clicking on the Suggest link, Father, M appears in the list as he is already a relation to the child’s Mother.

Child, C (6 years) - 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE, HP19 3HG

Save Reset Close

Relationships for Child: C Child, age 6 years

MC	YC	PR	NK	EC	Defined Relationships	Name	Age/Gender	Address	Start/End Date	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	MOTHER	N Mother	37 years FEMALE	HOME 45 Mitcham Walk, Aylesbury, HP19 3HG	15-Apr-2016	Update
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SISTER	B Child	7 years FEMALE	HOME PLACE OF SAFETY, A000 00C	14-Mar-2016	Update
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BROTHER	A Child	8 years MALE	HOME PLACE OF SAFETY, A000 00C	14-Mar-2016	Update

MC	YC	PR	NK	EC	Suggested Relationships	Name	Age/Gender	Address	Start Date	(reset)
<input type="checkbox"/>			12 years FEMALE	HOME Address Unknown, Address Unknown, A000 00A	12-Jun-2008	Add				
<input type="checkbox"/>			13 years MALE	HOME Address Unknown, Address Unknown, A000 00A	12-Jun-2008	Add				
<input type="checkbox"/>			14 years FEMALE	HOME Address Unknown, Address Unknown, A000 00A	12-Jun-2008	Add				
<input type="checkbox"/>			15 years FEMALE	HOME Address Unknown, Address Unknown, A000 00A	12-Jun-2008	Add				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		M Father	39 years MALE	HOME PLACE OF SAFETY, A000 00C	25-Apr-2016	Add
<input type="checkbox"/>			40 years MALE	HOME Address Unknown, Address Unknown, A000 00A	12-Jun-2008	Add				

Please click on the Add Relationship button to add relationships.

- Search and Create - Search for related people or create a new person in the LCS system
- Suggest - Suggest other relationships based on existing relationships

- I will tick the relevant boxes on the left hand side to state whether or not Father, M is a main carer etc. for Child, C. I will then select the Defined Relationship of ‘Father’ from the drop down pick list and select the ‘Add’ button on the right hand side. This will then move Father, M up to the top section of the table.
- I will now click Save and then Close. Father, M now appears in the Relationships tab.

Personal

Family & Other Relationships

Flags	Relationship	Case No	Name	Age	Date of Birth	Gender	Alerts	Start Date	End Date
	Self	556270	C Child	6 years	09-Mar-2010	MALE	RGD CWD		
MC PR NK EC	MOTHER	380036	N Mother	37 years	27-Dec-1978	FEMALE		15-Apr-2016	
	FATHER	556307	M Father	39 years	12-Apr-1977	MALE		25-Apr-2016	
	SISTER	556269	B Child	7 years	02-Mar-2009	FEMALE		14-Mar-2016	
	BROTHER	556268	A Child	8 years	03-Mar-2008	MALE		14-Mar-2016	

HOME: PLACE OF SAFETY, A000 00C

Edit Relationships

Father, M shows as Child, C’s Father but living at a different address.

You can see on the left hand side of the table, the flags next to the Mother and Father show that they are both Main Carers, have Parental Responsibility, are Next of Kin and Emergency Contacts.

Child, C (6 years) - 45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE, HP19 3HG

Save Reset Close

Relationships for Child: C Child, age 6 years

MC	YC	PR	NK	EC	Defined Relationships	Name	Age/Gender	Address	Start/End Date	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	MOTHER	N Mother	37 years	HOME	15-Apr-2016	Update
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FATHER	M Father	39 years MALE	HOME PLACE OF SAFETY, A000 00C	25-Apr-2016	Update
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SISTER		FEMALE	PLACE OF SAFETY, A000 00C	14-Mar-2016	Update
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BROTHER	A Child	8 years MALE	HOME PLACE OF SAFETY, A000 00C	14-Mar-2016	Update
MC	YC	PR	NK	EC	Suggested Relationships	Name	Age/Gender	Address	Start Date	(reset)

This can now be seen on the Personal tab of the Basic Demographics:

<ul style="list-style-type: none"> <li>Personal</li> <li>Additional</li> <li>Identity</li> <li>Photos</li> </ul>	<p><b>Personal Details</b></p> <p>Case Number: 556270</p> <p>Full Name: C Child</p> <p>Preferred Name: CC</p> <p>Gender: MALE</p>	<p><b>Address</b></p> <p>HOME: Apr 2010 to present</p> <p>45 Mitcham Walk, Aylesbury, BUCKINGHAMSHIRE HP19 3HG</p> <p>CHILDMINDER TELEPHONE: 01234567890</p> <p><a href="#">Address History / Update Addresses</a></p>	<p><b>Main Carer(s)/Cares For</b></p> <table border="1"> <thead> <tr> <th>Relationship</th> <th>FullName</th> </tr> </thead> <tbody> <tr> <td>MOTHER</td> <td>N Mother</td> </tr> <tr> <td>FATHER</td> <td>M Father</td> </tr> </tbody> </table>	Relationship	FullName	MOTHER	N Mother	FATHER	M Father
Relationship	FullName								
MOTHER	N Mother								
FATHER	M Father								

## 18. Involvements

The next tab on the left hand side is Involvements. Here you can find tables of Professionals and Key Agencies that are involved with the child as well as a table of Current Tasks that shows who they are assigned to, when they were started and when they are due.

**Professionals**

Role	Professional	Start Date	End Date	Contact Numbers	Core Group Member	Reason
Allocated Case Worker	Penelope Baker	01-Mar-2010		<a href="#">Show Contact Numbers</a>	No	

[Add Professional](#)  
[Initiate case transfer process](#)

**Key Agencies**

No Key Agencies have been defined.

[Add Key Agency](#)

**Current Tasks for this child**

Assigned	Subject	Date Started	Due Date	From
Penelope Baker	Child Protection - Organise Initial Child Protection Conference	21-Mar-2016 15:17	22-Mar-2010	Penelope Baker
Penelope Baker	Child Protection - Complete Initial Child Protection Conference Outcomes Form	21-Mar-2016 15:19	22-Mar-2010	Penelope Baker
Stuart O'Connor	New or Updated Hazard Record	21-Apr-2016 10:26		Penelope Baker

The table under the heading Professionals lists professionals such as the Allocated Case Worker, Unit Co-ordinator, Consultant Social Work Manager, CP Chair, Independent Reviewing Officer etc. Previous involvements that have ended will also show so that the history of involvements can be viewed.

## 18.1. Editing current Professional Involvements

- To edit an involvement click on their name in the table highlighted above:

**Allocated Case Worker - Penelope Baker**

**Details**

Professional: Penelope Baker  
 Professional Role: Allocated Case Worker  
 Is a Core Group member: No  
 Start Date: 01-Mar-2010  
 End Date:  
 Comments:  
 Reason:  
 Professional ID: 721596  
 Modified By: Penelope Baker - CHILDREN & FAMILY SERVICES  
 Modified On: 28/03/07

**Tasks for this LCS User relating to this Person**

Assigned	Subject	Date Started	Due Date	From
Penelope Baker	Child Protection - Organise Initial Child Protection Conference	21-Mar-2016 15:17	23-Mar-2016	Penelope Baker
Penelope Baker	Child Protection - Complete Initial Child Protection Conference Outcomes Form	21-Mar-2016 15:18	22-Mar-2016	Penelope Baker

**Other People for this LCS User**

Forename	Surname	Gender	Age	Date of Birth	Address
A	Child	MALE	8 years	03-Mar-2008	PLACE OF SAFETY, A000 00C
B	Child	FEMALE	7 years	02-Mar-2009	PLACE OF SAFETY, A000 00C
C	Child	MALE	6 years	09-Mar-2010	45 Mischen Walk, Aylesbury, BUCKINGHAMSHIRE, HP13 3HG
Fred	Assessment	FEMALE	6 years	23-Sep-2008	PLACE OF SAFETY, A000 00C
Red	swell	UNBORN	unborn	18-May-2016	PLACE OF SAFETY, A000 00C
Harry James	Potter	MALE	2 yrs 1 mth	03-Mar-2014	PLACE OF SAFETY, A000 00C

**Update Professional Involvement**

Details of the involvement are shown on the left. 'Tasks for this LCS User relating to this person' will display tasks you have for the child you are viewing. 'Other People for this LCS User' will show a list of other children that you have involvements with.

- To edit the involvement click the link on the left, Update Professional Involvement.

**Update** **Cancel** **Update: Allocated Case Worker - Penelope Baker**

**Update Allocated Case Worker - Penelope Baker**

Professional: Penelope Baker  
 Professional Role: Allocated Case Worker  
 Is a Core Group member: No  
 Start Date: 01-Mar-2010  
 End Date:  
 Comments:  
 Reason:

**Copy To**

Previously Copied - In Group

B Child , Born on: 02-Mar-2009  
 A Child , Born on: 03-Mar-2008

Other Relations

N Mother , Born on: 27-Dec-1978  
 M Father , Born on: 12-Apr-1977

- You have the option to add an end date and comments to the Involvement. Be aware that if the child has an open Referral then there needs to be an Allocated Case Worker recorded under the Involvements and therefore you will be unable to end the involvement; you will need to Reassign the role, as discussed below.
- On the right hand side you will have the option to copy these changes to any siblings. Remember to only copy this information to children that are open on LCS and not to adults. Only copy the information if this is relevant.
- Click Update or Cancel when finished editing to return to the previous screen.

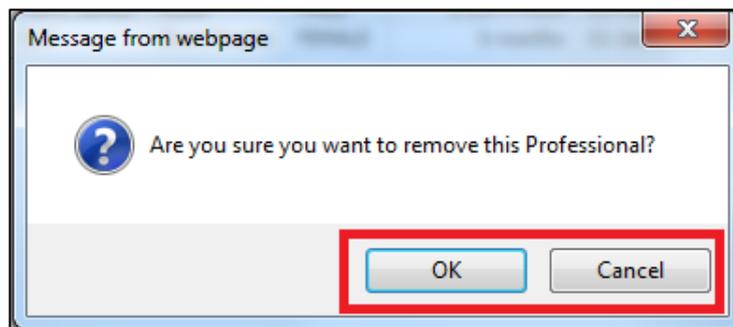
**Details**

Professional	Penelope Baker
Professional Role	Allocated Case Worker
Is a Core Group member	No
Start Date	26-Apr-2016
End Date	
Comments	
Reason	Caseload Capacity
Professional ID	721631
Modified By:	Penelope Baker - CHILDREN & FAMILY SERVICES
Modified on:	26-Apr-2016 14:23

[Update Professional Involvement](#)  
[Remove Professional Involvement](#)  
[Reassign this Role](#)

The Remove Professional Involvement link should only be used where Involvements were added in error. Involvements should either be reassigned or ended instead. This ensures an accurate audit trail of involvements can be maintained.

- A pop up box will appear asking if you are sure you wish to remove the Professional:



- Clicking on the Reassign Role link will allow you to end the current involvement and add a new professional to take the role.

Update Cancel **Reassign Role**

**Update Allocated Case Worker - Penelope Baker**

**Details**

Professional Role	Allocated Case Worker
Current Assignment	Penelope Baker
Start Date	01-Mar-2010
Is a Core Group member	No

**Reassign Role**

Professional	Penelope Baker <input type="text"/>
Start Date	25-Apr-2016 <input type="text"/>
Reason	<input type="text"/>
Comments	<input type="text"/>

**Copy To**

In Referral Group

- B Child , Born on: 02-Mar-2009
- A Child , Born on: 03-Mar-2008

Other Relations

- N Mother , Born on: 27-Dec-1978
- M Father , Born on: 12-Apr-1977

Unrelated People

- First Assessment , Born on: 23-Sep-2009
- Harry James Potter , Born on: 03-Mar-2014
- Red Wall , Born on: 18-May-2016

Reassigning roles should be done this way within teams, however if a child is moving from one team to another then the Case Transfer option should be used instead – discussed later.

- To change the professional click on the red cross next to the current professional's name. This will then bring up a blank box for you to type the full name of the new professional; alternatively you can click on the head and shoulders icon to the right and use the Address Book to search for them.

- Select the Start Date as the date the new professional took over the role and select a reason from the drop down menu as to why the role is being reassigned. Add comments in the box if you wish to expand on this. On the right hand side you have the option to also reassign the role for siblings and other relations – only tick these boxes in they are relevant.
- Click on Update and it will take you back to the previous screen. Click the 'back' button in your browser to return to the Involvements tab.

Role	Professional	Start Date	End Date	Contact Numbers	Core Group Member	Reason
Allocated Case Worker	Stephen Allwright	25-Apr-2016		▶ Show Contact Numbers	No	Caseload Capacity
Allocated Case Worker	Penelope Baker	01-Mar-2010	25-Apr-2016	▶ Show Contact Numbers	No	

▶ Add Professional  
▶ Initiate case transfer process

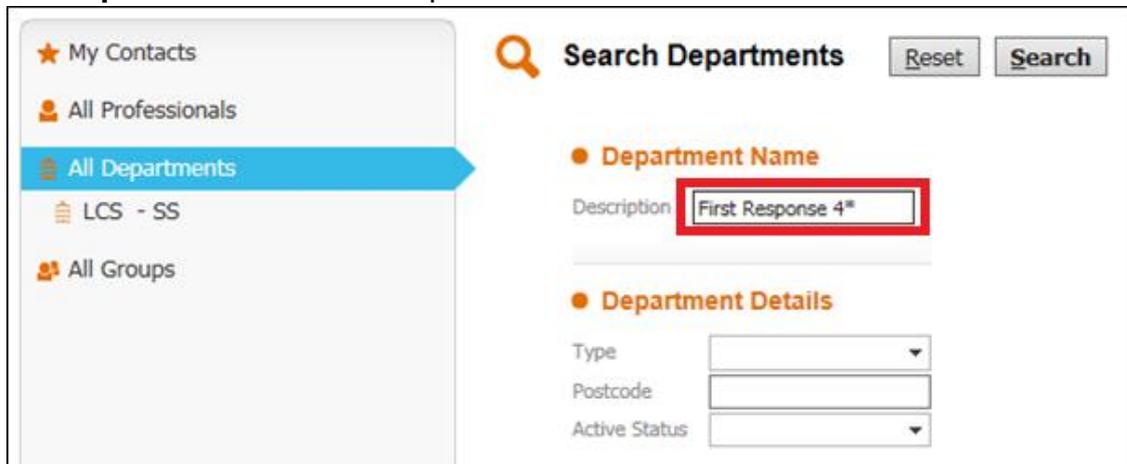
As you can see, the previous Allocated Case Worker role has ended on the same day as the new professional has taken on the role.

## 18.2. Adding New Professional Involvements

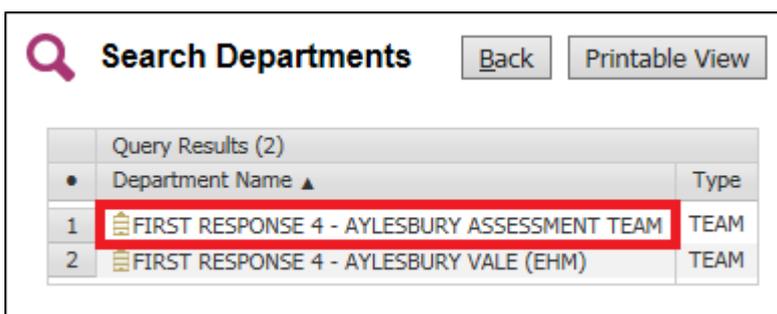
- To add a new involvement click on the link to Add Professional and you will be taken to the Address Book.

Individual professionals are listed under the All Professionals heading. Key Teams can be found under All Departments.

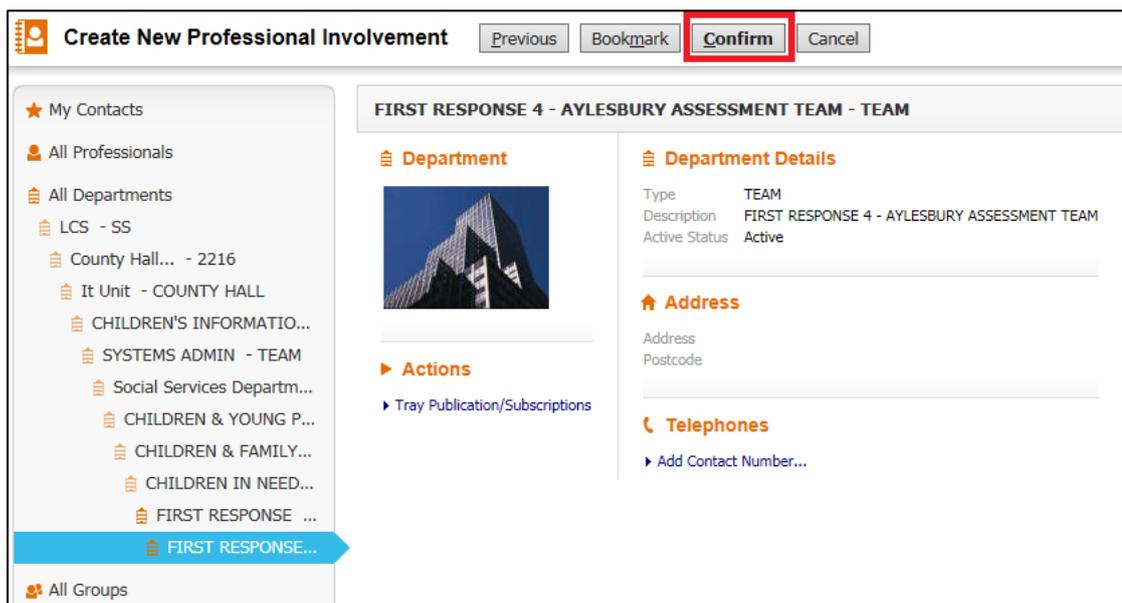
- To add, for example, First Response Team 4 as a Key Team search for ‘**First Response 4\***’ in the Description and click ‘Search’.



This will bring up two results:



- Always make sure you select the option **without** EHM in brackets at the end.



- Select the Team and then click ‘Confirm’ at the top of the page.

- From the pick list next to Professional Role select ‘KEY TEAM’. Add comments if relevant and copy to other relations on the right if this new Involvement also applies to them. Click Create once you have completed all the information.

Role	Professional	Start Date	End Date	Contact Numbers	Core Group Member	Reason
KEY TEAM	FIRST RESPONSE 4 - AYLESBURY ASSESSMENT TEAM	26-Apr-2016		▶ Show Contact Numbers	No	
Allocated Case Worker	Penelope Baker	26-Apr-2016		▶ Show Contact Numbers	No	Caseload Capacity
Allocated Case Worker	Stephen Allwright	25-Apr-2016	26-Apr-2016	▶ Show Contact Numbers	No	Caseload Capacity
Allocated Case Worker	Penelope Baker	01-Mar-2010	25-Apr-2016	▶ Show Contact Numbers	No	

[▶ Add Professional](#)  
[▶ Initiate case transfer process](#)

The Key Team Involvement is now listed under the Professionals heading.

### 18.3. Case Transfer

Below the link to ‘Add Professional’ there is a link to ‘Initiate case transfer process’. This function is to be used when children are transferring from one team to another. This is an official process and, when completed successfully, will fully transfer all Involvements and associated tasks to the new team. This process is explained in the Case Transfer Quick Guide.

### 18.4. Adding Key Agencies

Key Agencies are listed in a table underneath the Professionals. Key Agencies are GP’s, CAMHS, Police, respite Units etc. Schools should only be added as Key Agencies if they are directly associated with the child’s referral. The school a child attends should be recorded under the Education tab, as explained later on.

The screenshot shows the LCS system interface with a sidebar on the left containing menu items: Personal, Additional, Identity, Photos, Risks, Parental Factors, Relationships, Involvements (highlighted), Case Status, CP, CLA, Adoption, and History. The main content area is divided into sections: Professionals, Key Agencies (highlighted with a red box), and Current Tasks for this child. The Key Agencies section contains the text 'No Key Agencies have been defined.' and a link 'Add Key Agency'. The Professionals section contains a table with columns: Role, Professional, Start Date, End Date, Contact Numbers, Core Group Member, and Reason. The Current Tasks section contains a table with columns: Assigned, Subject, Date Started, Due Date, and From.

Role	Professional	Start Date	End Date	Contact Numbers	Core Group Member	Reason
Allocated Case Worker	Penelope Baker	01-Mar-2010		▶ Show Contact Numbers	No	

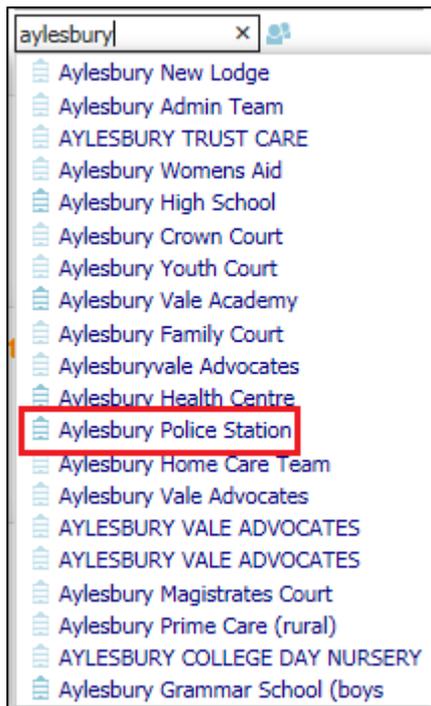
  

Assigned	Subject	Date Started	Due Date	From
Bea Campbell	Place into Accommodation - Authorise	25-May-2016 12:53	04-May-2016	Penelope Baker
Lee Innell	CLA Alert	25-May-2016 12:53	25-May-2016	Penelope Baker

In this example we are going to add Aylesbury Police Station as an agency.

The screenshot shows the 'Specify Key Agency' form with a red box highlighting the 'Key Agency Role' and 'Agency or Contact in Agency' fields. The form includes sections for Agency, Start / End, Parental Consent to Contact, and Comments. The 'Copy To' section on the right has checkboxes for 'C Child, Born on: 09-Mar-2010' and 'B Child, Born on: 02-Mar-2009'.

- In the pick list for Key Agency Role select **Police**.
- In the box beneath you are able to start typing the name of the agency.
- Type 'Aylesbury' in the box and all agencies beginning with Aylesbury will show in a list beneath.



- Select Aylesbury Police Station.

A screenshot of a form titled 'Agency'. The form has a header '● Agency' in orange. Below the header, there are two fields: 'Key Agency Role' with a dropdown menu showing 'POLICE', and 'Agency or Contact in Agency' with a dropdown menu showing 'Aylesbury Police Station' followed by a red 'X' icon.

- To confirm that this is the correct agency you can then click on the Aylesbury Police Station hyperlink and it will bring up more information, such as the address. You are able to Bookmark the contact from her if you wish to. Click Confirm or Cancel to return to the previous page.

**Select a User, Department or Group** Previous **Bookmark** **Confirm** Cancel (please note that only users, g

**Aylesbury Police Station - POLICE STATION**

**Department**

**Department Details**

Type	POLICE STATION
Description	Aylesbury Police Station
Active Status	Active

**Address**

Address	Aylesbury Police Station Thames Valley Police Divisional Headquarters Wendover Road Aylesbury Buckinghamshire
Postcode	HP21 7LA

**Telephones**

MAIN OFFICE (FOR ESTABLISHMENTS)	<b>0845 8 505 505</b>
MOBILE	07970145179
ZZ MAIN OFFICE	01296 396000

▶ Update Contact Numbers...

- If you have selected an incorrect agency then you can click the red cross next to their name and search again.

Key Agency Role POLICE

Agency or Contact in Agency Aylesbury Police Station **X**

- An alternative way to search for the agency is to click on the head and shoulders icon next to the search box and you will be taken to the Address Book where you can search for the agency using various other information fields, such as the postcode.

● **Agency**

Key Agency Role

Agency or Contact in Agency  

- Once you have found the agency you are looking for you are required to enter a Start Date. You also have the opportunity to tick whether the parents have given consent to contact this agency and the date they gave it. You can add comments if you wish and, on the right, you are able to tick whether to copy this contact to other relations.

Create Cancel - Specify Key Agency

**New Key Agency**

● **Agency**

Key Agency Role

Agency or Contact in Agency

● **Start / End**

Start Date  

End Date  

● **Parental Consent to Contact**

Parents Consent

Date of Consent  

● **Comments**

Comments

● **Copy To**

In Referral Group  B Child , Born on: 02-Mar-2009

A Child , Born on: 03-Mar-2008

Other Relations  N Mother , Born on: 27-Dec-1978

M Father , Born on: 12-Apr-1977

- Once you have finished click Create to add the agency; they will appear in the list.

● **Key Agencies**

Role	Professional	Agency	Agency Role	Start Date	End Date
POLICE		Aylesbury Police Station	POLICE STATION	27-Apr-2016	

▶ Add Key Agency

### 18.5. Current Tasks for this child

Also on the Involvements tab you are able to see current Tasks for the child and who they are assigned to.

● Current Tasks for this child				
Assigned	Subject	Date Started	Due Date	From
Penelope Baker	Child Protection - Organise Initial Child Protection Conference	21-Mar-2016 15:17	22-Mar-2010	Penelope Baker
Penelope Baker	Child Protection - Complete Initial Child Protection Conference Outcomes Form	21-Mar-2016 15:19	22-Mar-2010	Penelope Baker
Stuart O'Connor	New or Updated Hazard Record	21-Apr-2016 10:26		Penelope Baker

The first column shows who the task is assigned to and therefore whose tray it appears in

The next column provides the name of the task

The following two columns show the date a task was started and the date it is due – if there is a due date

The final column will show either who initiated the task or who the task was previously assigned to

- Clicking into a task will take you directly to the task. If the task is assigned to you then you are able to complete the task from here. If the task is not assigned to you then you are only able to view it.

## 19. Case Status

A Case Status must be recorded for all children with an Open Referral.

- Click the hyperlink to Add a Case Status.

If none of the options in the drop down menu for Case Status are applicable then select NON – Open Case, none of the above categories. This is reported to the government and therefore you are required to record this.

- Complete the details and click Create.

**Create** **Cancel** - Create New Case Status

**New Case Status**

● **Case Status**

Case Status

Start Date

End Date

Details

## 20. CP

The CP tab displays information regarding a child's current and previous Child Protection history.

This information is populated from the Case Pathway. The only addition's that can be made on this tab is to add a Child Protection plan from another Local Authority.

- Click on the link 'Add an Other Local Authority Child Protection Plan'.

**Personal**

Personal  
Additional  
Identity  
Photos  
Risks  
Parental Factors  
Relationships  
Involvements  
Case Status  
**CP**  
CLA  
Adoption  
History  
Chronology

● **Child Protection Plan**

Start Date  
End Date  
CP Category

● **All Child Protection Plans**

No Child Protection Plans

● **Other Local Authority Child Protection Plans**

No Other Local Authority Child Protection Plans

▶ Add an Other Local Authority Child Protection Plan

● **CP Enquiries**

None

The two mandatory fields are marked in red, however recording as much information as possible is more beneficial. A free text box is available to record any information that you feel is necessary.

- Once you have completed recording the information, click Create.

Please note that once you have clicked Create you will be unable to change the Child Protection Plan Category so it is vital that this is correct in the first instance.

The plan will appear in a table:

● Other Local Authority Child Protection Plans				
[ ]	Start Date	End Date	Category	Local Authority
☰	12-Aug-2010	14-Feb-2011	Physical Abuse	Berkshire County Council

- If an end date has not been entered you will be able to click in to the plan episode and add an end date. Once an end date has been entered you will be unable to edit the episode.

When an Other Local Authority CP Plan is entered on to the system a flag will appear beneath the child’s name:

**Child: C Child 6 years (Ref: 556270)**  
CP E R HZD CWD

The ‘E’ stands for External. If the plan is still active then there will not be a cross through it.

## 21. CLA

The CLA tab displays information regarding a child’s current and previous Child Looked After history.

This information is populated from the Case Pathway.

- The main addition that can be made on this tab is to add a CLA period under another Local Authority; click on the link 'Add a CLA period under another Local Authority'.

**Personal**

- Personal
- Additional
- Identity
- Photos
- Risks
- Parental Factors
- Relationships
- Involvements
- Case Status
- CP
- CLA**
- Adoption
- History
- Chronology
- Forms
- Case Notes
- Audit

**Health**

**Education**

**Child Looked After**

CLA Start Date  
CLA End Date

**Periods of Care**

No Periods of Care recorded

**Adopter Details**

Child adopted by Former Carer  
No of Adopters  
Gender Code  
Legal Status Code  
Date of decision child should be placed for adoption  
Date of matching child and prospective adopters

**Care Leaver Details**

No Leaver Information Available

**Other Local Authority CLA Details**

No Other Local Authority CLA Periods

[Add a CLA period under another Local Authority](#)

**Other Local Authority Pathway Plans**

No Other Local Authority Pathway Plans

[Add a Pathway Plan under another Local Authority](#)

**CLA Agreed Exceptions**

No agreed exceptions have been recorded

[Add an agreed exception](#)

Create Cancel - Create new other local authority CLA record

### New LCS Other Local Authority CLA

- **CLA Details**
  - Started On
  - Ended On
  - Local Authority
  - Notes
- **Carer Details**
  - ▶ Select a Person as the Carer
  - ▶ Select an Adopter as the Carer
  - ▶ Select Care Provider
- **Current School**
  - Current School There are no Schools defined
    - ▶ Click to Add a School Record...

As previously mentioned, information regarding adoption is not recorded on LCS, therefore we would not record an adopter as a carer.

- Select a Person as the Carer is to be used if the child was cared for by an individual. Select a Care Provider is to be used if the child was looked after in a children's home etc.
- Clicking either link will bring up a search function.

**Find Carer**

**● Details**

Local Authority

Case Number

Surname

Forename

Include records that sound similar

---

**● Age / Date of Birth / Gender**

Date of Birth

Age

Foster Carer Gender

---

**● Address**

House No. or Name

Street

Area

Town

Post Code

Search Previous Addresses?

**● Allowed Children**

Age From

Age To

Gender

Allowed Number of Children

---

**● Carer Services**

Valid On Date

Placement Code

Placement Provider

You may find that the carer or care provider details cannot be found when searching due to them being external to Buckinghamshire. These will need to be added to the system by the relevant team.

- If you are able to find them when searching, select them from the list of results and click Select:

**Find Carer**

Query Results (2)													
	Local Authority / Agency	ID	I	A.	Forename	Surname	G.	Age	Address	Post Code	S.	From	Until
1	Bedfordshire County Council	402446			MASIA	ALI	FEMALE	38 years	99 ELSTOW ROAD, BEDFORD, BEDFORDSHIRE	MK42 9NS	1	24-Aug-2009	
2	Bedfordshire County Council	525658			Shaheen	Azad	FEMALE	116 years	12 Grantham Road, Luton, Bedfordshire	LU4 8JX	2	01-Jun-2013	

[Create](#) [Cancel](#) - Create new other local authority CLA record

### New LCS Other Local Authority CLA

**● CLA Details**

Started On

Ended On

Local Authority

Notes

---

**● Carer Details**

Carer Details Foster Carer: MASIA ALI  
99  
ELSTOW ROAD  
BEDFORD  
BEDFORDSHIRE  
MK42 9NS

- ▶ Select a Person as the Carer
- ▶ Select an Adopter as the Carer
- ▶ Select Care Provider

---

**● Current School**

Current School There are no Schools defined

▶ [Click to Add a School Record...](#)

- Once the Carer or Care Provider has been found, ensure the mandatory fields are completed; however, ensure you can provide as much information as possible. Schools are not recorded here.
- Click 'Create' and the OLA CLA Record will be displayed.

**● Other Local Authority CLA Details**

Started On	Ended On	Local Authority
03-May-2010		Bedfordshire County Council

▶ [Add a CLA period under another Local Authority](#)

- Pathway Plans and Agreed Exceptions are not recorded on LCS.

## 22. Adoption

Information on this tab can only be recorded by users with the Adoption profile. If information is recorded here you will be able to view it only.

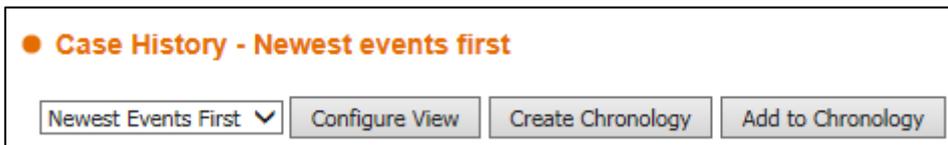
## 23. History

**Case History - Newest events first**

Newest Events First | Configure View | Create Chronology | Add to Chronology

Date	Category	Type	Event Details	Actions
06-May-2016	Case Notes	Case Note	Contact Type: 1st Time Child Seen since Referral received, Reason for Contact: Test	Q +
05-May-2016	Case Notes	Case Note	Contact Type: 1st Time Child Seen since Referral received, Reason for Contact: Test	Q +
02-May-2016	Children's Social Care	Form Draft	CLA Request for Child to be Looked After, by Penelope Baker	Q +
20-Apr-2016	General Events	Hazard Record	Hazard (ENVIRONMENTAL HAZARD WITHIN HOUSE)	Q +
14-Mar-2016	Relationships	New Relationship	New Relationship (BROTHER) C Child	Q +
14-Mar-2016	Relationships	New Relationship	New Relationship (BROTHER) A Child	Q +
13-Jul-2010	Relationships	Relation Address Change	Change of Address for (BROTHER) C Child - CONTACT: 41 Witham Way	Q +
13-Jul-2010	Relationships	Relation Address Change	End of Address for (BROTHER) C Child - CONTACT: 41 Witham Way	Q +
03-May-2010	Children's Social Care	Other Local Authority CLA	Other Local Authority CLA: Bedfordshire County Council	Q +
20-Apr-2010	Relationships	Relation Address Change	Change of Address for (BROTHER) C Child - HOME: 45 Mitcham Walk	Q +
20-Apr-2010	Relationships	Relation Address Change	End of Address for (BROTHER) C Child - HOME: PLACE OF SAFETY	Q +
22-Mar-2010	Children's Social Care	Form Draft	Child Protection Initial Conference Outcome, by Penelope Baker	Q +
22-Mar-2010	Children's Social Care	Initial Child Protection Conference	Initial Child Protection Conference, held on 22-Mar-2010	Q +
10-Mar-2010	Children's Social Care	Form Completion	Record of Outcome of 547 enquiries, by Penelope Baker	Q +
09-Mar-2010	Relationships	Birth in Family	Birth of (BROTHER) C Child	Q +
09-Mar-2010	Relationships	Relation Address Change	Change of Address for (BROTHER) C Child - HOME: PLACE OF SAFETY	Q +
03-Mar-2010	Children's Social Care	Form Completion	Record of Strategy Discussion, by Penelope Baker	Q +
03-Mar-2010	Children's Social Care	Strategy Discussion	Strategy Discussion, held on 03-Mar-2010	Q +
01-Mar-2010	Children's Social Care	Form Cancellation	Child/Young Person's Plan (part 1), by Penelope Baker	Q +
01-Mar-2010	Children's Social Care	Form Cancellation	Child/Young Person's Plan, by Penelope Baker	Q +
01-Mar-2010	Children's Social Care	Form Completion	C & F Assessment, by Penelope Baker	Q +
01-Mar-2010	Children's Social Care	New Allocated Case Worker	Started Allocated Case Worker: Penelope Baker	Q +
01-Mar-2010	Children's Social Care	Form Completion	Referral Record, by Penelope Baker	Q +
01-Mar-2010	Children's Social Care	Referral Started	Referral Started by Penelope Baker	Q +
01-Mar-2010	Children's Social Care	Contact Recorded	Contacted: Mr Man with contact method: TELEPHONE (linked to referral)	Q +
01-Mar-2010	Children's Social Care	Form Completion	LCS Contact Record, by Penelope Baker	Q +
02-Mar-2009	General Events	Address Change	HOME: PLACE OF SAFETY	Q +
02-Mar-2009	General Events	Birth	Born 02-Mar-2009	Q +
03-Mar-2008	Relationships	Relation Address Change	Change of Address for (BROTHER) A Child - HOME: PLACE OF SAFETY	Q +
03-Mar-2008	Relationships	Birth in Family	Birth of (BROTHER) A Child	Q +

The History tab shows a footprint of all events that have been recorded. This will include address changes, relationship changes, involvement changes, completed form entries etc.



There are four options at the top

of the History tab page:

- The drop down menu on the left allows you to order by either newest or oldest events first
- The third and fourth options involve creating Chronologies and this is discussed in the Chronologies Guide
- The second option allows you to configure the view within the History tab to view specific events:

● Case History - Newest events first

[Return to Information View](#)

Select the Dates to include in the \_\_Chronology

From Date  Until Date  (Note: Leave blank to include all dates)

Select Information To Display

Predefined Template

<p><b>General</b></p> <p>Workspaces</p>	<p><b>General Events</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Hazards</li> <li><input checked="" type="checkbox"/> Address Changes</li> <li><input checked="" type="checkbox"/> Missing Person Records</li> <li><input checked="" type="checkbox"/> Demographics Changes - Date of Birth</li> <li><input checked="" type="checkbox"/> Aliases</li> <li><input checked="" type="checkbox"/> Born</li> <li><input checked="" type="checkbox"/> Reindex</li> </ul> <p><b>Children's Social Care</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Child Protection Plans</li> <li><input checked="" type="checkbox"/> CLA - Child Looked After</li> <li><input checked="" type="checkbox"/> Periods of Care</li> <li><input checked="" type="checkbox"/> Contacts</li> <li><input checked="" type="checkbox"/> Referrals</li> <li><input checked="" type="checkbox"/> Allocated Case Workers</li> <li><input checked="" type="checkbox"/> Strategy Discussions</li> <li><input checked="" type="checkbox"/> Other Meetings</li> <li><input checked="" type="checkbox"/> LCS Assessment Forms</li> <li><input checked="" type="checkbox"/> Case Supervision Forms</li> <li><input checked="" type="checkbox"/> Documents</li> </ul>	<p><b>Case Notes</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Significant Events</li> <li><input checked="" type="checkbox"/> Others</li> <li><input checked="" type="checkbox"/> Birth Relative Initiated Contact</li> <li><input checked="" type="checkbox"/> Friends and Family Case Note</li> <li><input checked="" type="checkbox"/> Foster/Adopter Case Note Summary</li> <li><input checked="" type="checkbox"/> Intermediary Service Contact</li> <li><input checked="" type="checkbox"/> Work with Other Local Authority</li> <li><input checked="" type="checkbox"/> Initial Visit (Private Fostering)</li> <li><input checked="" type="checkbox"/> Statutory Visit (Private Fostering)</li> <li><input checked="" type="checkbox"/> Schedule 2 Counselling Contact</li> <li><input checked="" type="checkbox"/> Statutory Visit (Child Protection)</li> <li><input checked="" type="checkbox"/> Statutory Visit (Looked After)</li> <li><input checked="" type="checkbox"/> Case Note Summary</li> </ul> <p><b>Customer Workflow</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Workflow Episodes</li> <li><input checked="" type="checkbox"/> Workflow Meetings</li> <li><input checked="" type="checkbox"/> Workflow Forms</li> </ul>	<p><b>Health</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Health Conditions</li> <li><input checked="" type="checkbox"/> Other Significant Health Events</li> <li><input checked="" type="checkbox"/> Substance Misuses</li> <li><input checked="" type="checkbox"/> Health Development Checks</li> <li><input checked="" type="checkbox"/> Health Assessments</li> <li><input checked="" type="checkbox"/> Dental Checks</li> <li><input checked="" type="checkbox"/> Medications</li> <li><input checked="" type="checkbox"/> Immunisations</li> </ul> <p><b>Education</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> School Absences</li> <li><input checked="" type="checkbox"/> School Exclusions</li> <li><input checked="" type="checkbox"/> SEN Statements</li> <li><input checked="" type="checkbox"/> School Changes</li> <li><input checked="" type="checkbox"/> School Examinations</li> <li><input checked="" type="checkbox"/> Achievements</li> </ul> <p><b>Training and Employment</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Training</li> <li><input checked="" type="checkbox"/> Employment Changes</li> </ul>	<p><b>Legal Status</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Non CLA Legal Statuses</li> <li><input checked="" type="checkbox"/> CLA Legal Statuses</li> </ul> <p><b>Placements</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Placements</li> <li><input checked="" type="checkbox"/> Placement Events</li> </ul> <p><b>Private Fostering</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Private Fostering</li> </ul> <p><b>Risks</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Risk to Children</li> <li><input checked="" type="checkbox"/> MAPPA Discussions</li> </ul> <p><b>Offences</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Offences</li> <li><input checked="" type="checkbox"/> Allegations</li> </ul> <p><b>Relationships</b> ( all   none )</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Birth Family</li> <li><input checked="" type="checkbox"/> Social Networks</li> </ul>
---	--	--	--	--

- Use the drop down menu highlighted above to select 'All events', 'No events' or 'Referrals and Customer Defined Workflow'.
- You can also enter dates to only list events for a certain period.
- Once you have selected the items you wish to view click the button to 'Return to Information View'. This will take you back to the History tab to view only the selected items.
- Clicking into an item will allow you to view more information for the event and in instances such as Involvement changes or Forms you will be taken to the Pathway for that action.
- Click the back button in your browser to return to the History tab.

## 24. Chronologies

Chronologies are not discussed in this guide. Please refer to the CP Manual and the Chronologies Guide for guidance on Chronologies.

## 25. Forms

The Forms tab displays all forms that have been created on the system for that particular child.

**Start New Form**

Free Text Filter

**● Draft Forms**

Form Date	Form Type	User
22-Mar-2010	Child Protection Initial Conference Outcome	Penelope Baker

**● Completed Forms**

Form Date	Form Type	User
10-Mar-2010	Record of Outcome of S47 enquiries	Penelope Baker
03-Mar-2010	Record of Strategy Discussion	Penelope Baker
01-Mar-2010	C & F Assessment	Penelope Baker
01-Mar-2010	Referral Record	Penelope Baker
01-Mar-2010	Contact Record	Penelope Baker

**● Cancelled Forms**

Date Cancelled	Form Type	Cancelled By
26-Apr-2016 09:19	Case Transfer	Penelope Baker
29-Mar-2016	Child/Young Person's Plan	Penelope Baker
29-Mar-2016	Child/Young Person's Plan (part 1)	Penelope Baker

### 25.1. Start New Form

The Start New Form drop down box contains stand-alone forms that are not started via the child's Case Pathway:

**Start New Form**

- Case File Audit Tool
- ICPC Request Form
- Placement Plan
- Risk Assessment
- Social Work Evidence Template
- Social Work Evidence Template (Final Statement)
- Step Down to EIS
- Subsequent Request for Placement

- Select the form you wish to initiate and then click the 'Start' button. You will be taken to the form to complete it. If you do not wish to complete the form now you are able to click close and then access the form later via a task that has been created and sent to your tray.

## 25.2. Free Text Filter

The Free Text Filter can be used to search for specific words or phrases within forms. Typing words or phrases in this box and then clicking 'Go' will display forms that contain the words or phrases that have been entered.

## 25.3. Draft Forms

Draft Forms are any forms that have been initiated on LCS but have not yet been completed.

● Draft Forms		
Form Date	Form Type	User
03-May-2016 13:45	Subsequent Request for Placement	Penelope Baker
22-Mar-2010	Child Protection Initial Conference Outcome	Penelope Baker

The 'Form Date' is the date the form was created. The type of form is listed next and, lastly, the User shows to whom the form is currently assigned.

## 25.4. Completed Forms

Completed forms have been finalised and are therefore un-editable.

● Completed Forms		
Form Date	Form Type	User
10-Mar-2010	Record of Outcome of 547 enquiries	Penelope Baker
03-Mar-2010	Record of Strategy Discussion	Penelope Baker
01-Mar-2010	C & F Assessment	Penelope Baker
01-Mar-2010	Referral Record	Penelope Baker
01-Mar-2010	Contact Record	Penelope Baker

The Form Date shows the date that is entered on the form as the Completion Date. The Form type is listed next and the User column displayed who the form was completed by.

## 25.5. Cancelled Forms

Finally, forms listed here are forms that have been cancelled without being completed.

● Cancelled Forms		
Date Cancelled	Form Type	Cancelled By
26-Apr-2016 09:19	Case Transfer	Penelope Baker
29-Mar-2016	Child/Young Person's Plan	Penelope Baker
29-Mar-2016	Child/Young Person's Plan (part 1)	Penelope Baker

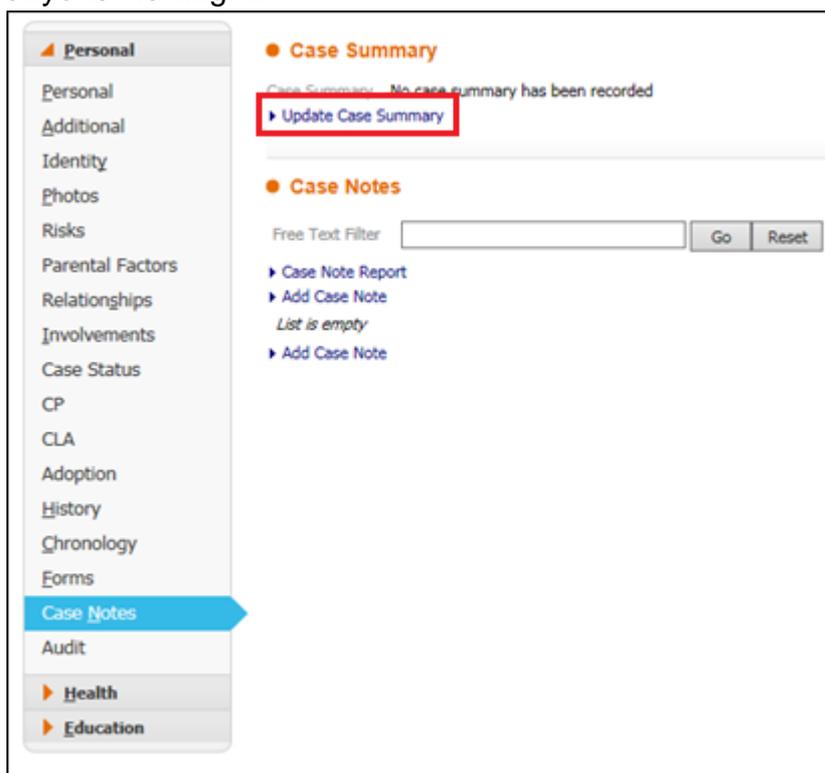
The date the form was cancelled is listed first, followed by the Form Type and finally who cancelled the form.

- Clicking into any of these forms will take you to the form to view.

On the right hand side of this page is a heading for 'Documents'. Documents are not added to LCS; any documents should be uploaded to LiveLink.

## 26. Case Notes

Case Notes can be added on children who have an Open Referral on LCS. In this tab you can also record a Case Summary. The Case Summary should contain the most up to date information so that it can be easily accessed by anyone viewing it.



### 26.1. Updating the Case Summary

- To update the Case Summary click on the [Update Case Summary](#) link:

- You are provided with a Free Text Box to enter the summary and, on the left, provided with the option to copy the summary to siblings if required. Please be aware that this information should only be copied if it is relevant and does not breach any confidentiality requirements.

A template for the Case Summary may be provided to you by your team.

- Once completed, click on the 'Create' button and the Case Summary will appear at the top of the page:

● **Case Summary**

Case Summary **Summary of the child's journey.**

**Strengths**

**Difficulties**

**Concerns**

**Action Plan**

Last Updated On 05-May-2016 10:11  
 Last Updated By Penelope Baker

**▶ Update Case Summary**

- Use the link to Update Case Summary whenever you need to edit the information here.

## 26.2. Adding a Case Note

- To add a Case Note click on the link to 'Add Case Note'.

It is recommended that the four mandatory fields are completed first and then to Create the Case Note. This is because Case Notes will 'timeout' if not Created within a set amount of time. This could mean the loss of information typed within the Case Note.

The four mandatory fields are shown below:

● **Part 1 - Contact**

From Contact Of Cake, Angel (≈ 5 years)

**Contact Date**

**Type of Contact**

Follow-Up Date

Significant Event

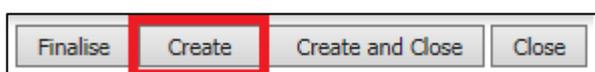
Add to Chronology

**Contact Regarding**

Relation	Name	Age	At Contact	Interviewed?	Seen?	Alone?	Bedroom?	Regarding Assessment
<b>Children / Young People involved in this Case Note</b>								
▶ Self	Angel Cake	≈ 5 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		None
<b>Adults also present / interviewed</b>								
No Adults recorded...								
<b>Other relations you can add to this case note</b>								
■	BROTHER	Sponge Cake	3 years					<input type="checkbox"/>
<b>Other relations you cannot add to this case note</b>								
No other relations recorded...								

**Reason for Contact**

- The Contact Date should be the date the contact took place – the can be a past date but should not be a future date.
- The Type of Contact can be chosen from the drop down menu.
- Contact Regarding shows who the Case Note refers to and you will need to state if the child has been seen or not – this is explained more below.
- The Reason for Contact should be kept brief with all further information entered in the boxes below.



- Once these four fields have been completed, click the Create button to create the Case Note – you can then take your time to add all the relevant information to the Case Note.
- Clicking Create does not Finalise the Case Note.
- You have the option to Finalise when you have finished or just save and close to enable you to return later to add further information if you wish.

You can also add a follow-up date, tick if the Case Note is a significant event and tick to add the Case Note to the Chronology.

If you add a follow-up date an alert will go into your tray the day before the date you entered to remind you to follow up.

There is no guidance on whether or not a Case Note should be listed as a Significant Event; this decision is purely subjective.

Adding the Case Note to the Chronology will save you having to do it at a later date. This is useful if it is your own case but may not be suitable to use if you are adding a Case Note to a child for whom you are not the Allocated Worker.

### 26.2.1. Adding Children to Case Notes

Within a Case Note you are able to record who was present, whether they were seen and in what context.

The child you add the Case Note on is automatically listed at the top and other relations that can be included are listed below.

Contact Regarding	Relation	Name	Age	At Contact	Interviewed?	Seen?	Alone?	Bedroom?	Regarding Assessment
Children / Young People involved in this Case Note									
▶ Self	C Child	6 years			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None
Adults also present / interviewed									
No Adults recorded...									
Other relations you can add to this case note									
■	SISTER	B Child	7 years						<input type="checkbox"/>
■	BROTHER	A Child	8 years						<input type="checkbox"/>
■	MOTHER	N Mother	37 years						<input type="checkbox"/>
■	FATHER	M Father	39 years						<input type="checkbox"/>

- To state if the child was interviewed click in the box below 'Interviewed' and a tick will appear; if the child was not interview tick the box again and a cross will appear.
- Repeat this process to show if the child was seen, seen alone and if their bedroom was seen.
- Once this, along with the other mandatory fields, has been completed click the button at the top to 'Create' the Case Note.
- To include other relations in the Case Note click the green plus on the right hand side of their name. This will move children up to be listed with the child above. Case notes should only be recorded against children so do not add adults in this way.

Contact Regarding	Relation	Name	Age	At Contact	Interviewed?	Seen?	Alone?	Bedroom?	Regarding Assessment
Children / Young People involved in this Case Note									
▶ Self	C Child	6 years			<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	None
■	SISTER	B Child	7 years		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None
■	BROTHER	A Child	8 years		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None
Adults also present / interviewed									
No Adults recorded...									

- You now have the tick boxes for the other relations to show whether they have been interviewed and seen. These must be completed before the Case Note can be saved.
- If you hover over any blank space next to the child's name they will be highlighted:

Contact Regarding	Relation	Name	Age	At Contact	Interviewed?	Seen?	Alone?	Bedroom?	Regarding Assessment
Children / Young People involved in this Case Note									
▶ Self	C Child	6 years			<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	None
■	SISTER	B Child	7 years		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None
■	BROTHER	A Child	8 years		<input type="checkbox"/>	<input type="checkbox"/>			Click to change whether this person was seen
Adults also present / interviewed									
No Adults recorded...									

- Click into this space and you will be given further options for recording against this child:

Update Case Note Individual: SISTER: Child, B (7 years)

**Case Note Individual**

Individual's Name: SISTER: Child, B (7 years)

This individual is a Child / Young Person

**Please tick if 'B Child' was interviewed**

Interviewed?  Yes  No

**Please tick if 'B Child' was seen during the interview**

Seen During Interview?  Yes  No

Seen Alone?  Yes  No

Seen Bedroom?  Yes  No

**Interview Concerning**

Link to Form  Child Protection Initial Conference Outcome, Started 22-Mar-2010

[Remove this Individual from the Case Note](#)

**Notify Role(s)**

Case Worker (Penelope Baker, ICS Support Officer)

Case Worker's Supervisor (Bea Campbell, ICS Trainer)

**Notify User(s)**

[Select another user to be notified...](#)

- On the left you have the option to adjust your responses to whether the child was interviewed and seen.
- At the bottom you also have the option to tick to link the Case Note to a specific form. This does not add the Case Note within the form; it just provides further information to the reader about what the Case Note regards.
- You also have the option to Remove this Individual from the Case Note by using the hyperlink.
- On the right hand side you have the option to notify users of this Case Note. The Allocated Case Worker will automatically receive a notification (unless you are the Allocated Case Worker) and this cannot be changed. To Select another user to be notified use the link and you will be directed to the Address Book.
- Once you have finished editing the information, click Update in the top left corner. Despite the children being consolidated in the Case Note, if you wish to link all the children to a form or notify users to all the children you will need to do this individually for each child.
- Once you have finished completing all the relevant information for the Case Note you can Finalise it.
- Please note that once a Case Note has been Finalised it cannot be edited.
- If you feel you do not have time to complete the full Case Note in one go then you are able to Save and Close and come back to it later to finish.
- You should only ever Finalise your own Case Notes.

Once the Case note has been created it will appear in the list:

● **Case Notes**

Free Text Filter

▶ Case Note Report  
▶ Add Case Note

Finalised?	Significant Event	Contact Date	Seen	Type of Contact	Contact Regarding	Reason for Contact	Created By
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes	11-May-2016 15-Mar-2012	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes	Communications (T/calls; email etc) 1st Time Child Seen since Referral received	X Kid, Z Kid (BROTHER), Y Kid (BROTHER) X Kid, Z Kid (BROTHER), Y Kid (BROTHER)	example reason for contact 1st time children seen since referral received	Stephen Allwright Penelope Baker

▶ Add Case Note

Siblings included in Case Notes will have the Case Note listed on their Basic Demographics as well.

### 26.3. Free Text Filter

The Free Text Filter here works in exactly the same way as that on the Forms tab. It will allow you to search for specific text within the Case Notes and, when ‘Go’ has been pressed, will only display Case Notes with the content that has been searched for.

▲ **Personal**

- Personal
- Additional
- Identity
- Photos
- Risks
- Parental Factors
- Relationships
- Involvements
- Case Status
- CP
- CLA
- Adoption
- History
- Chronology
- Forms
- Case Notes**
- Audit
- ▶ Health
- ▶ Education

● **Case Summary**

Case Summary No case summary has been recorded  
▶ Update Case Summary

---

● **Case Notes**

Free Text Filter

▶ Case Note Report  
▶ Add Case Note

Finalised?	Significant Event	Contact Date	Seen	Type of Contact	Contact R
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> No <input type="checkbox"/> Yes	06-May-2016	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1st Time Child Seen since Referral received	C Child (B
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> No <input type="checkbox"/> Yes	05-May-2016	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1st Time Child Seen since Referral received	C Child (B A Child (B

▶ Add Case Note

## 26.4. Case Note Report

- Using the link Case Note Report you are able to create a printable report for a selection of Case Notes of your choosing.

Show Report
Cancel
- Choose Case Note Report criteria

**Case Note Report for Ascot, Amy (16 years)**

**Type of Contact**

▶ Select All

- 1st Tme Child seen since Referral received
- Assessment Visit
- C - CONTACT SHEET
- Case Management Meeting Record
- Case Note Summary
- Communications (T/calls; email etc)
- Correction Note
- Finance Decision
- General / Miscellaneous Note
- IRO Case Note
- IRO Contact with Child
- Manager Decision
- NOTES ON CASE
- Report re Missing Child / Young Person
- Statutory Announced Visit - CLA
- Statutory Announced Visit - non CLA
- Statutory Unannounced Visit - CLA

**Dates**

Date From  

Date To  

---

**Written By**

Worker  

Department  

---

**Significant Events**

Significant Events only?

---

**Ordering**

Date Descending (Show Newest First)

The list on the left hand side beneath the heading 'Type of Contact' will list all the different types of Case Note that have been added for a child. If the child has no Case Notes then there will be nothing listed here; if the child has one Manager Decision Case Note then this will be the only type of contact listed etc.

On the right hand side, at the top, you can select to view Case Notes between certain dates. This can be useful for viewing events that happened during a specific timeframe.

You are also able to filter the Case Notes to show who they were written by and whether or not they are significant events.

The report will automatically order Case Notes in ascending order (oldest first) unless you select the box to view them in descending order (newest first).

- Once you have chosen how you would like to configure your Case Note Report click the button at the top to Show Report.

## 27. Health tab

The second tab on the left hand side of the Basic Demographics is Health. From here there are three further sub-tabs – Health, Treatments and Immunisations.

### 27.1. Health

On this page you are able to add Health Conditions, Significant Health Events and Substance/Misuse and Screening Events using the hyperlinks. There is also a hyperlink to print this information at the bottom of the page.

The screenshot displays the 'Health' tab interface. On the left is a navigation menu with tabs for 'Personal', 'Health', 'Treatments', 'Immunisations', and 'Education'. The 'Health' tab is selected and highlighted in blue. The main content area is divided into several sections, each with a title and a status message, followed by a red-bordered button:

- Identifiers**: NHS Number (with an empty input field)
- Health Conditions**: No Health Conditions recorded. [▶ Add a Health Condition](#)
- Other Significant Health Events**: No Other Health Events recorded. [▶ Add Other Health Event](#)
- Substance Misuse**: No Substance Misuse recorded (with an empty input field)
- Substance Screening Events**: No Substance Screening events recorded. [▶ Add a new Substance Misuse/Screening Event](#)
- Print**: [▶ Print Health Information](#)

27.1.1. Add a Health Condition

- Click the link to Add a Health Condition.

● Health Condition Details

Start Date  

Health Condition Type

Condition Details

- Absence Defect of Limbs
- Accident
- Acute Stress Reaction
- Alcohol Misuse
- Allergic to Penecillin
- Allergies
- Amputation
- Angelmans Syndrome
- Anorexia Nervosa
- Anxiety Disorder

● Condition End

End Date

Impact on person

Parent/Carer Present?

- Once you have completed all relevant information click Create. The health condition will then appear in a table. You are able to add more than one health condition by clicking the link again.

● Health Conditions

Start Date	Condition	End Date	Parent/Carer Present?
11-May-2016	ALLERGIC TO PENICILLIN		No

▶ Add a Health Condition

### 27.1.2. Other Significant Health Events

Other significant health events include trips to A&E admissions to hospital, opticians appointment etc.

- Click the link to Add Other Health Event.

Create Cancel - **New Significant Health Event Record**

---

**New Health Event: Other, 26-May-2016**

Relating To: Child: Amy Ascot

---

● **Event Details**

Health Event: Other

Start Date: 26-May-2016

Description:

---

● **Completion**

End Date:

Outcome Comments:

Parent/Carer Present?

---

● **Additional Information**

Notes:

### 27.1.3. Substance Screening Events

- To record any Substance Misuse click the link to Add a new Substance Misuse/Screening Event.

Create Cancel - New Substance Misuse/Screening Event Record

---

**New Substance Screening Event, 11-May-2016**

Relating To: Child: C Child

---

● **Event Details**

Was there any Substance Misuse?

Record Date: 11-May-2016

Description:

---

● **Completion**

Date Ended:

Outcomes:

---

● **Additional Information**

Notes:

It is important that substance misuse relating to adults is recorded on the adult's record and not the child's.

### 27.1.4. Print

- Clicking the link to Print Health Information will convert all the information on this page into a printable format. See the Printing Guide for further information.

## 27.2. Treatments

The next sub-tab for Health contains information regarding Health Checks, Dental Checks, Health Assessments and Medication records.

The screenshot shows a sidebar menu on the left with the following items: Personal, Health (expanded), Health, Treatments (selected), Immunisations, and Education. The main content area displays five sections, each with a title, a status message, and a link to add a new record:

- Health Development Checks**  
No Health Development Checks recorded  
[Add a new Health Development Check](#)
- Dental Checks**  
No Dental Checks recorded  
[Add a new Dental Check](#)
- Eye Tests**  
No Eye Tests recorded  
[Add a new Eye Test](#)
- Health Assessments**  
No Health Assessments recorded  
[Add a new Health Assessment](#)
- Medications**  
No Medications Recorded  
[Add a new Medication record](#)

### 27.2.1. Health Development Checks

- Click the link below the heading to Add a new Health Development Check.

Create Cancel - **New Health Development Check Record**

**New Health Event: Health Development Check, 11-May-2016**

Relating To: [Child: C Child](#)

**● Event Details**

Health Examination Health Development Check

Examination Date

Status

Schedule

Requested Date

Required Date

Result Date

Description

Parent / Carer Present?

Consent Given?

Seen Report?

**● Additional Information**

Notes

- You are able to give the status of the Event, for example cancelled, completed, planned or refused. Complete all the information in as much detail as possible and then click Create. This will then appear beneath the heading and can be updated with further information later if necessary.

**27.2.2. Dental Checks, Eye Tests and Health Assessments**

Dental Checks, Eye Tests and Health Assessments are added in the exact same way as Health Development checks shown above.

Create
Cancel
**- New Dental Check Record**

**New Health Event: Dental Check, 26-May-2016**

Relating To: Child: Amy Ascot

---

**● Event Details**

Health Examination: Dental Check

Examination Date: 26-May-2016

Status:

Requested Date:

Required Date:

Result Date:

Description:

Parent / Carer Present?

Consent Given?:

Seen Report?:

---

**● Additional Information**

Notes:

### 27.2.3. Medications

Adding medication records is slightly different. It is vital that this information is accurate. The type of medication is mandatory; however, the full form should be completed where known to ensure that the medication is used correctly.

**Create** **Cancel** - **New Medication Record**

**New 11-May-2016**

Relating To: **Child: C Child**

**Started On** 11-May-2016

**Stopped On**

**Medication**

**Type of medication**

**Purpose**

**Medication Form**

**Dose**

**How is the medication taken?**

**How often is it administered?**

**Notes**

### 27.3. Immunisations

The next sub-tab down will display all immunisations that the child should have had according to their age.

**Immunisations**

Immunisation Due Date	Code	Immunisation Against	Method	Administered?	Actual Date	Actual Age
2 months	DTaP/IPV/Hib	Diphtheria, Tetanus, Acellular Pertussis, Polio, Hib	Injection	Overdue...		
2 Months	PCV	Pneumococcal (PCV)	Injection	Overdue...		
3 months	DTaP/IPV/Hib	Diphtheria, Tetanus, Acellular Pertussis, Polio, Hib	Injection	Overdue...		
3 months	MENC	Meningitis C	Injection	Overdue...		
4 months	DTaP/IPV/Hib	Diphtheria, Tetanus, Acellular Pertussis, Polio, Hib	Injection	Overdue...		
4 months	MENC	Meningitis C	Injection	Overdue...		
4 Months	PCV	Pneumococcal (PCV)	Injection	Overdue...		
12 Months	HibMENC	Hib, Meningitis C	Injection	Overdue...		
Around 13 months	MMR	Measles, Mumps, Rubella	Injection	Overdue...		
Around 13 months	PCV	Pneumococcal (PCV)	Injection	Overdue...		
3 years 4 months to 5 years	DTaP/IPV	Diphtheria, Tetanus, Polio	Injection	Overdue...		
3 years 4 months to 5 years	MMR	Measles, Mumps, Rubella	Injection	Overdue...		
13 to 18 years	TdIPV	Diphtheria, Tetanus, Polio	Injection			

**✘ Routine Immunisations are NOT Up To Date**

[Add a new Immunisation record](#)

**● Dates Marked Up to Date**

No dates recorded

**Attention:** Immunisations not explicitly recorded and due before the most recent date recorded will be hidden

[Mark all Immunisations as Up to Date](#)

At the bottom of the screen is a link to Mark all Immunisations as Up to Date. This is more practical to use rather than selecting each immunisation individually and stating they are up to date.

- If you have enough evidence to show that all immunisations are up to date, click this link. You will be taken to this screen:

**Mark Immunisations Up to Date**

**New Date Immunisations are Up to Date**

**Immunisation Date**

This record identifies a date on which immunisations are considered up to date. Any immunisations due before this date will be considered administered. Immunisations not explicitly recorded and due before the most recent date recorded will be hidden.

Relating To: Child: C Child

Up to Date On:

Evidence:

Created by: Penelope Baker - CHILDREN & FAMILY SERVICES  
Created on: 12-May-2016 14:08

- Provide the date that you were made aware of the up to date immunisations and state what evidence you have been given to support this.

**Immunisations**

**New Immunisation Record**

**New Administered**

**Relating To**

Relating To: Child: Amy Ascot

**Immunisation Details**

Immunisation: Diphtheria, Tetanus, Pertussis and Hib (DTP-Hib)

Method of Immunisation:

**Immunisation Breakdown**

Individual Drugs

- Diphtheria
- Tetanus
- Pertussis (Whooping cough)
- Hib (Haemophilus influenzae type b)

**Immunisation Dates**

Date of Immunisation/Refusal:

**Immunisation Status**

Administered?  Administered  Notified  Not Required  Refused by Parent/Carer  Refused by Young Person  Not Known

Details:

Parent / Carer Present?

**Additional Information**

Notes:

- You are also able to add further immunisations that are not already listed using the link to Add a new Immunisation record.

- When you have selected the Immunisation from the drop down pick list on the left the individual drugs related to that immunisation will be listed on the right underneath the heading Immunisation Breakdown.
- If not all of the drugs listed were administered then you are able to untick the box to show this.
- Once this has been completed it will show in the list on the Immunisations tab as *unscheduled*:

**Immunisations**

Immunisation Due Date	Code	Immunisation Against	Method	Administered?	Actual Date	Actual Age
(Unscheduled)	INFL	Influenza Antivial	Injection	Yes	01-May-2016	6 years
(Unscheduled)	DTPHib	Diphtheria, Tetanus, Pertussis, Hib	Injection	Yes	02-May-2016	6 years
13 to 18 years	TdIPV	Diphtheria, Tetanus, Polio	Injection			

✓ Routine Immunisations are **Up To Date**

▶ Add a new Immunisation record

**Dates Marked Up to Date**

Up to Date On	Created by
01-May-2016	Penelope Baker - CHILDREN & FAMILY SERVICES

**Attention:** Immunisations not explicitly recorded and due before the most recent date recorded will be hidden

▶ Mark all Immunisations as Up to Date

- If you wish to edit an Immunisation then click on it. Use the link to Update this Immunisation or, if it has been entered incorrectly, you can Delete this Immunisation.

**Immunisation on 01-May-2016 Type: Influenza Administered**

**Immunisation Details**

Immunisation: Influenza

Method of Immunisation: (blank)

Date of Immunisation/Refusal: 01-May-2016

Individual Drugs:  Influenza Antivial

Administered?: Administered

Details

Parent / Carer Present?: (blank)

**Additional Information**

Notes: (blank)

**Audit**

Modified by: Penelope Baker - CHILDREN & FAMILY SERVICES

Modified on: 12-May-2016 14:16

**Actions**

▶ Update this Immunisation

▶ Delete this Immunisation

## 28. Education

The final tab in the Demographics contains information regarding the child's education. This includes where the child attends school, any SEN Statements and PEPs.

The screenshot shows the 'Education' tab selected in the left-hand navigation menu. The main content area is divided into three sections:

- Educational Establishments:** Shows 'No School Records Recorded' and a red-bordered button labeled 'Add a new School Record'.
- SEN Statements / EHCPs:** Shows 'No SEN / EHCP Recorded' and a link 'Add a new SEN / EHCP'.
- No Qualifications:** Shows a link 'Provide reason for no qualifications if the person is over 16 and a Care Leaver'.

At the bottom, there is a 'Print' section with a link 'Printable View'.

- Schools attended by the child should be added here. Click to Add a new School Record and then follow the next hyperlink to Add a Key Agency:

The screenshot shows the 'Create new School Record' form. The title is 'New School: School'. It shows 'Relating To: Child: C Child'. The 'School Key Agency' field is empty with the text 'There are no Key Agencies defined' and a red-bordered button 'Click to Add a Key Agency...'. Below are dropdown menus for 'Local Authority' and 'Reason for termination'.

The screenshot shows a web form titled "Specify Key Agency" with a "Create" button highlighted in red. The form has a header "New Key Agency" and several sections:

- Agency:** A text input field labeled "School or Contact in School" with a search icon to its right. This section is highlighted with a red border.
- Start / End:** Two date pickers labeled "Start Date" and "End Date".
- Parental Consent to Contact:** A checkbox labeled "Parents Consent" which is currently unchecked, and a date picker labeled "Date of Consent".
- Comments:** A text area for entering comments.

- In the box highlighted above you can type the name of the school and then select it from the list of available matches that appear.
- Alternatively you can select the head and shoulders icon and use the All Departments section of the Address Book to search for the school.
- Complete all relevant information and then click Create.

This screenshot shows the same form after completion. The "Create" button is now highlighted in red. The "Agency" section shows "Ashmeads School" selected with a red 'X' icon. The "Start / End" section has "Start Date" set to "02-Sep-2013". The "Parental Consent to Contact" section has the "Parents Consent" checkbox checked and "Date of Consent" set to "20-May-2016".

Create Cancel - Create new School Record

**New School: School**

Relating To: Child: C Child

**Select the Key Agency**

School Key Agency  SCHOOL Ashmeads School (valid from 02-Sep-2013)

[Click to Add a Key Agency...](#)

Local Authority

Reason for termination

- You will then need to click the radio button to select the school as a Key Agency and click Create.

Create Cancel - Create new School Record

**New School: School**

Relating To: Child: B Child

**Select the Key Agency**

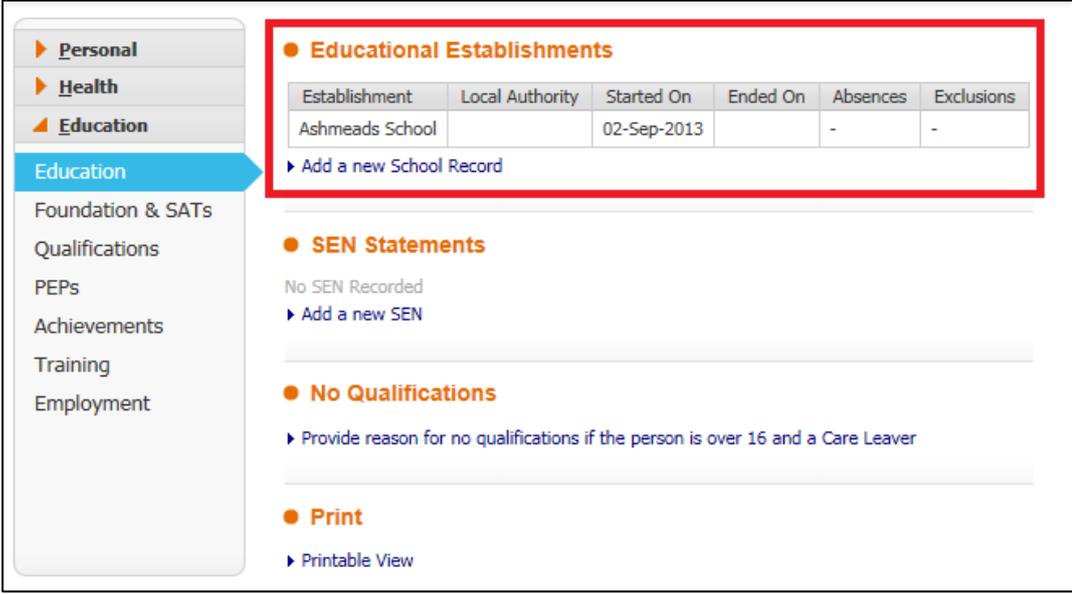
School Key Agency  SCHOOL Ashmeads School (valid from 03-Sep-2014)

[Click to Add a Key Agency...](#)

Local Authority

Reason for termination

The School will then appear under the Educational Establishments heading:



Personal

Health

Education

Education

Foundation & SATs

Qualifications

PEPs

Achievements

Training

Employment

**● Educational Establishments**

Establishment	Local Authority	Started On	Ended On	Absences	Exclusions
Ashmeads School		02-Sep-2013		-	-

▶ Add a new School Record

**● SEN Statements**

No SEN Recorded

▶ Add a new SEN

**● No Qualifications**

▶ Provide reason for no qualifications if the person is over 16 and a Care Leaver

**● Print**

▶ Printable View

- You are able to follow the hyperlink again to add another school record or you can select the already recorded school to edit information such as absences and exclusions.

**School: LCS/School.../Ashmeads School**

**● Unique Pupil Number**

Unique Pupil Number    Unspecified  
 Establishment            Ashmeads School  
 Start Date                02-Sep-2013  
 End Date  
 Notes

---

**● Impact on Child/Young Person**

Impact of Starting School  
 Impact of Ending School

---

**● Absences**

No Absences Recorded  
 ▶ Record an absence from this establishment

---

**● Exclusions**

No Exclusions Recorded  
 ▶ Record an exclusion from this establishment

---

**● Audit**

Modified by    Penelope Baker - CHILDREN & FAMILY SERVICES  
 Modified on    20-May-2016 09:40

---

**● Actions**

▶ Update School Record

Once a school has been recorded in this way it will appear under the Involvements tab as an Educational Establishment.

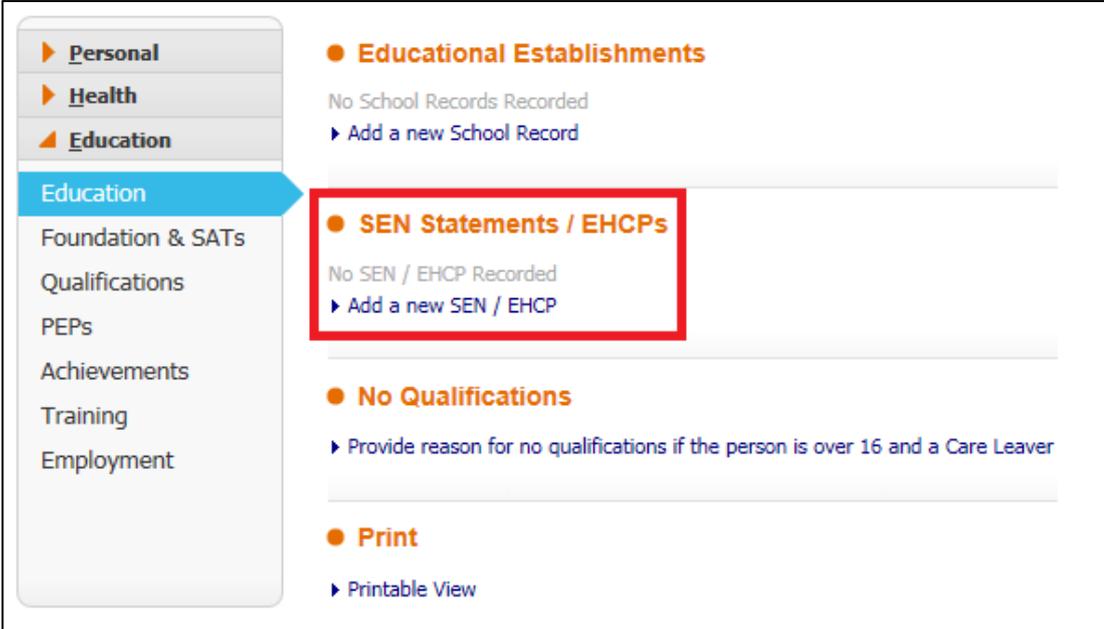
Role	Professional	Agency	Agency Role	Start Date	End Date
POLICE	Jessica Terrill	Avlesbury Police Station	POLICE STATION	01-Apr-2016	
EDUCATIONAL ESTABLISHMENT		Ashmeads School	SCHOOL	02-Sep-2013	

▶ Add Key Agency

This is the correct way for schools to be recorded that are not directly involved with the Referral. If you wish to add a school that is involved with the Referral then add them as a Key Agency (see section 17.2) and select the Key Agency Role as 'E – School/College/University'.

## 28.1. SEN Statements and EHCPs

SEN Statements and EHCPs can be recorded on the Education tab:



The screenshot displays a user interface for the Education tab. On the left is a vertical navigation menu with the following items: Personal, Health, Education (highlighted with a blue arrow), Education (highlighted with a blue arrow), Foundation & SATs, Qualifications, PEPs, Achievements, Training, and Employment. The main content area on the right is divided into sections:

- Educational Establishments**: No School Records Recorded. Includes a link: Add a new School Record.
- SEN Statements / EHCPs**: No SEN / EHCP Recorded. Includes a link: Add a new SEN / EHCP. This section is highlighted with a red rectangular box.
- No Qualifications**: Includes a link: Provide reason for no qualifications if the person is over 16 and a Care Leaver.
- Print**: Includes a link: Printable View.

- Click the link to Add a new SEN / EHCP and choose the type from the drop down menu:

Create Cancel - New SEN Statement / EHCP

**New SEN Statement / EHCP**

● **SEN Statement / EHCP**

Relating To: Child: Annel Cake

Type

Started On

Ended On

Reason

Further Details

Outcome

● **Impact on Child/Young Person**

Impact of SEN / EHCP

Impact on Ending SEN / EHCP

- Once you have clicked Create, the SEN/EHCP will be listed under

the heading and an EHCP flag will appear beneath the child's name:

● **SEN Statements**

Started On	Ended On	Current?	Reason
01-May-2016		✓	

▶ Add a new SEN

Child: Annel Cake ≈ 5 years (Ref: 553246)

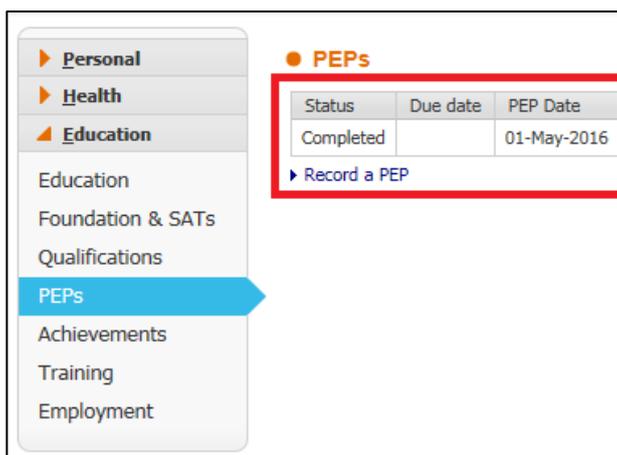
CP CIN R **EHCP**

## 28.2. Personal Education Plans (PEPs)

PEPs are recorded in the fourth tab down in the Education section of the Basic Demographics. These are recorded for Looked After Children only and can only be initiated through the CLA Pathway.



There will be nothing recorded until a PEP has been initiated via the CLA Pathway. Once a form has been recorded it will appear here, along with a link to record other PEPs.



- Using that link will only allow you to record minimal information regarding the PEP:

Create
Cancel
- New PEP

---

**New LCS Personal Education Plan**

**● Personal Education Plan**

Due Date

Date of PEP Meeting  

Next PEP Date  

---

**● Additional Details**

Date sent to school  

Date sent to Carer  

Young Person Participated?

Notes

- If a PEP is recorded using another media then this document should be uploaded to LiveLink and then recorded here, using the Notes section to guide the viewer to where the full PEP has been saved.

## 29. Reportable Information

The following table provides information regarding which parts of the Basic Demographics are reported on. It also alerts you to certain fields which can often be entered incorrectly; please ensure high accuracy when recording the details of your children.

Basic Demographics Tab	Go here to <b>Add or View</b> the following: (Those marked in <b>RED</b> are reportable fields)	Feeds into the NEW CLA forms	Often Missed or Inaccurate	Other Useful Information
<p><b>Personal</b></p>	<ul style="list-style-type: none"> <li>Title &amp; Full Name – Forename and Surname</li> <li>Gender</li> <li>DOB or Approximate Age</li> <li>Date of Death</li> <li>Education, Work &amp; Marital status</li> <li>Identifiers= <b>NHS</b>, NI, <b>UPN</b>, YOT &amp; Court No.</li> <li>Alias* = Preferred, Legal and Previously used Names</li> <li>Addresses** = Home, Contact, Temporary &amp; Childminder</li> <li>Telephone numbers (For the child)</li> <li>Show Relevant Contact Numbers link***</li> <li>E-mail (For the Child)</li> <li><b>View</b> Main Carers, Important Information &amp; Relationships</li> <li>Link to start a new 'Contact Record' &amp; <b>Missing Person Record</b></li> </ul>	<p>Full Name</p> <p>Gender</p> <p>DOB &amp; Age</p> <p>Primary Address (Home)</p>	<p>Identifiers = <b>NHS</b>, NI, <b>UPN</b>, YOT &amp; <b>Court No.</b></p> <p>Addresses = Home, Contact, Temporary &amp; Childminder</p> <p>Telephone numbers</p>	<p>*If Alias' are recorded it will help reduce the creation of duplicate records.</p> <p>**Placement and Foster Carer Addresses <b>MUST NOT</b> be recorded here.</p> <p>**Childminders are recorded as a 'Relationship' to the child and then the Childminder address is added to addresses.</p> <p>*** This gives a full list of numbers for the child's recorded Relationships, Professionals &amp; Key Agencies</p>
<p><b>Additional</b></p>	<ul style="list-style-type: none"> <li>Is Disabled? &amp; Is on Disability Register?</li> <li>Disability (Actual Nature or type of Disability)</li> <li>Category of Need</li> </ul>	<p>Is Disabled?</p>	<p>Disability (Actual Nature or type of Disability)</p>	<p>*CLA legal statuses are recorded on the Pathway.</p>

	<ul style="list-style-type: none"> <li>• <b>Legal status*</b> (Only <b>non CLA legal status</b> can be added)</li> <li>• Paper File Records**</li> <li>• Missing Person Record*** (Including Missing from Care)</li> </ul>	<p>Is on Disability Register?</p> <p>Legal status</p>	<p>Paper File Records</p>	<p>**Retained Documents should be added as well as historic archived paper files.</p> <p>***Missing Person Record process under review.</p>
Identity	<ul style="list-style-type: none"> <li>• Interpreter Required?</li> <li>• Language* (Including Fluency &amp; Understanding)</li> <li>• Ethnicity**</li> <li>• Place of Birth</li> <li>• Nationality</li> <li>• Immigration status***</li> <li>• Home Office Registration</li> <li>• <b>Religion****</b> (Tick if they are Practicing or Not)</li> <li>• Identification***** = Birth Certificate, Passport, Driver &amp; Firearms licences, Utility bills, Marriage certificates etc.</li> </ul>	<p>Language</p> <p>Ethnicity</p> <p>Religion (Inc: if Practicing or Not)</p> <p>Immigration status</p>	<p>Language</p> <p>Nationality</p> <p>Immigration status – UASC</p> <p>Identification – Birth Certificate and Passports</p>	<p>*Languages - Includes PECs, BSL, Makaton &amp; other communication methods.</p> <p>**Ethnicity – Includes 'Info Not Obtained Yet &amp; Refused'</p> <p>***UASC and Refugees must be recorded here.</p> <p>****Religion – Includes 'No Religion &amp; Refused.'</p> <p>*****Identification – <b>must be recorded here.</b> In the 'Notes' section, signpost to the original.</p>
Photos	NOT TO BE USED CURRENTLY			
Parental Factors	Parental Factors* (E.G: Illnesses, Disabilities, Period in care in childhood, Drinking abuse etc.)			*MUST be recorded against each parent(s) record, not the child's. Added by Social Workers.
Risks	Risks* = Risks to Children, MAPPA, MARAC, Hazards and Offences ( <b>View only</b> )			* These can only be updated or added by CP Specialist Admin – currently.

Basic Demographics Tab	Go here to <b>Add or View</b> the following: (Those marked in <b>RED</b> are reportable fields)	Feeds into the NEW CLA forms	Often Missed or Inaccurate	Other Information
<p><b>Relationships</b></p>	<p>Edit Relationships* = Add or remove relationships, Tick who is the <b>MC</b> (Main Carer), <b>PR</b> (has Parental Responsibility), <b>NK</b> (Next of Kin) &amp; <b>EC</b> (Emergency Contact)</p> <ul style="list-style-type: none"> <li>• Initiate Case Transfer (Completed by SW or CSWM)</li> <li>• Arrangements for Contact (CLA only) <b>(View only)</b></li> </ul>	<p>Relationships</p>	<p><b>MC, PR, NK &amp; EC against Relationships</b></p>	<p>* You can create new relationships from here and add direct to the child. The 'Suggest' link allows you see relationships that may be relevant to this person based on their existing relationships.</p> <p>*Whoever is marked with MC (Main Carer) will display under the Personal Tab. The MC, PR, NK &amp; EC can be edited if necessary.</p>
<p><b>Involvements</b></p>	<p>Professional Relationships* = CSWM, UC, Key Team &amp; Allocated Case Worker</p> <ul style="list-style-type: none"> <li>• Key Agencies**</li> <li>• Current Tasks for this child*** <b>(View only)</b></li> </ul>	<p>Professional Relationships</p> <p>Key Agencies</p>	<p><b>Key Agencies</b></p>	<p>*Professional Roles for: IRO, Additional Worker can also be added.</p> <p>**These are external professionals i.e.: Health Visitor, GP, Teacher, RUSafe etc.</p> <p>***Shows all tasks for the child and who they are currently with.</p>
<p><b>Case Status</b></p>	<p>Case Status* Short Break Placement details (CWD children)</p>	<p>Case Status</p>	<p><b>Case Status</b></p>	<p>* These are useful for CWD cases; however a status must be recorded for <b>all open cases</b>. If none apply choose the status for 'NON'.</p>

				The status can be updated and changed as the case develops.
CP	<p>Details of <b>Current and Previous</b> Child Protection Plans in Buckinghamshire County Council</p> <ul style="list-style-type: none"> <li>• Add an Other Local Authority Child Protection Plan</li> <li>• CP Enquiries received. (<b>View only</b>)</li> </ul>	Previous Plans in Bucks and OLA		
CLA	<ul style="list-style-type: none"> <li>• Details of <b>Current and Previous</b> Episodes of Care in Buckinghamshire County Council</li> <li>• Add Other Local Authority CLA Plans</li> <li>• Add Other Local Authority Pathway Plans</li> <li>• Add Agreed Exceptions*</li> </ul>	Previous Plans in Bucks and OLA		* In relation to eligibility for a Pathway Plan
History	History = A footprint of all that has been recorded on LCS for this child*			*You can Configure History to assist in the creation of various use Chronologies and multiple document export to PDF
Chronology	<p>Create, Edit, Print and Export multiple chronologies.</p> <ul style="list-style-type: none"> <li>• Archive and retrieve any archived chronologies*</li> </ul>			*Ensure all Chronologies are Archived (saved).
Basic Demographics Tab	Go here to <b>Add or View</b> the following: (Those marked in <b>RED</b> are reportable fields)	Feeds into the NEW CLA forms	Often Missed or Inaccurate	Other Information
Forms	<p>List of all LCS forms in a Draft status</p> <p>List of all LCS <b>Completed Forms</b></p> <ul style="list-style-type: none"> <li>• List of all LCS <b>Cancelled Forms</b></li> </ul>			**The Case File Audit Tool should be used by UC's for 'General

	<ul style="list-style-type: none"> <li>Start New Forms* = Case File Audit Tool, Risk Assessment and Step Down to EIS</li> </ul>			Housekeeping' of the Basic Demographics.
Case Notes	<ul style="list-style-type: none"> <li>Case Summary *</li> <li>Case Note Report</li> <li>Case Notes** (Reportable for statutory visits Case Notes)</li> </ul>			<p>* There is a template for the Case Summary</p> <p>** There is a template for the Case Management Unit Meeting</p> <p>**Finalise OWN notes only and SAVE and NOTIFY when recording for someone else.</p> <p>**Legal advice and statements to court are confidential and must not go on the child's record. Legal Orders must be recorded on LCS and the full order must be saved to Livelink and key points summarised in Case Notes.</p>
Audit	Audit information ( <b>View only</b> )			
Health	<p>Identifiers = NHS No. (<b>View Only</b>) *</p> <p>Health Conditions**</p> <ul style="list-style-type: none"> <li>Other Significant Health Events*** (i.e. A&amp;E, Day visits and Admittance to Hospital, Optician, Audiology, Orthodontics),</li> <li>Substance Misuse and Screening (<i>Reportable for CLA children</i>)</li> </ul>	Health Conditions	<p>Health Conditions</p> <p>Other Significant Health Events</p>	<p>* NHS No. is added via Personal tab</p> <p>**Be aware that some conditions are listed under the 'Disability' list – Additional tab.</p> <p>***Be careful NOT to confuse</p> <ul style="list-style-type: none"> <li>Other Significant Health Events.</li> <li>Development Checks.</li> <li>Health Assessments.</li> </ul>
Treatments	Health Development Checks (from birth to and including Secondary School)			

	<ul style="list-style-type: none"> <li>Dental Checks (Reportable for CLA children)</li> <li>Health Assessments (i.e. Initial and Review Assessments for CLA children) <i>(Reportable for CLA children)</i></li> <li>Medications****</li> </ul>	Medications	Health Development Checks Medications	Familiarise yourself with the options under each!  ****Medication dosage should not be recorded.
Immunisations	Add new or update Immunisations from birth to 18 years (i.e: Diptheria, Tetanus etc) <i>(Reportable for CLA children)</i>	Immunisations		*** There is a link to 'Mark All Immunisations as Up-To-Date' or they can be updated individually.
Education	<p><b>Educational Establishment*</b> (This is often recorded under Basic Demographics, but needs to be recorded here as well)</p> <ul style="list-style-type: none"> <li>SEN Statement</li> </ul>	Educational Establishment	Educational Establishment	*Reports are currently taken from the ONE system used by Education
PEPs	<b>Record a PEP</b> (Personal Educational Plan – for CLA children only)		PEP	

## 30. Sending a Service Desk Request

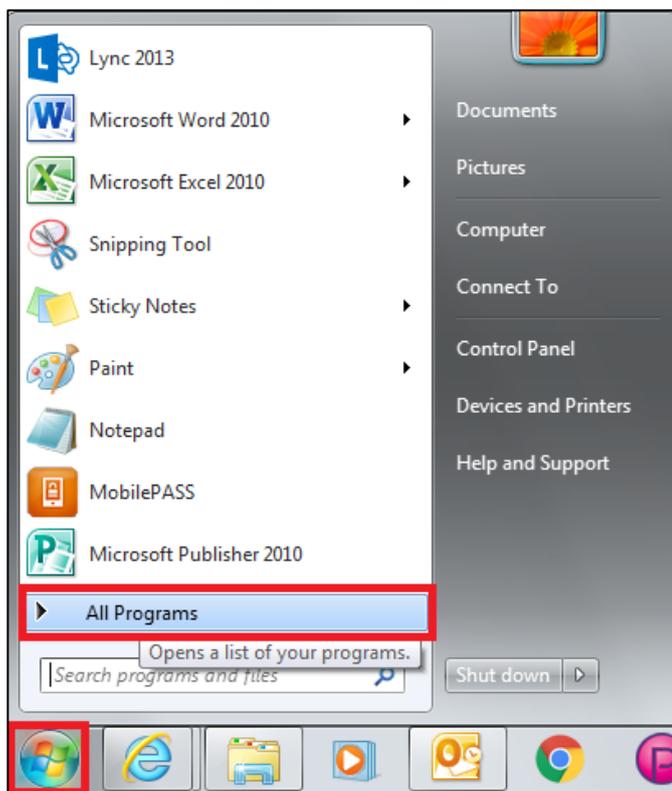
Service Desk Requests (SDRs) can be sent via the Service Desk Portal (SDP) for all manner of issues relating to your laptop, remote working, mobile phone issues etc. This section only relates to sending issues via the SDP that relate to LCS.

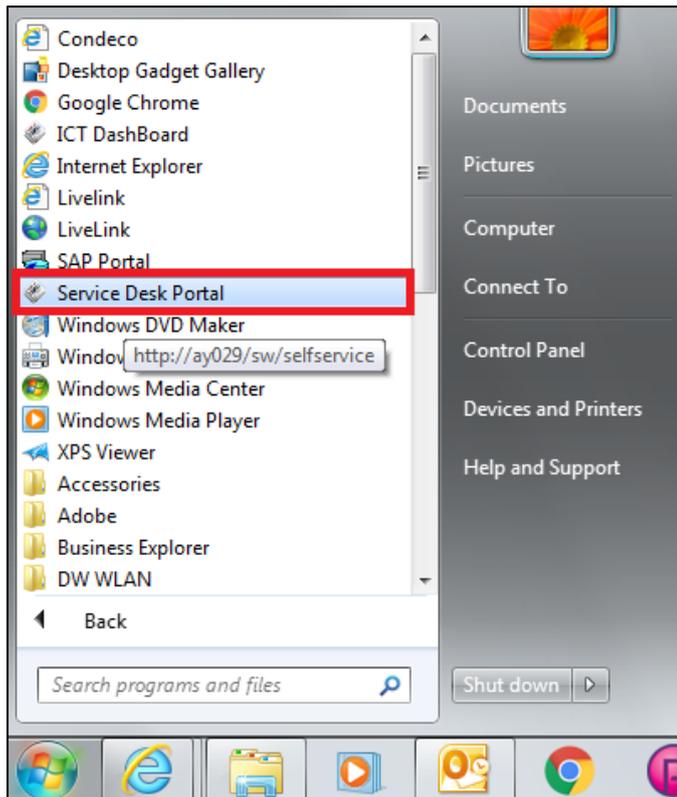
Service Desk Requests (SDRs) can be sent for technical support issues with LCS. This can include:

- Adding addresses to the system.
- Restricting/Unrestricting children.
- Amending incorrect data – only in certain circumstances, for example an incorrect date or an incorrectly spelt name.
- Rollbacks – these are only done where there is no alternative to resolve an issue. Rollbacks falsify a child's record and the decision to undertake one should not be taken lightly – large amounts of information can be lost and it is the responsibility of the team to re-enter this information once a rollback has taken place.

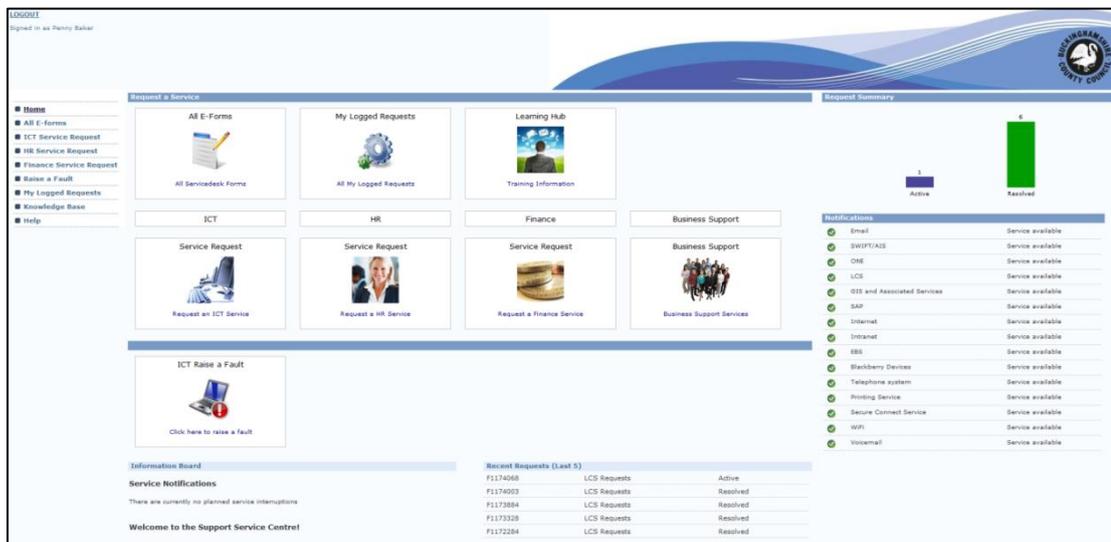
### 30.1. Locating the Service Desk Portal

- All SDRs are sent via the Service Desk Portal (SDP). This can be found by clicking on the Start button on your desktop and going to All Programmes.





- This will open the SDP:



On the right hand side you can see a chart of previously logged calls and their progress. Below the charts you can see a list of services and view their current status. If any service is currently having issues these will be recorded here. The various types of requests are listed on the left and also shown as tiles in the middle of the page.

## 30.2. Setting Favourites

Locating the correct calls required for LCS Support can be difficult to remember. Setting favourites will make locating these easier the next time you need to log an SDR.

- Click on All E-forms in either of the places circled below.

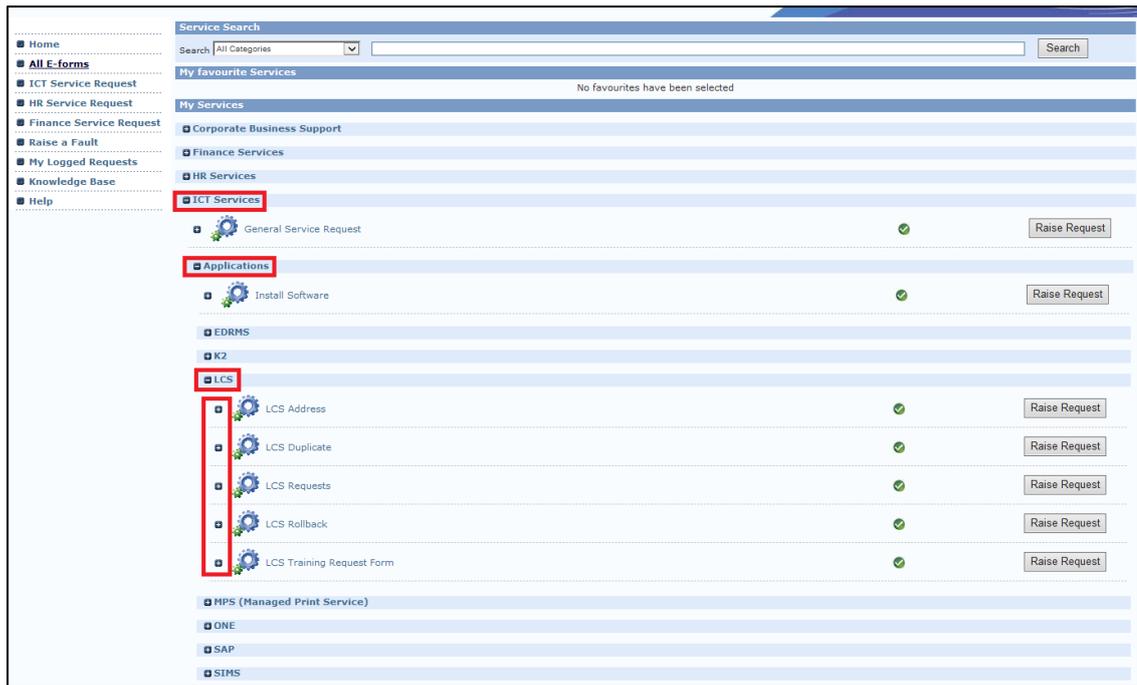
The screenshot shows the LCS Support Service Centre dashboard. The user is logged in as Penny Baker. The dashboard features a navigation menu on the left with 'All E-forms' circled in red. The main content area has a 'Request a Service' section with 'All E-Forms' also circled in red. Below this are sections for 'My Logged Requests', 'Learning Hub', and 'Request a Service' for various departments. A 'Notifications' list on the right shows various services as 'Service available'. At the bottom, there is an 'Information Board' and a 'Recent Requests (Last 5)' table.

Request ID	Category	Status
F1174068	LCS Requests	Active
F1174003	LCS Requests	Resolved
F1173884	LCS Requests	Resolved
F1173328	LCS Requests	Resolved
F1172284	LCS Requests	Resolved

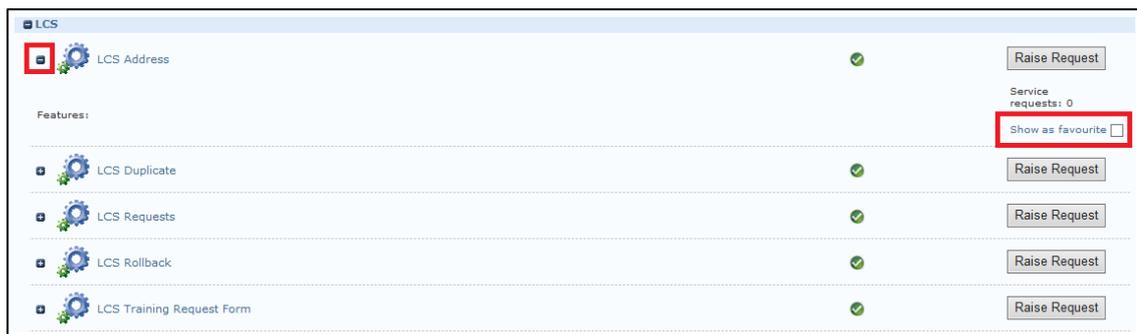
- This will bring up a list of services with a '+' symbol next to them. You can navigate through the various levels by clicking the plus next to a heading.

The screenshot shows the 'My Services' section. At the top, there is a 'Service Search' bar. Below it, the 'My favourite Services' section is empty. The 'My Services' section lists several categories with expandable '+' symbols: Corporate Business Support, Finance Services, HR Services, and ICT Services (circled in red). At the bottom, the 'Services I can subscribe to' section is also empty.

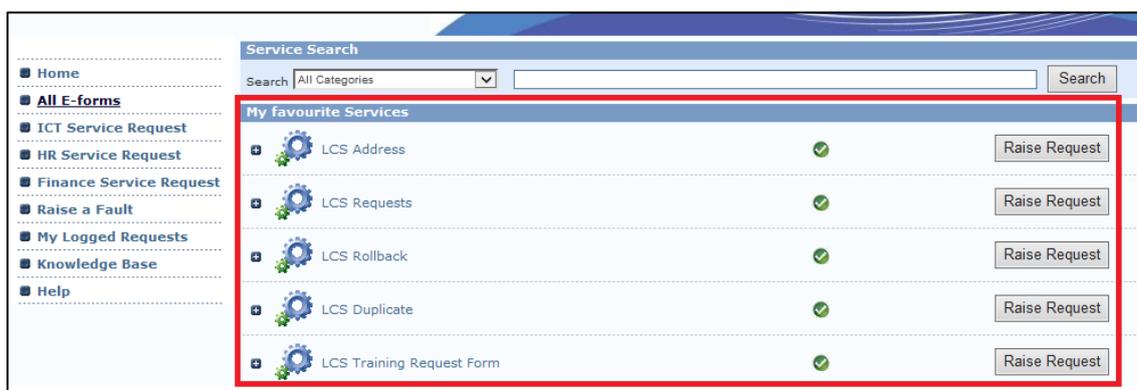
- Follow this pathway to locate the LCS Services:  
+ ICT Services → + Applications → + LCS



- Once you have located the LCS services, you will see that they all have a '+' next to their name as well. Clicking this plus for each of the services will allow you to then tick a box to mark them as favourites:



All services logged as favourites will be listed when you click on All E-forms:



### 30.3. LCS Address Request

- Click Raise Request next to LCS Address. This request involves amending an address that is incorrect adding new addresses on the system.

If you are trying to add placement details for a Looked After Child and are unable to locate them on LCS please contact the Access to Resources team (for agency foster carers) or the First Steps team (for In House foster carers).

Summary | Raise Service Request | Active Requests | Closed Requests

**LCS Address**

Use this form to request the addition of an address to LCS

Please use the [Royal Mail Website](#) to validate your request prior to submitting.

This form gives the option to include client details. Please note this is for your reference only - the address will not be added to the clients record by ICT.

**LCS Address**

Please tick to confirm you have checked and validated your request with Royal Mail ([link above](#))

Confirmed

Full Address Details (including postcode)

County

Client Name

Client ID

Does this address need to be created as an establishment/placement?

Please Select

Back | Next

Addresses need to have been checked on the Royal Mail website to ensure they are accurate. Provide full details of the address.

You can use this to have general addresses added – most addresses within Buckinghamshire are on the system but you will likely find external addresses may not be. You can also select 'yes' in the final question if the address is for an establishment or placement, for example a school or care home. These addresses will then appear under the All Departments section of the Address Book.

- Once you have filled out all the details, click Next. On the following screen you will be required to click Submit. You will be provided with an 'F' number; this can be used to track your call, which is explained later on.

**Service Detail [LCS Address]**

Summary | **Raise Service Request** | Active Requests | Closed Requests

**LCS Address**

Use this form to request the addition of an address to LCS  
Please use the [Royal Mail Website](#) to validate your request prior to submitting.  
This form gives the option to include client details. Please note this is for your reference only - the address will not be added to the clients record by ICT.

**Service Level Options**

Generic Service Request

Back Submit

### 30.4. LCS Duplicate Request

The Duplicate Request form is to highlight records which are duplicates of each other. The form is very simple but will need to be filled out with as much detail as possible, e.g. both of the records names and ID numbers, which one you believe to be the original and what data is overlapping or needs to be transferred from one record to the next.

**Service Detail [LCS Duplicate]**

Summary | **Raise Service Request** | Active Requests | Closed Requests

**LCS Duplicate**

Use this form to request the removal of a duplicate from LCS

**LCS Duplicate**

Client Name(s)

Client ID(s)

Details of Request

Back Next

- Click Next and then click Submit. As with the LCS Address Request, you will be provided with an 'F' number to track the call.

### 30.5. LCS Requests

The LCS Request form is a generic call type for all calls that do not fit into any of the other request forms. Select the type of request that best matches your issue and provide a detailed explanation of what the issue is and how you would like it to be resolved.

**Service Detail [LCS Requests]**

Summary | **Raise Service Request** | Active Requests | Closed Requests

**LCS Request**  
Use this service for LCS requests (please note that LCS addresses, LCS duplicates and LCS rollbacks should be requested on separate forms)

**LCS Request**  
Use this service for LCS requests (please note that LCS address requests should be made via the "Address Creation" service)

Type of Request  
Please Select

Client ID(s)

Client Name(s)

Details of Request

Back Next

- Click Next and then click Submit.

### 30.6. LCS Rollback Requests

This form is very simple again, however will require very specific information in order for the request to be completed as you would like it to be.

All Rollbacks should be approved by an LCS Support Officer before being requested. This is because, in most cases, there is an alternative way to resolve the issue. Rollbacks not only falsify a child's record but can also cause further technical issues later on.

**Service Detail [LCS Rollback]**

Summary | **Raise Service Request** | Active Requests | Closed Requests

**LCS Rollback**  
Use this form to request a rollback on LCS

**LCS Rollback**

Client Name(s)

Client ID(s)

Details of Request

Back Next

- Click Next and then click Submit.

### 30.7. LCS Training Request Form

This request is to be used for booking refresher training for existing staff. It will take you to an online form to complete.

### 30.8. Attachments

- You are able to add attachments to your SDRs once they have been submitted. Screenshots are very useful for identifying the issue. Take a screenshot, save the picture to an accessible location and then upload it to the call.

### 30.9. Tracking your calls

You will receive an email when your call has been resolved or placed on hold. This email will contain and personally typed message detailing the work that has been carried out to resolve the call or an explanation of what needs to be done to resolve the issue.

- You are able to track the progress of your calls at any time. Open the Service Desk Portal and click on the graph on the right hand side below the heading Request Summary:

The screenshot displays the Service Desk Portal interface. On the left is a navigation menu with options like Home, All E-forms, ICT Service Request, HR Service Request, Finance Service Request, Raise a Fault, My Logged Requests, Knowledge Base, and Help. The main area contains several service request tiles: All E-Forms, My Logged Requests, Learning Hub, ICT, HR, Finance, Business Support, Service Request (ICT, HR, Finance), and ICT Raise a Fault. On the right, the 'Request Summary' section features a green bar chart labeled 'Resolved' and a table of service availability notifications.

Notification	Status
Email	Service available
SWIPT/AIS	Service available
ONE	Service available
LCS	Service available
GIS and Associated Services	Service available
SAP	Service available
Internet	Service available
Intranet	Service available
ES	Service available
Blackberry Devices	Service available
Telephone system	Service available
Printing Service	Service available
Secure Connect Service	Service available
WiFi	Service available
VoiceMail	Service available

Recent Requests (Last 5)

Request ID	Category	Status
F1174056	LCS Requests	Resolved
F1174053	LCS Requests	Resolved
F1173884	LCS Requests	Resolved
F1173326	LCS Requests	Resolved
F1172284	LCS Requests	Resolved

- Calls you have logged will be listed here. You can use the tabs to look through calls on hold, resolved calls, closed calls and those pending authorisation.

**My Calls**

These are your service request that are currently logged in the system. You can click an item to view its details. Please take the time to rate the requests as it allows us to provide better service in the future (you can do this when updating a request).

Open	On Hold	Resolved	Closed	Pending Authorisation		
Service Desk	Rating	Reference	Type	Logged On	Resolved On	Resolution Profile
ICT		F1174068	Service Request	19/05/2016 15:25:19	20/05/2016 11:59:22	Services -> System Maintenance -> Deletion
LCS Requests		F1174003	Service Request	19/05/2016 14:23:15	19/05/2016 14:57:17	Services -> User Maintenance -> Permissions Changed
ICT		F1173884	Service Request	19/05/2016 12:28:51	19/05/2016 13:09:17	Services -> Information Provided
LCS Requests		F1173328	Service Request	18/05/2016 13:51:01	18/05/2016 14:01:39	Services -> User Maintenance -> Permissions Changed
ICT		F1172284	Service Request	17/05/2016 09:59:54	17/05/2016 15:28:07	Services -> System Maintenance -> Assessment Unlocked
LCS Requests		F1172273	Service Request	17/05/2016 09:56:44	17/05/2016 15:24:15	Services -> User Maintenance -> Details Changed
ICT		F1170858	Service Request	13/05/2016 10:41:31	13/05/2016 10:49:27	Services -> User Maintenance -> Profile Cleared Down
Profile oversize						

The type of request, 'F' number, dates logged/resolved etc. are listed here. Double click on one of the calls to open a new window displaying further information.

You can use the tabs at the top to look through various information regarding the call.

If the call has been picked up by a member of the IT Team you will be able to see their name listed next to 'Owned By' on the right hand side.

You will also be able to see the expected timescales for the call to be resolved at the bottom right.

The original details of the call you logged are at the bottom.

**Service Request Details For F1174068**

[Details](#) | 
 [Business Process Details](#) | 
 [Service Components](#) | 
 [Diary](#) | 
 [Attachments](#) | 
 [Update This Service Request](#)

Customer Information		Support Information	
<b>Customer ID</b>	penbaker@buckscc.gov.uk	<b>Status</b>	Resolved
<b>Name</b>	Penny Baker	<b>SLA</b>	ICS Request
<b>Tel. No.</b>	0000 0000000	<b>Priority</b>	ICS Request
<b>Email</b>	penbaker@buckscc.gov.uk	<b>Charge Centre</b>	
<b>Site Name</b>	New County Offices	<b>Logged By</b>	selfservice
<b>Customers SLA</b>		<b>Owned By</b>	jhogg
<b>Customers Priority</b>		<b>Support Group</b>	SOCIAL CARE4
Incident Profile		Service Level Information	
Software -> LCS		<b>Log Date</b>	19/05/2016 15:25:19
<b>Resolution Profile</b>		<b>Respond By</b>	20/05/2016 15:25:19
Services -> System Maintenance -> Deletion		<b>Fix By</b>	26/05/2016 15:25:19
		<b>Resolved On</b>	20/05/2016 11:59:22
Summary			
LCS Requests			
<b>Original Description (250 Characters)</b>			

- Use the Diary tab to read any updates that have been added by the IT Team regarding the call. These should be emailed to you as well, however they are always listed here if, for example, you have lost or deleted the email.

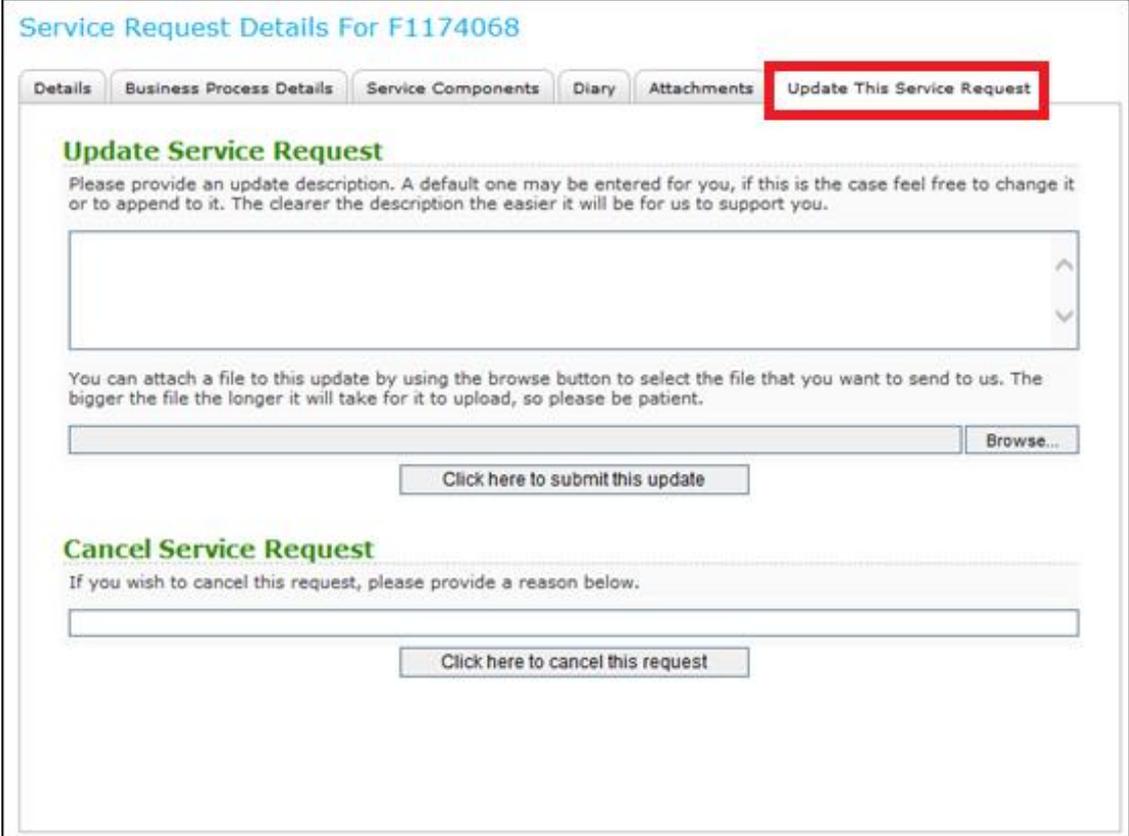
Service Request Details For F1174068

[Details](#)
[Business Process Details](#)
[Service Components](#)
[Diary](#)
[Attachments](#)
[Update This Service Request](#)

Rows Per Page :     << 1 to 3 of 3 >>

Date / Time	Action type	Actioned By
20/05/2016 11:59:22		jhogg
I've deleted that now		
James**Call resolved by jhogg**		
20/05/2016 11:52:26		jhogg
Call was accepted by jhogg and the response time was acknowledged and achieved.		
19/05/2016 15:25:19		selfservice
Type of Request : Data Amendment		
Client ID(s) : 532918		
Client Name(s) : Tristan Veal		
Details of Request : Can you please remove Subsequent Request for Placement form as this child did not move placement and form was started in erro		

The final tab, Update This Service Request, should be used to add additional information to the call if needed. Please do not reply to the emails you receive from Service Desk as they will not be picked up. From here you are able to add further attachments if they are needed.



The screenshot shows a web interface for a service request. At the top, the title is "Service Request Details For F1174068". Below the title is a navigation bar with several tabs: "Details", "Business Process Details", "Service Components", "Diary", "Attachments", and "Update This Service Request". The "Update This Service Request" tab is highlighted with a red border. The main content area is titled "Update Service Request" and contains the following text: "Please provide an update description. A default one may be entered for you, if this is the case feel free to change it or to append to it. The clearer the description the easier it will be for us to support you." Below this text is a large text input field. Underneath the input field is a message: "You can attach a file to this update by using the browse button to select the file that you want to send to us. The bigger the file the longer it will take for it to upload, so please be patient." This is followed by a file input field and a "Browse..." button. Below the file input field is a button labeled "Click here to submit this update". The next section is titled "Cancel Service Request" and contains the text: "If you wish to cancel this request, please provide a reason below." Below this text is another text input field. At the bottom of this section is a button labeled "Click here to cancel this request".

If a call has been marked as resolved but you still feel you need support then, rather than logging a new call, double click on the call that has been resolved, click on the tab to Update This Service Request and submit some more information for the IT Team. This will re-open the call for them to view again.

## 31. Shortcuts

Here are some useful keyboard shortcuts.

Keystrokes	Action
Ctrl A	Select All
Ctrl B	Bold
Ctrl C	Copies to the clipboard
Ctrl F	Find dialog box
Ctrl I	Italics
Ctrl P	Print
Ctrl T	Creates a New Tab
Ctrl U	Underlining
Ctrl V	Pastes from the clipboard
Ctrl X	Cuts to the clipboard
Ctrl Z	Undo last command
Ctrl Delete	Delete next word
Ctrl Backspace	Delete previous word
Mouse click 3 times	Selects whole paragraph
Ctrl +	Increases zoom by 25%
Ctrl -	Decreases zoom by 25%
Ctrl 0	Returns zoom to normal
Shift F3	Highlight text then toggle between caps, title case and lowercase
F5	Refresh screen