LCS / CIN User Guide

Liquidlogic Children's Systems (LCS)

Author: Stephen Allwright

Date: 09.06.2016

DOCUMENT HISTORY

DATE	PRODUCED BY	DOCUMENT VERSION	COMMENTS
09.06.2016	S.ALLWRIGHT	1.0	INITIAL VERSION
28.02.2022	S. WEBB	1.1	REDESIGN

TABLE OF CONTENTS

1. COURSE OVERVIEW

Course Outcomes

This 1 day session will raise awareness of the recording of the CIN process within LCS. For the purpose of the course, we will use 2 siblings to incorporate the Family Working principle.

- Initiate the CIN process from the:
    - C&F Assessment
    - Authorisation/Rejection by CSWM
    - Section 47
    - Authorisation/Rejection by CSWM
    - ICPC
    - CP
    - CLA

- Update the CIN Plan
    - Authorisation/Rejection of the CIN Plan by CSWM

- Update the "Meeting Details and Scheduling information

- Record the "Meeting Attendees" for the CIN Review including
    - Involved Professionals
    - Key Agencies
    - Family Members
    - Others Persons
    - Other Professionals

- Record any "Excluded Attendees" for the CIN Review

- Update the "Meeting Attendees" table – indicating
    - Who is the Chair
    - How attendees were invited
    - Did attendees agree to attend
    - Were attendees consulted

- Leave CIN

- Restart CIN

- **COURSE PREREQUISITES**

Viewing Me Learning modules.

2.   Navigating Around Forms/Icons On Display

- The current Sidebar bar may be truncated – either hoover the mouse over the heading to read in full or click on the "Pin" icon to set the size to automatically adjust to autofit each Sidebar heading.

  o To move to another sidebar, simply click on the Sidebar heading.

- Any field depicted in red means it is a mandatory field. You cannot finalise without completing all mandatory fields.

- A red * displays when you have filled in a field. A blue * would be if somebody else filled in a field.
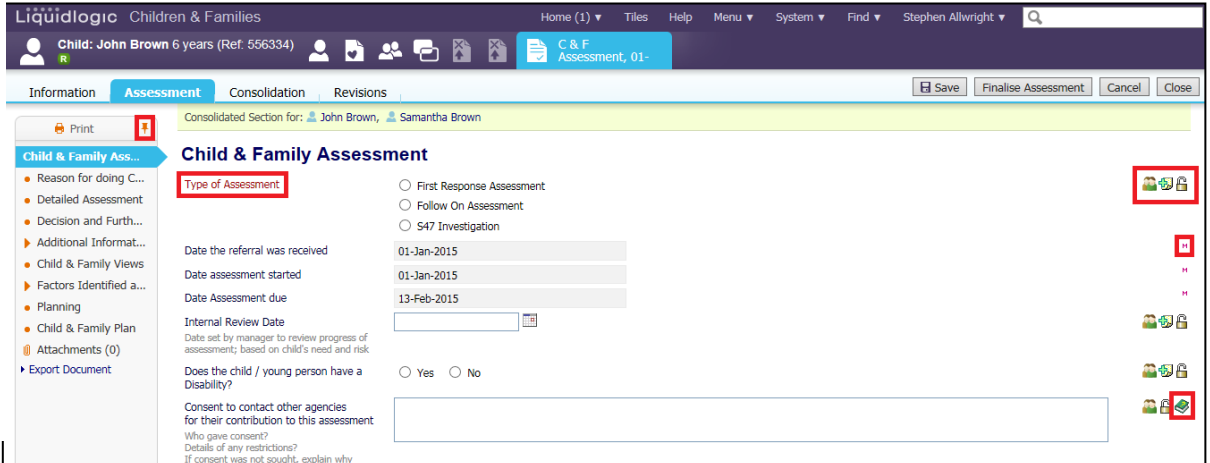
- The "Family Working" icon allows you to unconsolidate a field – enabling you to create separate answers to a question for siblings. You can also rejoin the answers.

- An "M" means the field is not editable and has been automatically merged.

- A "post it note" allows you to enter a comment (which doesn't print out).

- A "green manual" allows you to read the help guidance. Hoover the mouse to read the instructions or click on the icon to view on a separate screen. Click on "Return to Form" at the top of the page to return to the original screen.

- The "Open Lock" means that question has <u>not</u> been locked for security.

3.   Getting to Child In Need

There are a number of ways that Child In Need (CIN) can be initiated. This section will take you through the different ways to initiate CIN.

3.1.   Initiating the CIN process from the C&F Assessment

From the First C&F Assessment in LCS you are able to create a CIN Plan. This process is done by First Response but if a sibling/unborn child is being added then the steps that follow can be used.

- In the example below, the work has been grouped by "Task" so that the "C&F Assessments" are grouped together. Our example shows a consolidated assessment for 2 siblings.

- Click on the "C&F Assessment – Please do C&F Assessment for Child" for either child (LCS will automatically include the consolidated sibling).

- If this is the first C&F Assessment, click on "Start Blank"

3.1.1. Creating the CIN Plan

- When in the first C&F Assessment if you click on the "Decision and Further Action" tab. The Outcome "S17 Child In Need" is crossed out, you will first need to create the CIN Plan.

- Click on the "Planning" tab and click the "Create C&F Plan" button

- You will need to click "Create C&F Plan" for each child

- Once "Create C&F Plan" has been clicked a "CIN" flag will appear under the child's name.

- Next click the "Child & Family Plan" tab and you will be able to input the CIN plan.

- There are three main areas in the CIN plan that need to be completed: Child/Young Person's Development Needs, Parental Capacity (Birth Family) and Family and Environmental Factors (Birth Family)

- Note: make your plan SMART: Specific, Measurable, Achievable, Realistic, Timely

- Click "Add What Needs To Be Done to Plan", you will need to click this link under each siblings name. The plans must be child specific
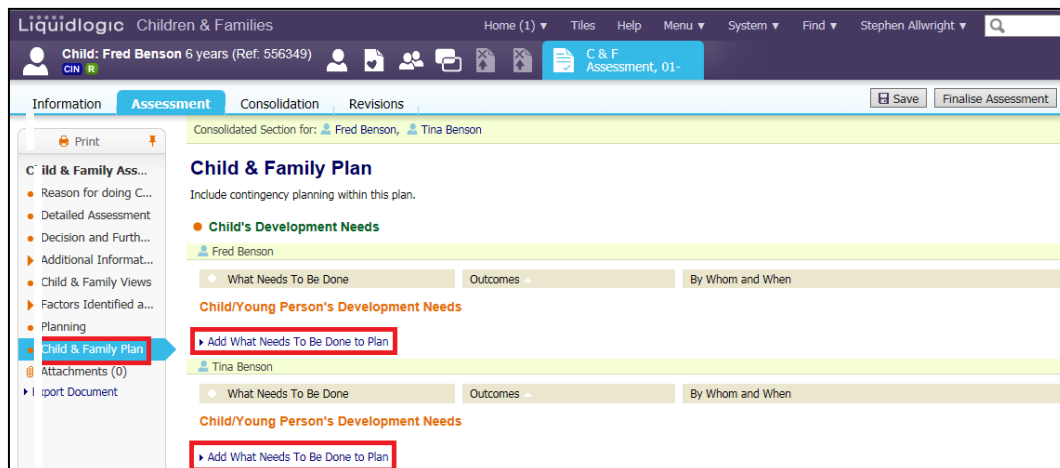
- To add the Outcomes of the plan click the green plus as highlighted below.
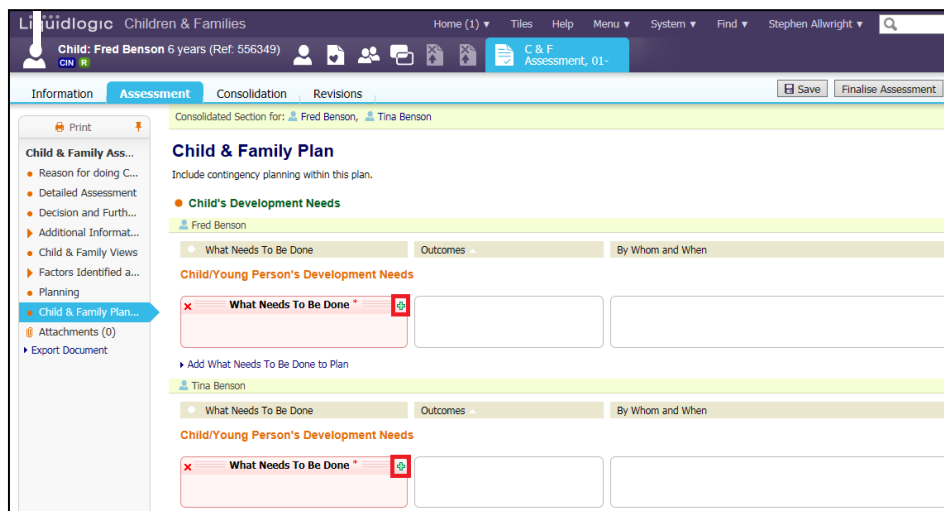
- To add the "By Whom and When" part of the plan click the plus sign as highlighted below
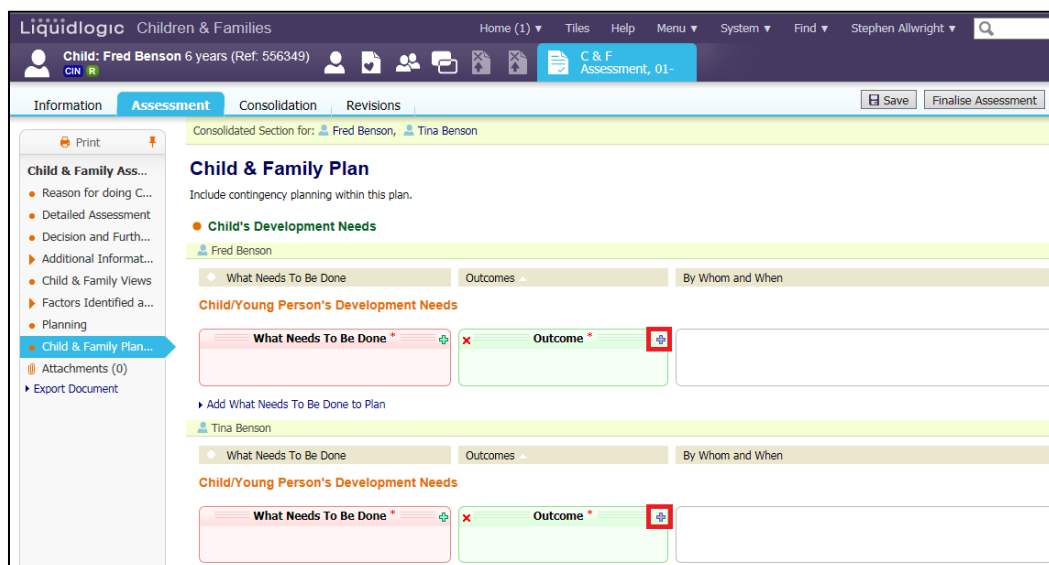
- To add an extra "Outcome" and "By Whom and When" to a section of the plan click the plus signs highlighted below
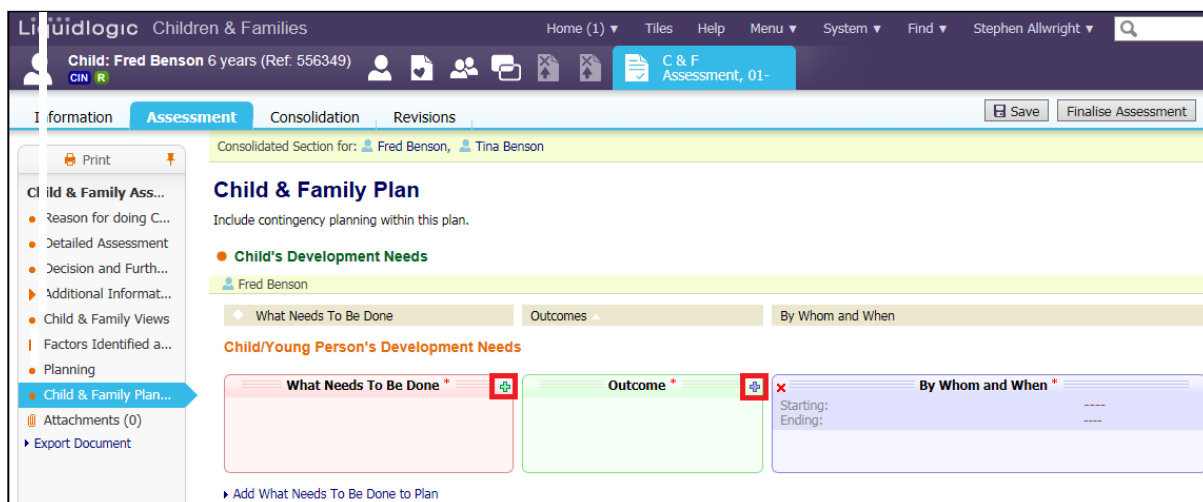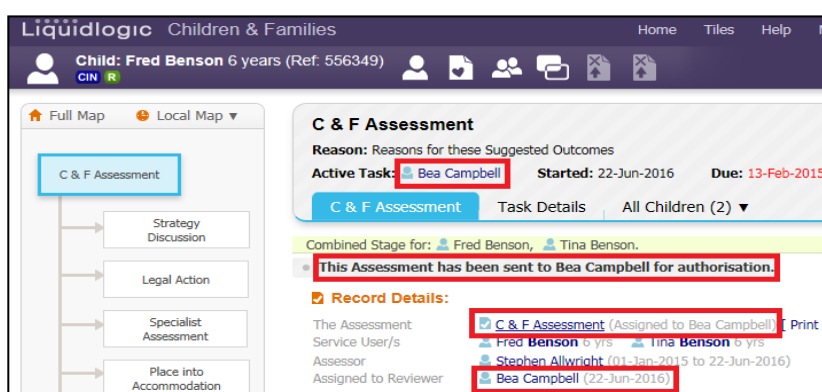

- This will enable you to have a section of the plan that has multiple Outcomes, that can be completed by multiple people.
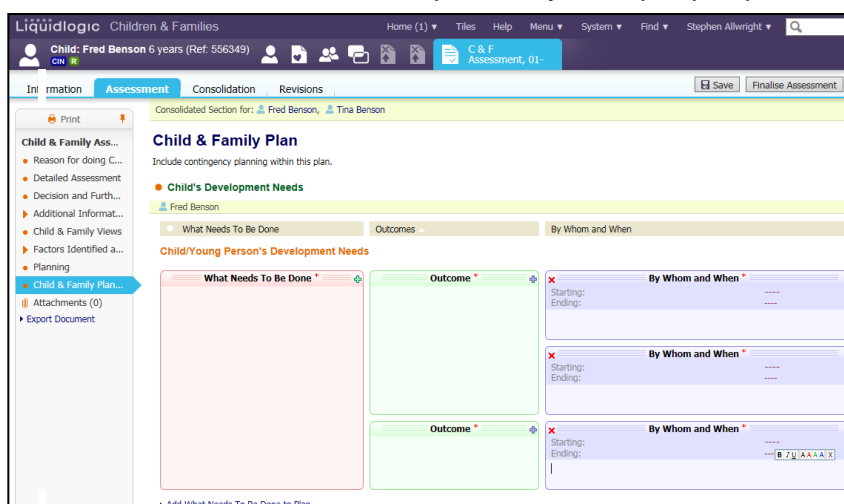
- Once the CIN Plan has been completed and the rest of the Assessment filled out click "Finalise Assessment"
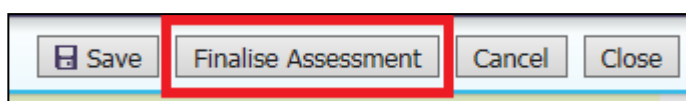
- The screen will display as below – indicating that the task to authorise has been sent to the relevant Manager.

3.1.2. Manager Authorises An Assessment

- The authorising Manager clicks on the task "C&F Assessment – Authorise" from their Worktray.
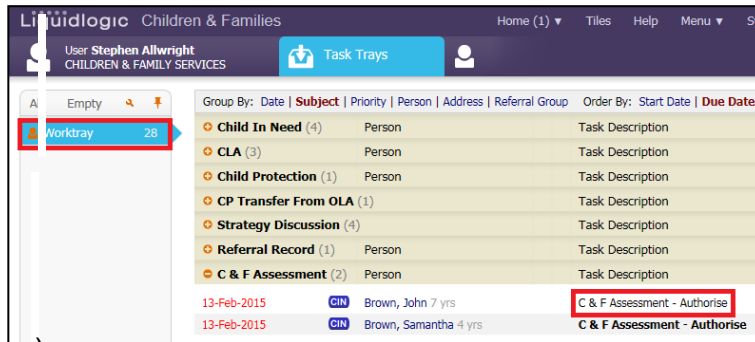
- Read through the C&F Assessment then click on the "Decision & Further Action" Sidebar.

- Enter in the "Authorisation Date" then "Finalise Assessment"
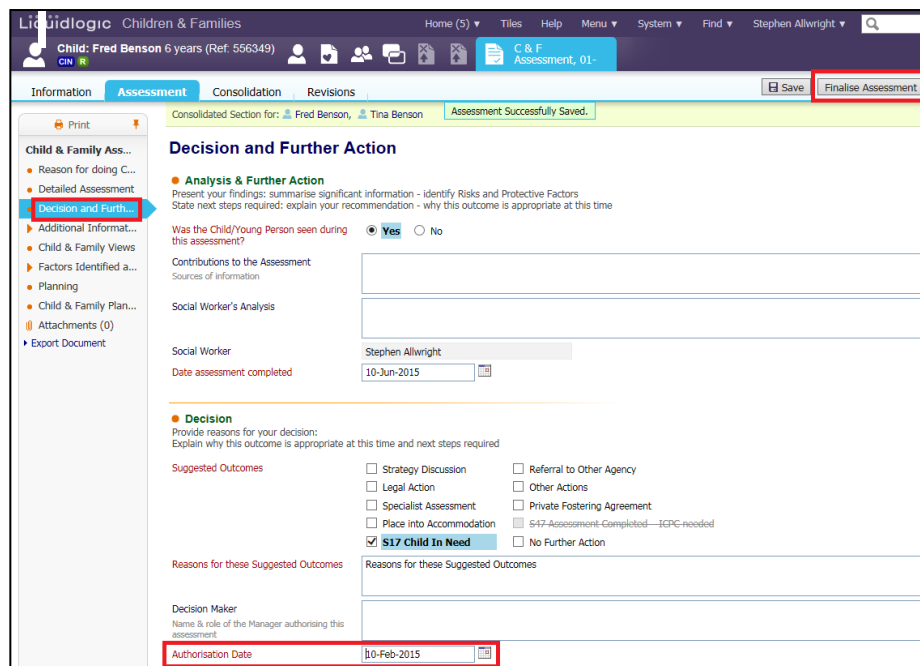
- Click on "OK"
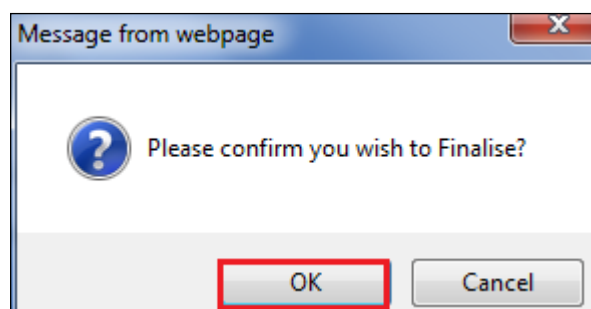
- If you choose to authorise the C&F Assessment, click on "Authorise"
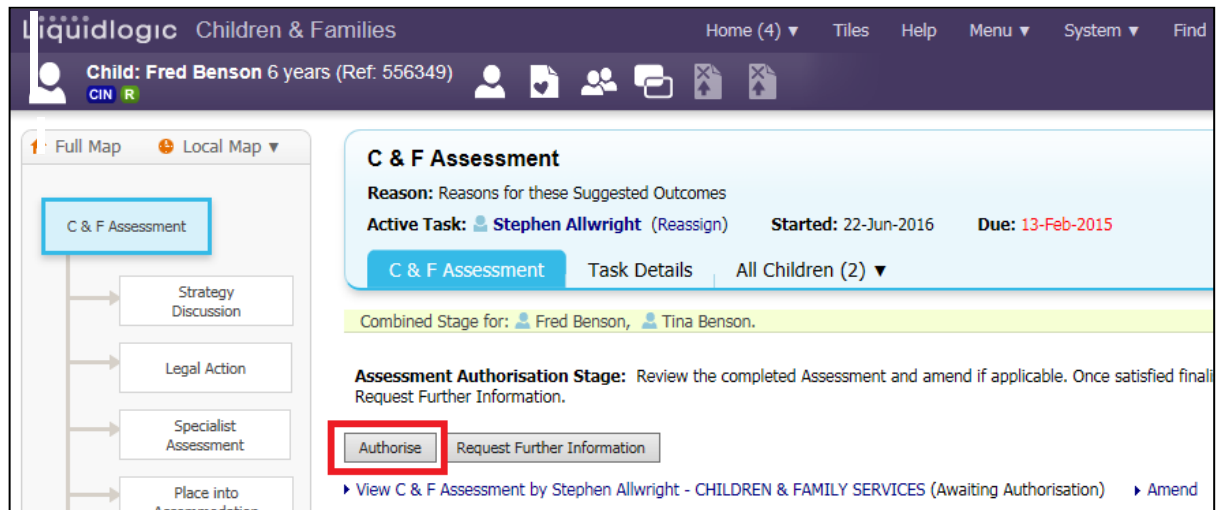
- The screen looks as below.
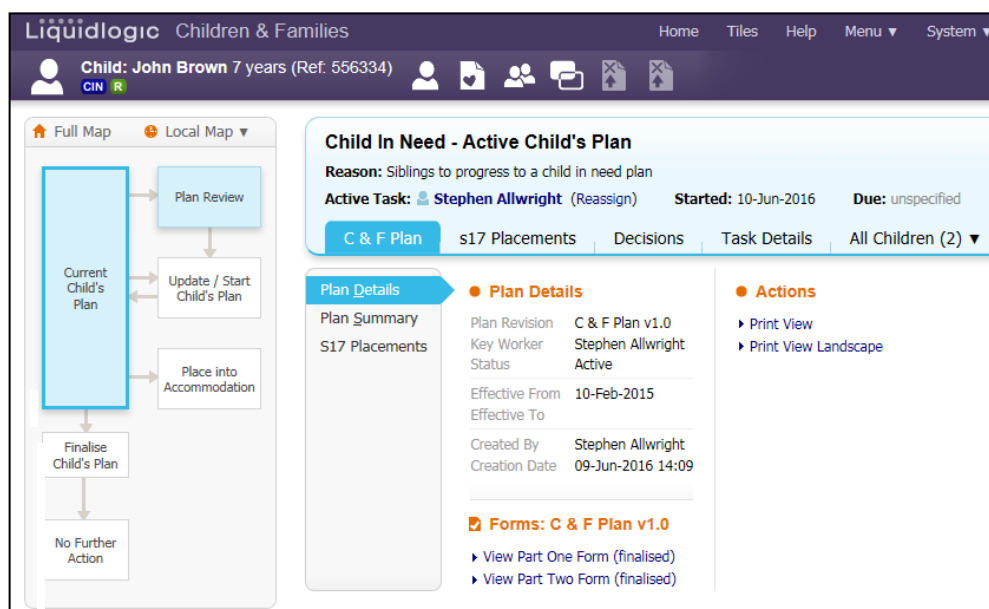

3.1.3. Rejection of An Assessment

- If you wish to return the C&F Assessment back to the worker, click on "Request Further Information".

- Enter in a valid reason for the rejection.
- Click on "Send Request"
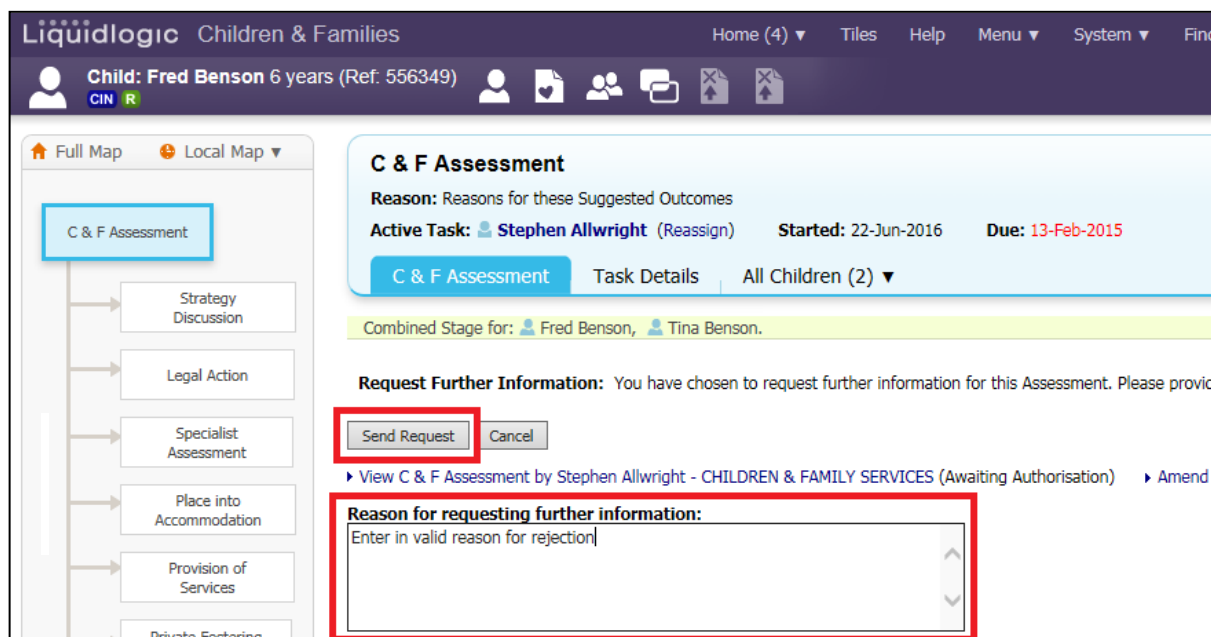
- Click on "OK"
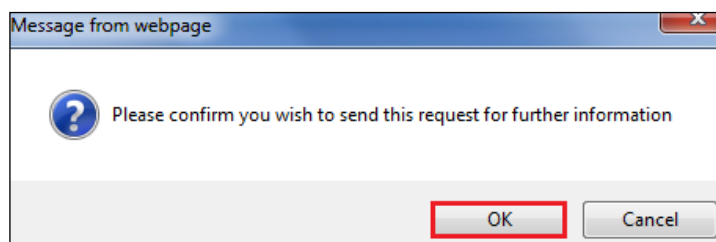
- The screen looks as below – indicating that the task has been returned to the worker with the task comments displayed.
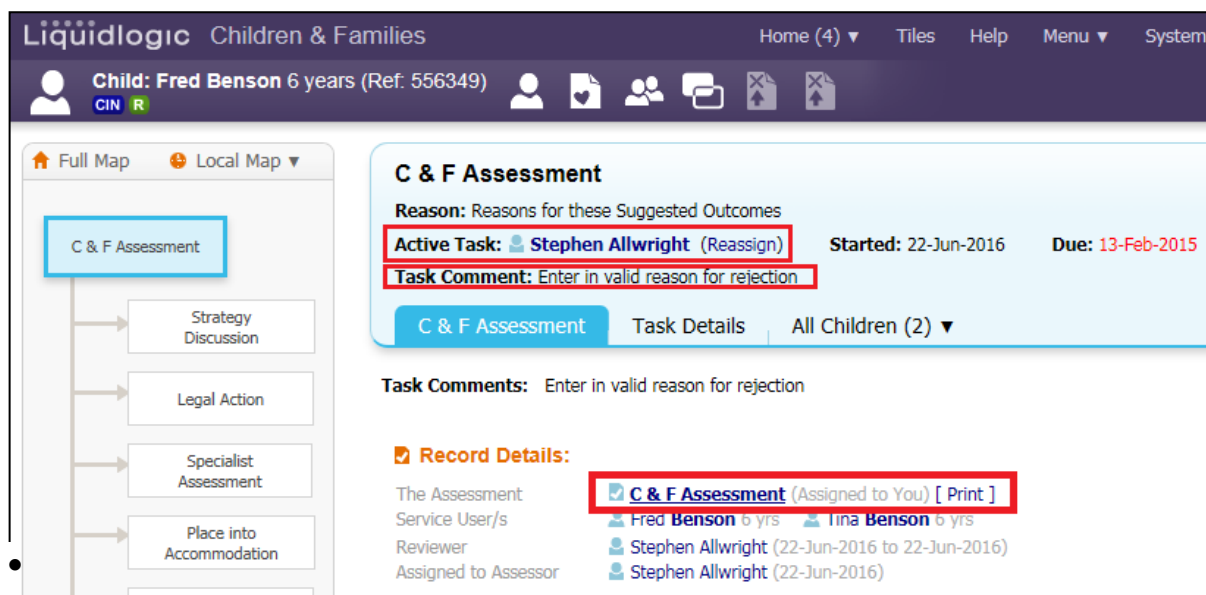
- If rejected, the worker will see the following task in their Worktray. They would re-access the assessment, make the necessary changes and resend for authorisation.
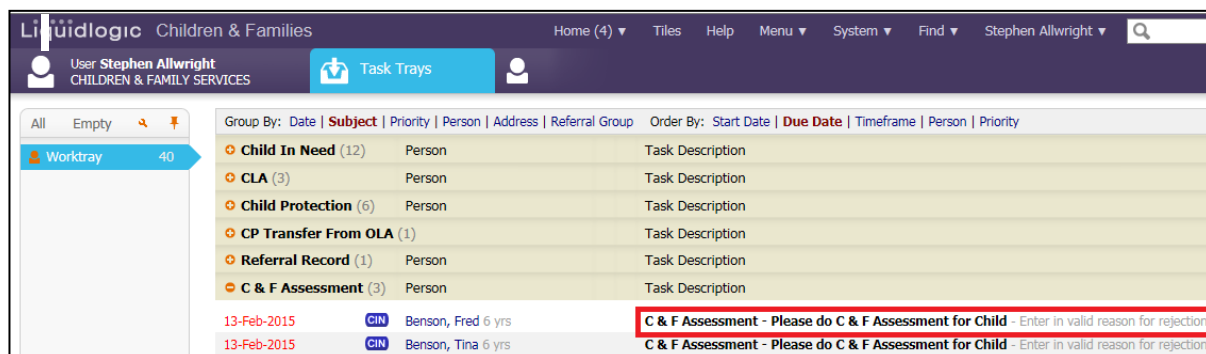

3.2. Starting CIN from Section 47

- When completing a Section 47 (S47) it is possible to step a child down to CIN.

- Click on the "Section 47 Enquiries – Please Perform Section 47 Enquiries" task from the Worktray.
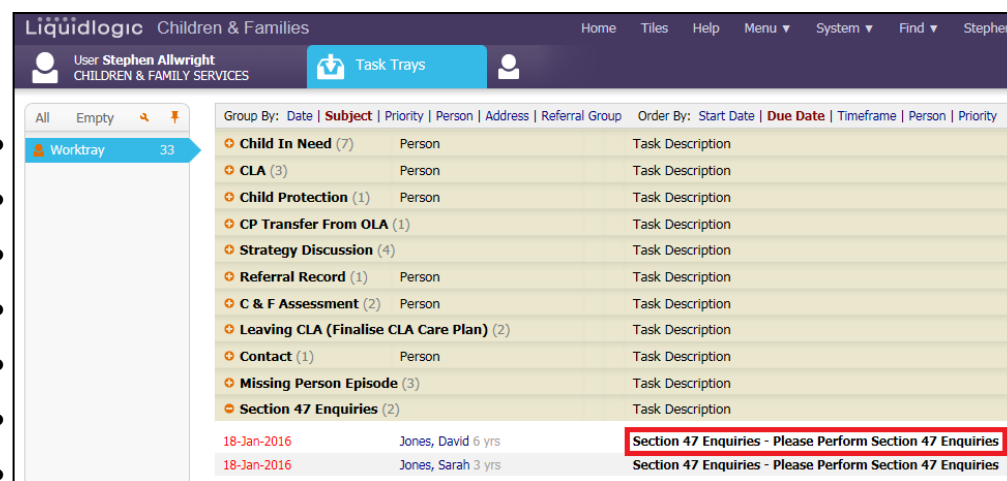
- Click "Copy Forward Selected"
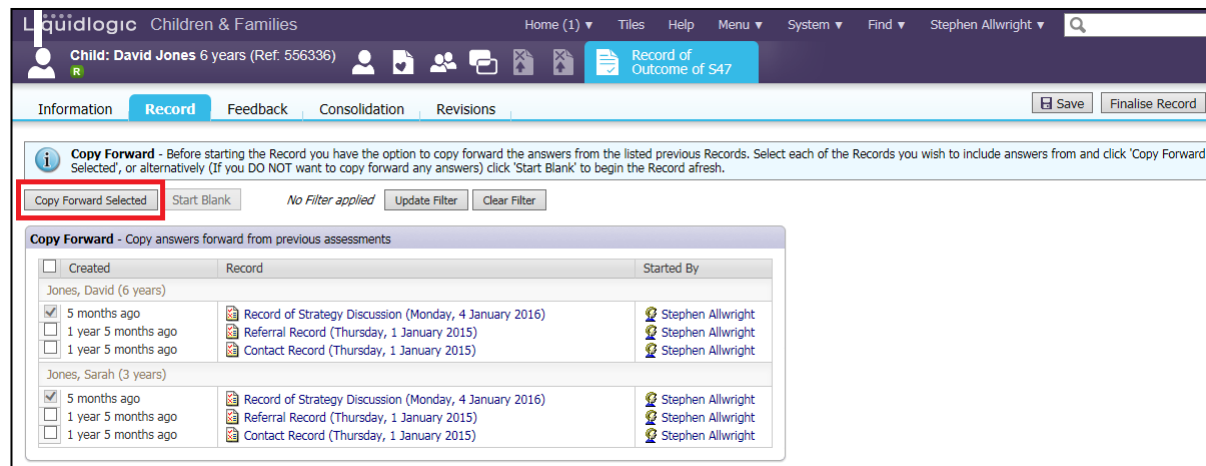
- You will then need to go through the tabs on the left hand side and fill out each of the tabs.

-
-
-
-
-
-
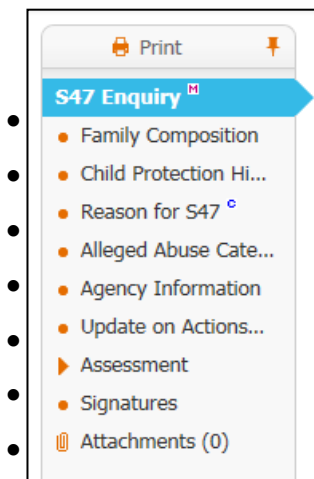
- When it comes to selecting the Outcome click "Assessment" and then click "Decision".
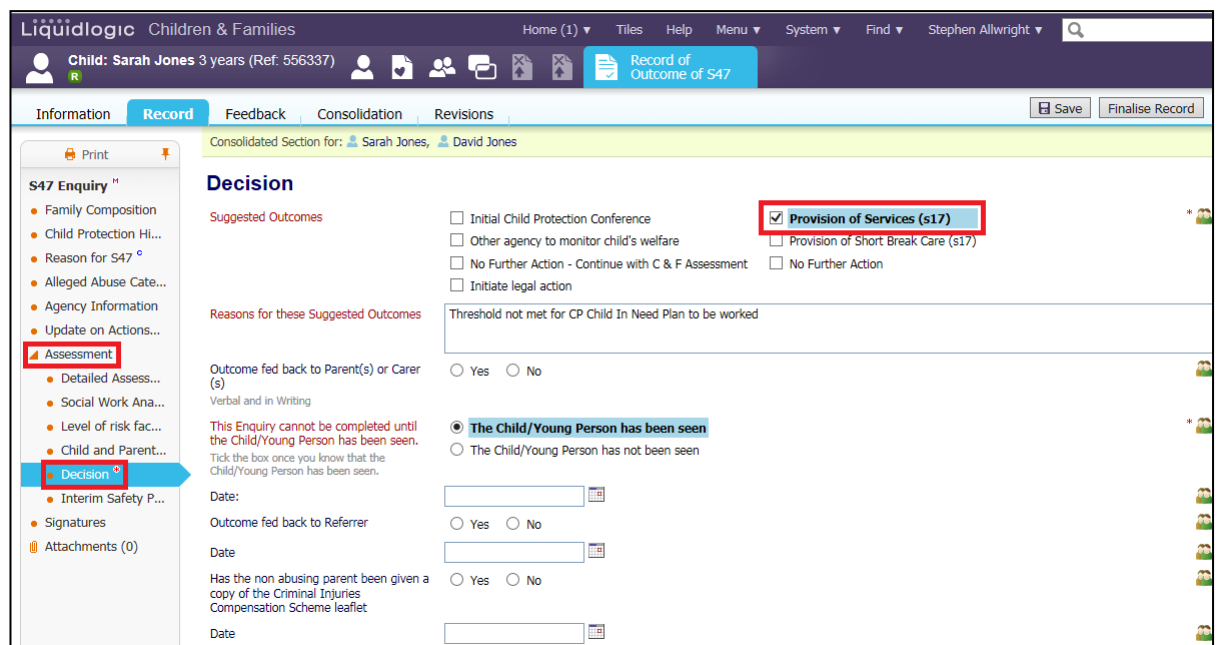
- If a child is progressing to CIN you **must** click the box next to "Provision of Services (S17)".

- Then click "Finalise Record"
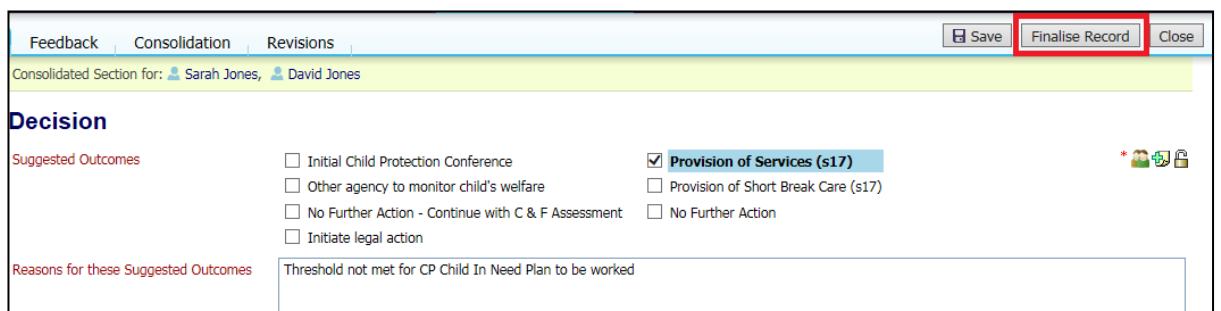
- Click on "OK"
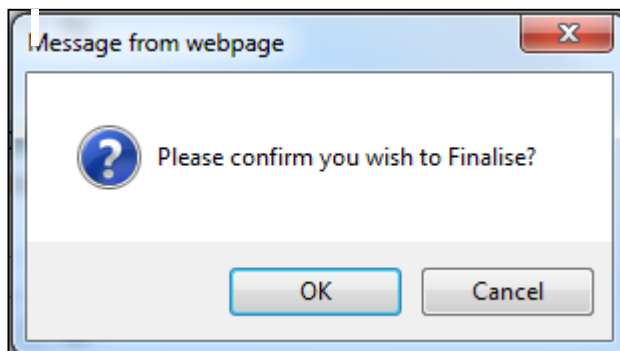
3.2.1.   Authorising the Section 47

- The authorising Manager clicks on the task "C&F Assessment – Authorise" from their Worktray.
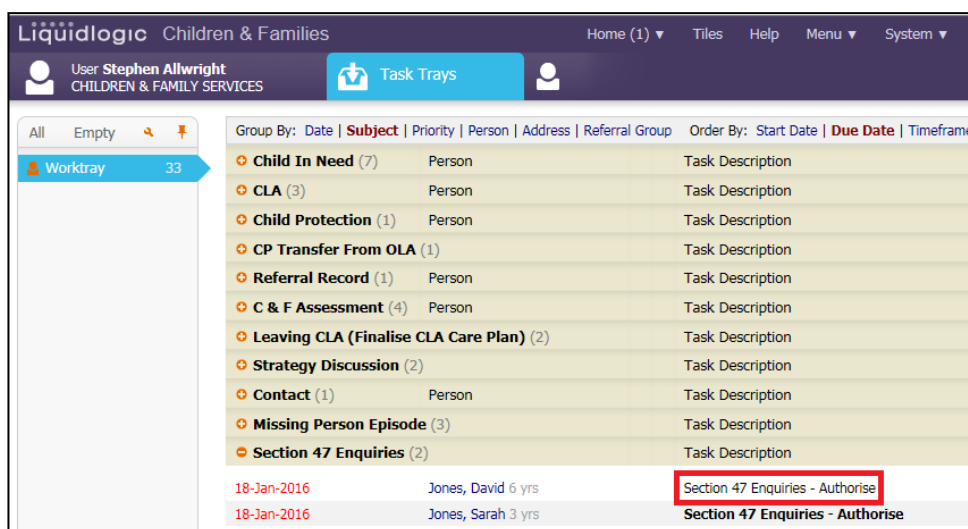
- Check through the Assessment and then click "Finalise Record"
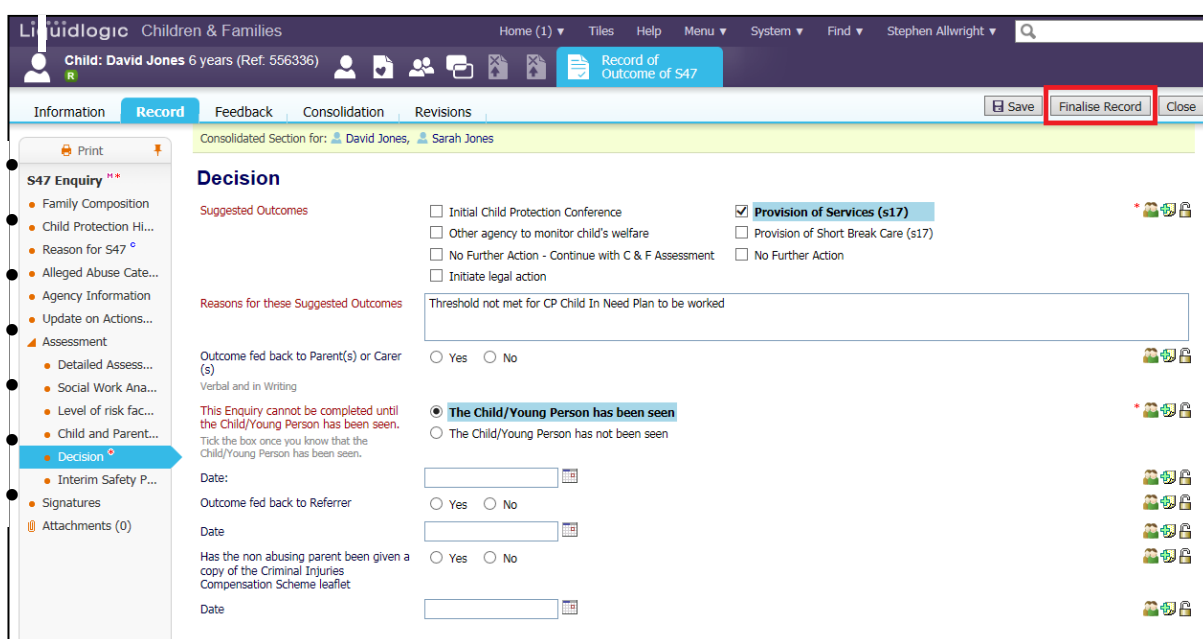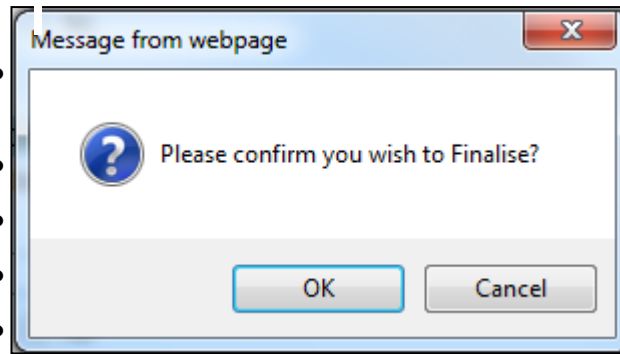
- Click "OK"

- If you choose to authorise the C&F Assessment, click on "Authorise"
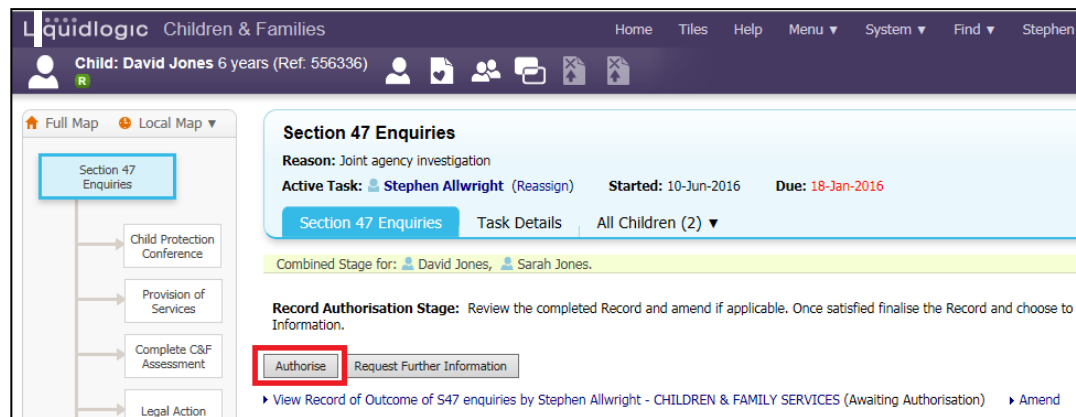
- Once the S47 has been authorised the Allocated Case Worker will have the below task in their tray to input the Child In Need Plan.
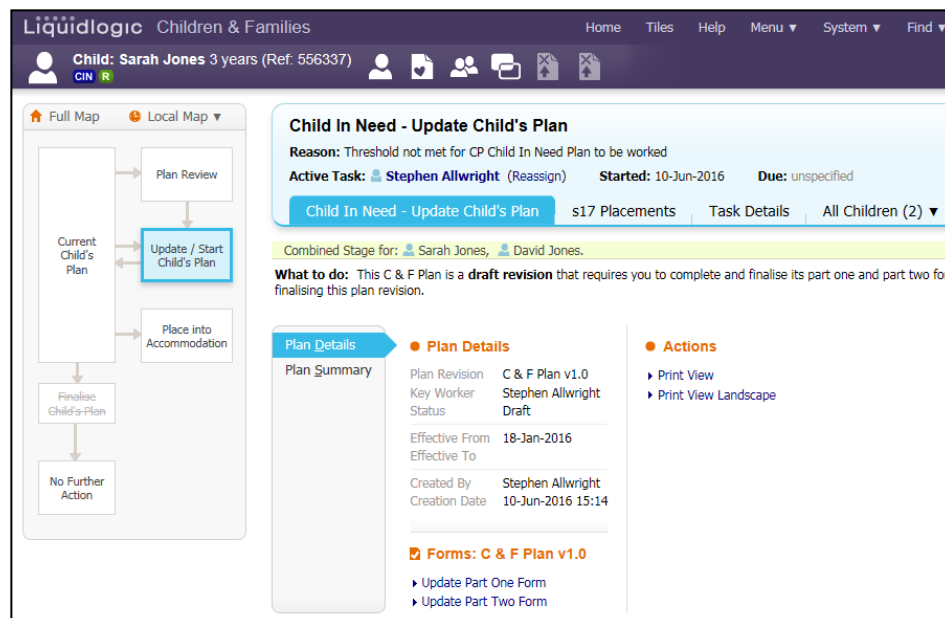
3.2.2. Rejection of Section 47

- If you wish to return the Section 47 back to the worker, click on "Request Further Information".
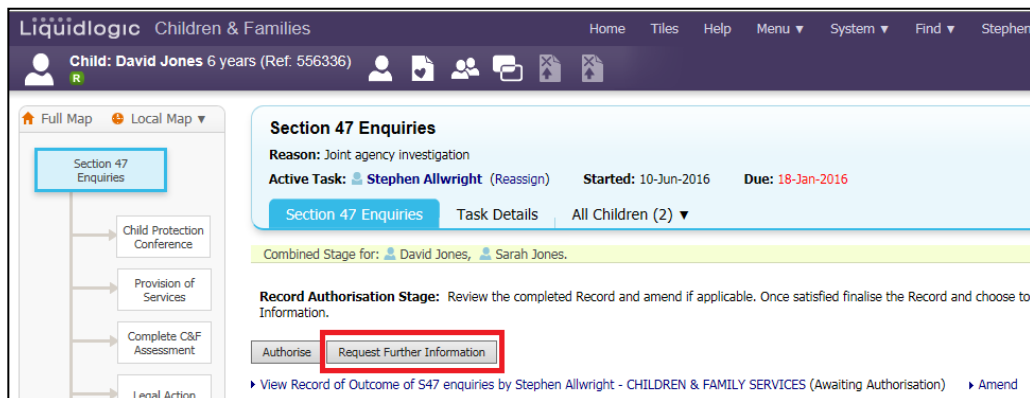
- Enter in a valid reason for the rejection.

- Click on "Send Request"
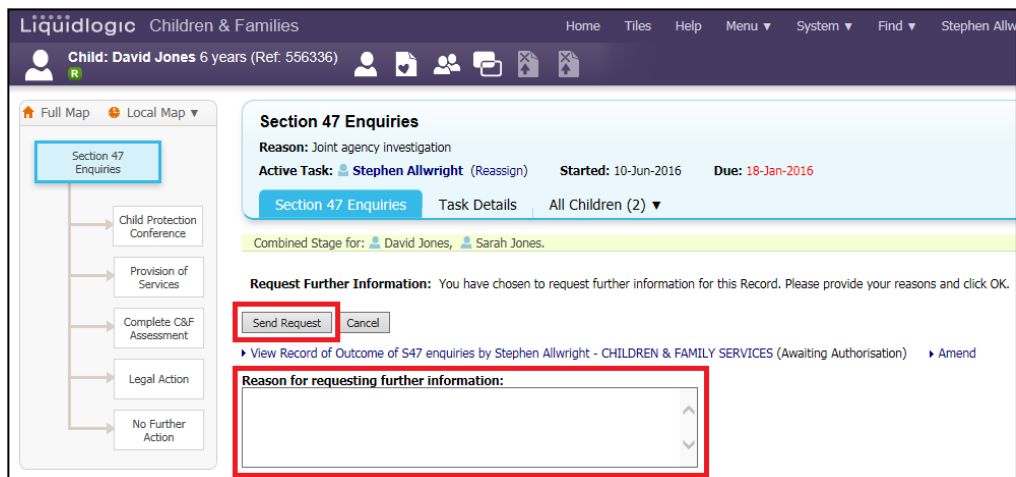
- Click on "OK"
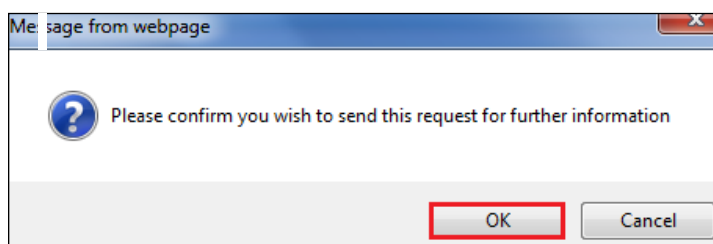
- The screen looks as below – indicating that the task has been returned to the worker with the task comments displayed
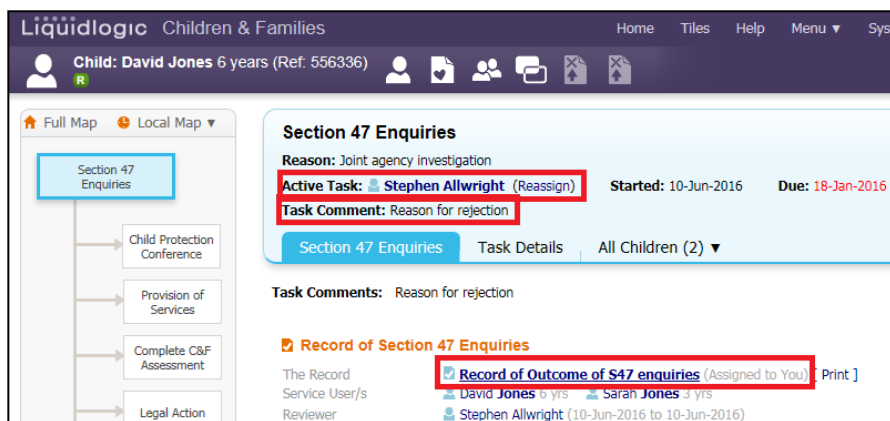
- If rejected, the worker will see the following task in their Worktray. They would re-access the assessment, make the necessary changes and resend for authorisation.
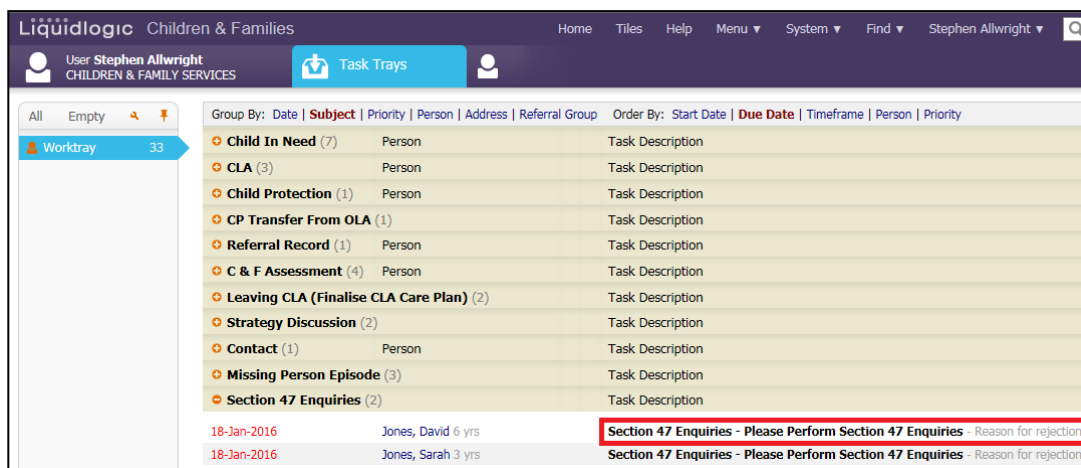
3.3.   Starting CIN from ICPC

- The ICPC is completed by CP Admin. When CP Admin are completing the Outcomes they will select the outcome of Provision of Services.

- Once the outcome has been chosen the below task will appear in your tray.
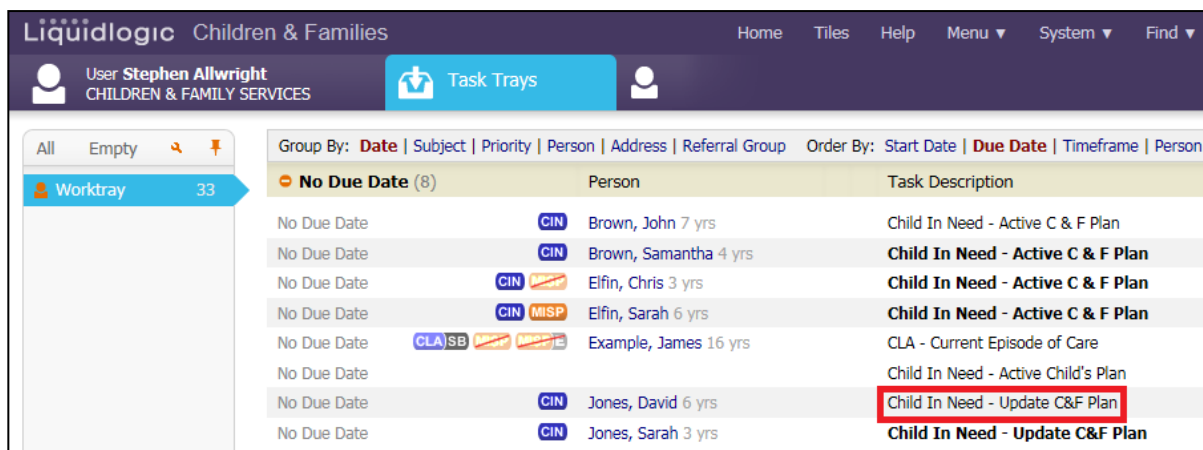
- Once you click on the task you will be taken to the below screen to input the CIN. For guidance on inputting the CIN plan go to Section……
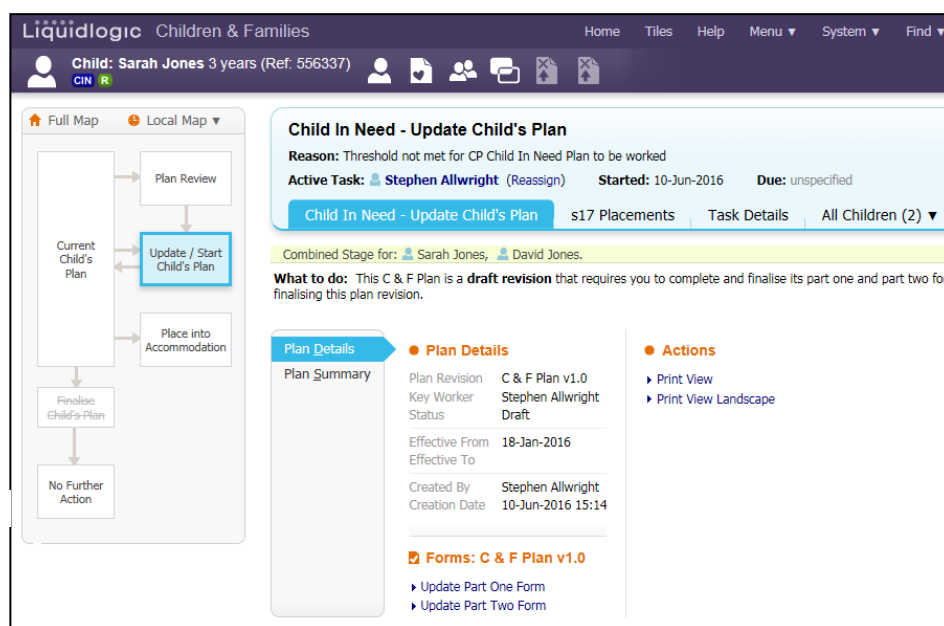
3.4. Getting to CIN from CP

- When stepping down to CIN from CP CP Admin will complete the Outcomes form and choose to "End Child Protection Plan".
- Once they have completed the meeting you will have the below task in your tray, "Child Protection – Complete Child Protection Plan".

- Click on the task as highlighted above. On the next screen click the "Start" button next to "Provide Services (CIN)".
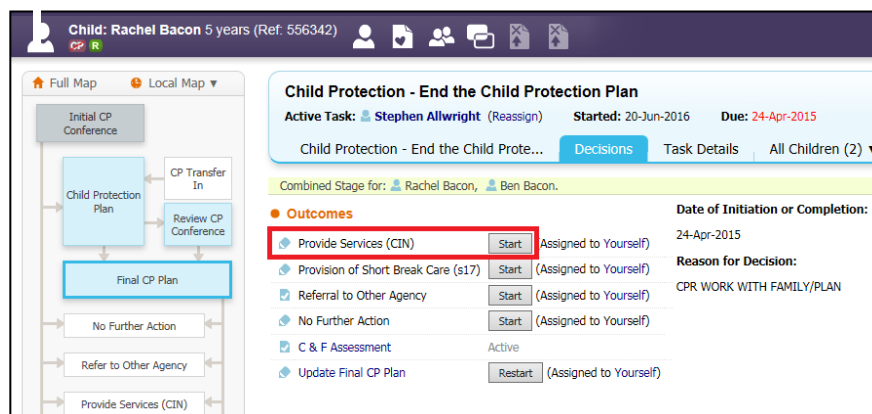
- On the next screen make sure that all the children that should be going to CIN are ticked.

- If a child is not going to CIN click the square next to their name so the tic disappears.

- Then click the "Confirm" button

- You will then be taken to the below screen to input the CIN Plan. To input the CIN Plan go to Section…..
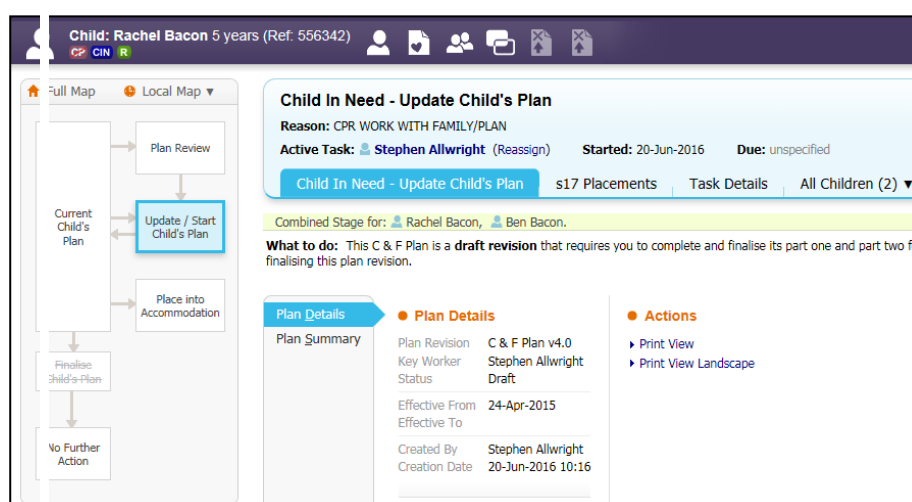
3.5.   Getting to CIN from Ending CP Outside of Conference (Managers)

- When Ending CP Outside of Conference to step down to CIN CP Admin will End the CP Plan Outside of Conference
- Once they have completed the meeting you will have the below task in your tray, "Child Protection – Complete Child Protection Plan".

- Click on the task as highlighted above. On the next screen click the "Start" button next to "Provide Services (CIN)".

- On the next screen make sure that all the children that should be going to CIN are ticked.

- If a child is not going to CIN click the square next to their name so the tic disappears.

- Then click the "Confirm" button

- You will then be taken to the below screen to input the CIN Plan. To input the CIN Plan go to Section 4.
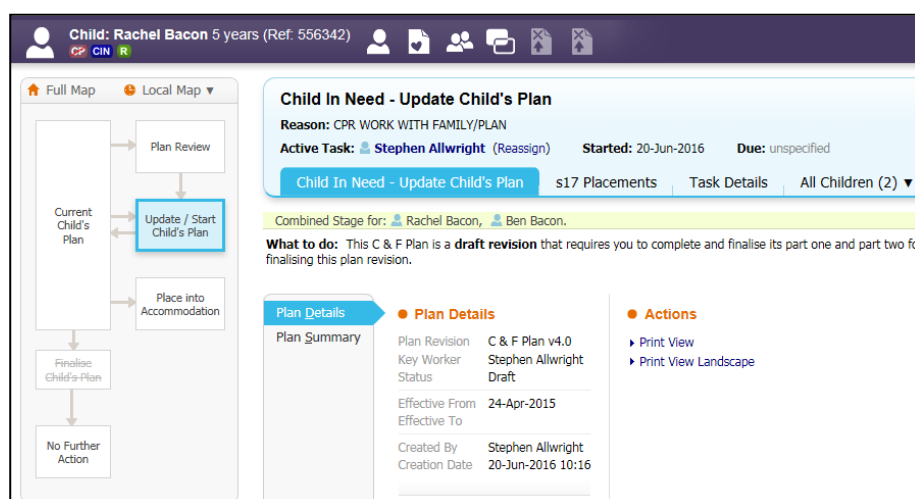
3.6.   Getting to CIN from Child Looked After (CLA)

- To step a child down from CLA to CIN click the task in your tray "CLA – Current Episode of Care"
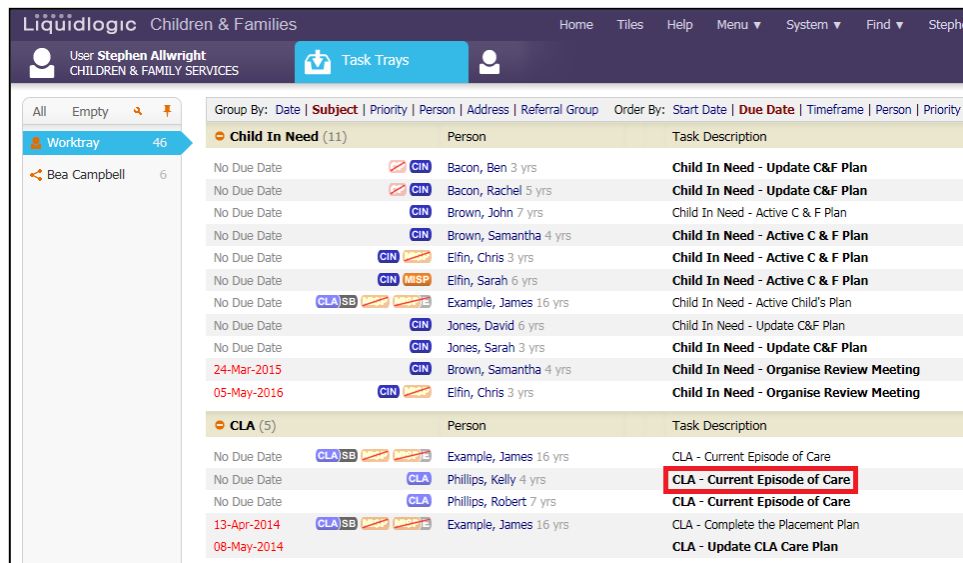
- Click "Start" next to "Leaving CLA (Finalise CLA Care Plan)"
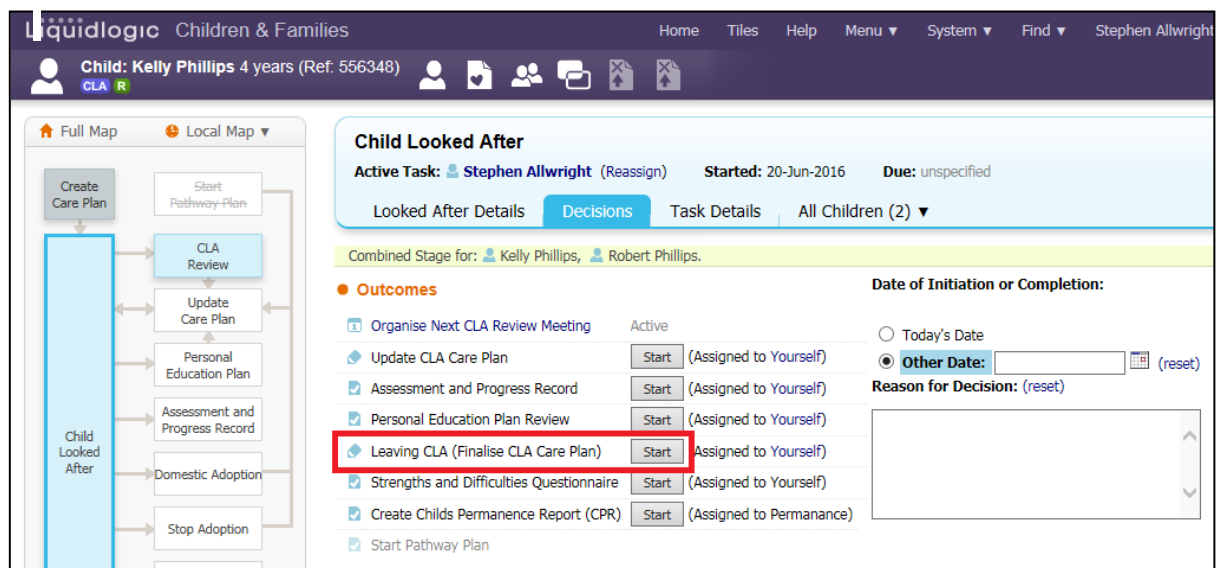
- You can untick any children that do not need to leave CLA by clickng the box next to their name

- Input the date the child is leaving CLA by using "Today's Date" or "Other Date". Then enter a "Reason for Decision"
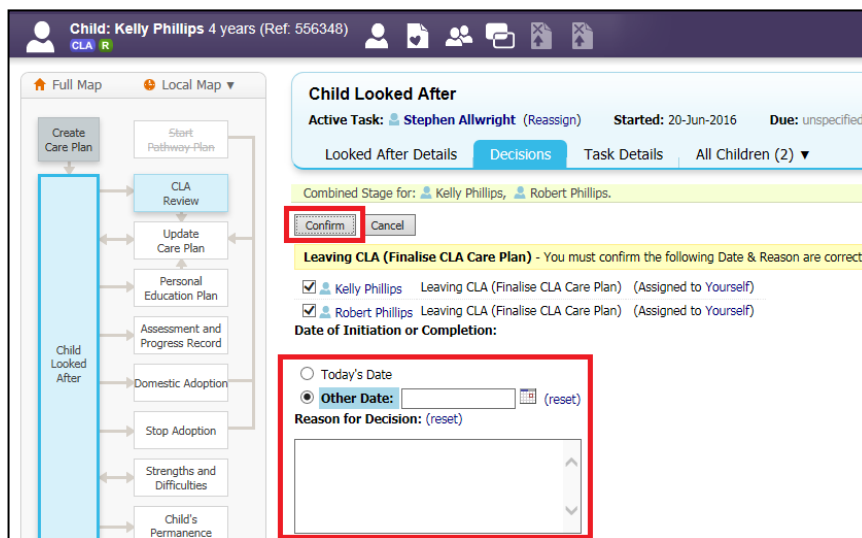
- Click the task in your tray "CLA – Finalise CLA Care Plan" for one of the siblings
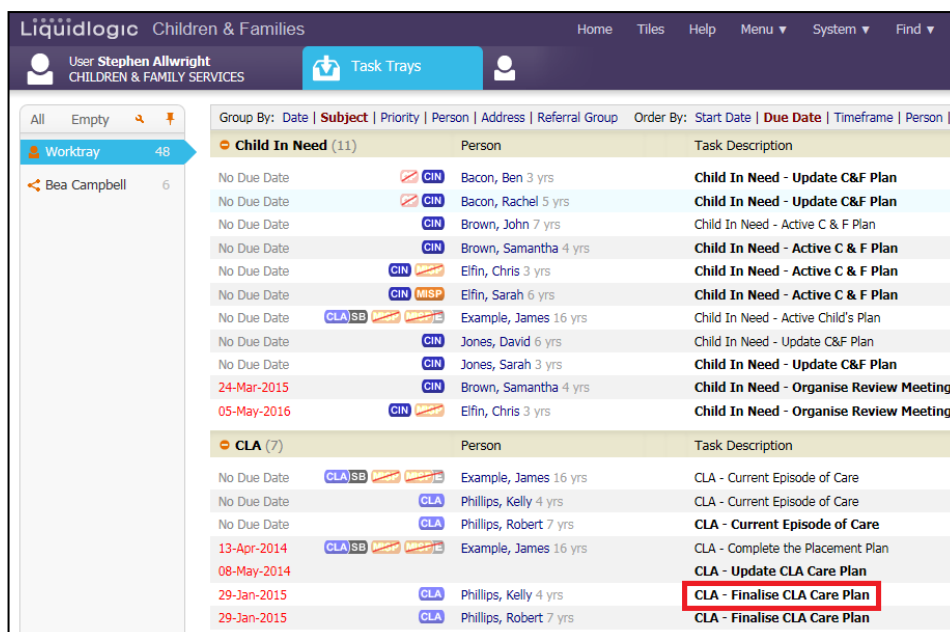
- Input the "CLA and Plan End Date"

- Click the drop down menu next to "Reason Episode Ceased" and pick a reason

- If "Completed By" does not have your name next to it click the box and type your name. When your name appears click on it.

- Then click "Update Record"

- You will need to complete the last 2 points for any other siblings as they do not get consolidated

- Once all siblings' tasks have been completed the task will go to your manager.

3.6.1. Leaving CLA (Managers)

- Click the task in your tray "Leaving CLA (Finalise CLA Care Plan) – Outcomes"
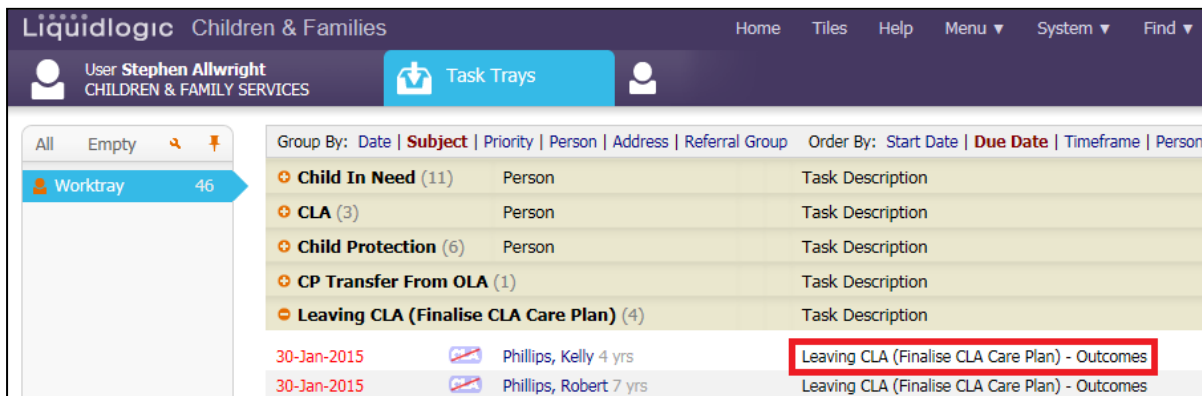
- Click "Start" next to "Provision of Services"
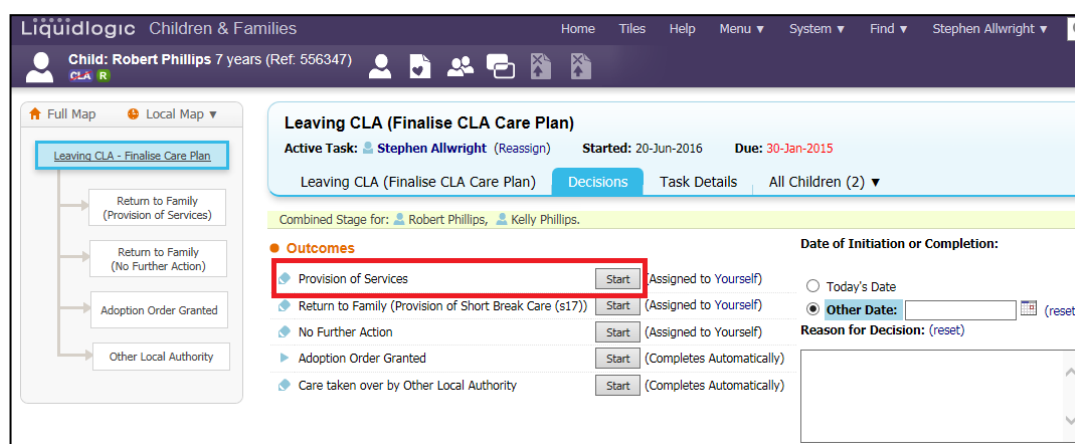
- If a sibling should not go to CIN you can click the box next to their name and the tick will disappear
- Input the date CIN started by clicking the circle next to "Today's Date" or "Other Date"
- If "Other Date" is used you can either type the date in the box or click the calendar symbol and select the date, month and year.
- Click "Confirm"
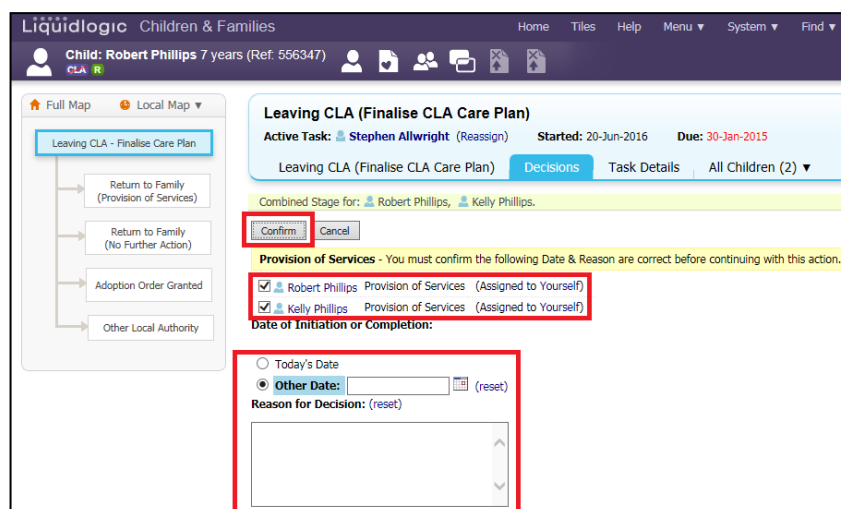
- Once "Confirm" has been click you will be taken to the screen below.
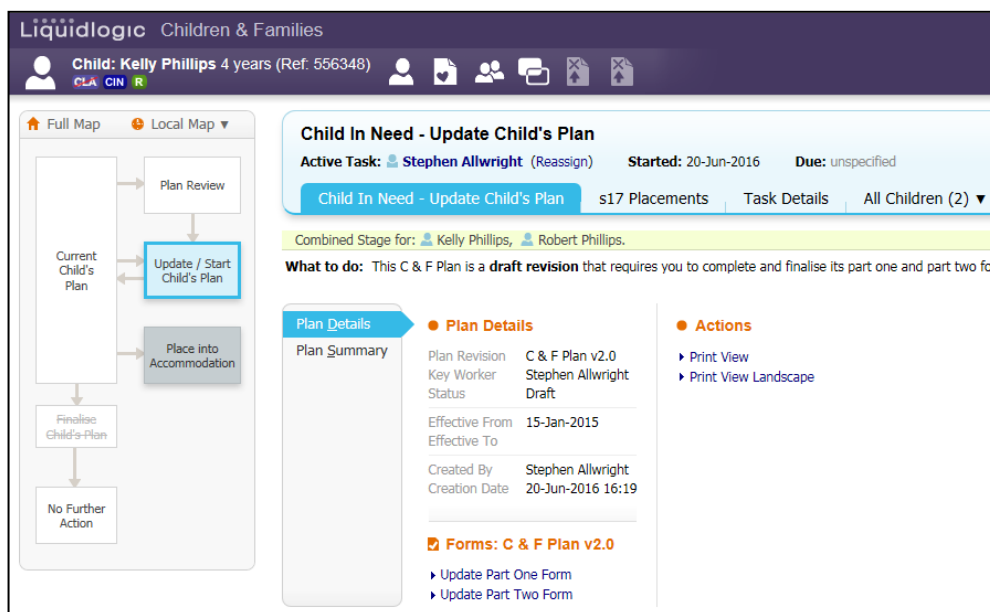
4. Updating the CIN Plan

4.1. Updating Part One

- From your worktray click the task "Child In Need – Update C&F Plan"
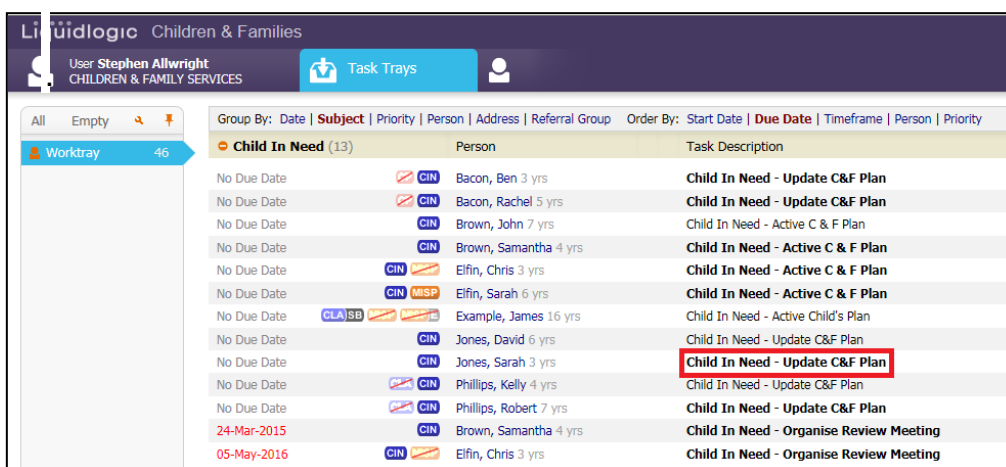
- Click "Update Part One Form"
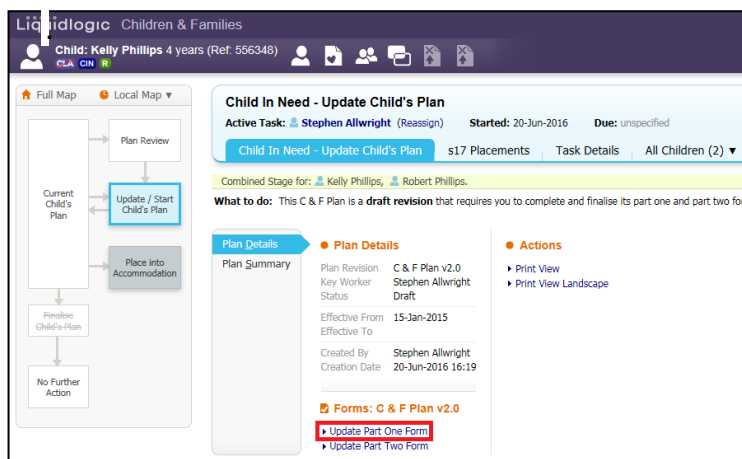
- Click "Guidance on Completion" and complete the "Overall Aim of the Plan" box
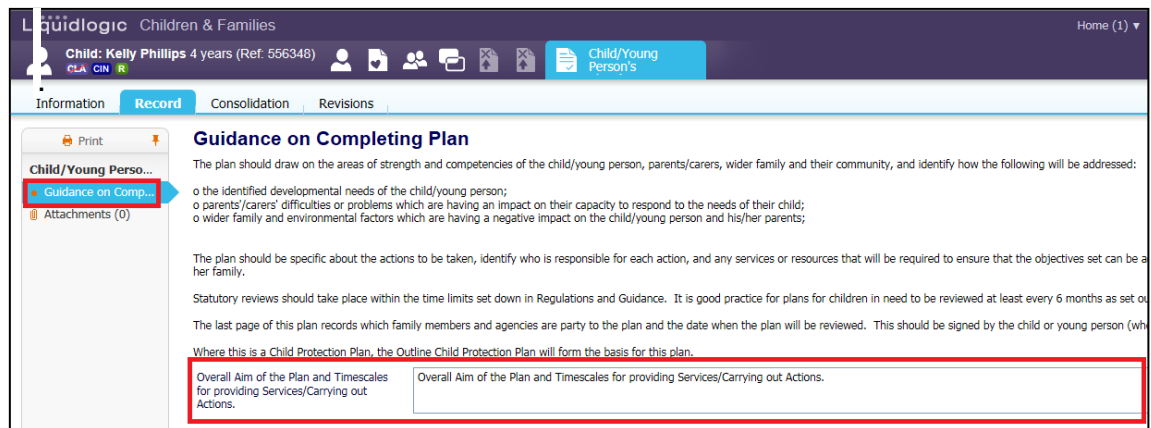
- Click "Finalise Record" in the top right hand corner.
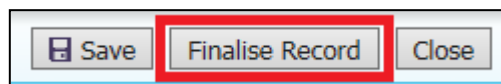
- Click "OK"
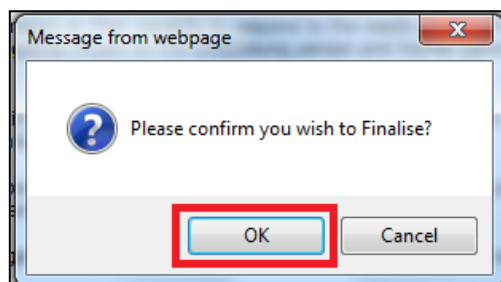
4.2. Updating Part Two

- Click "Update Part Two Form"
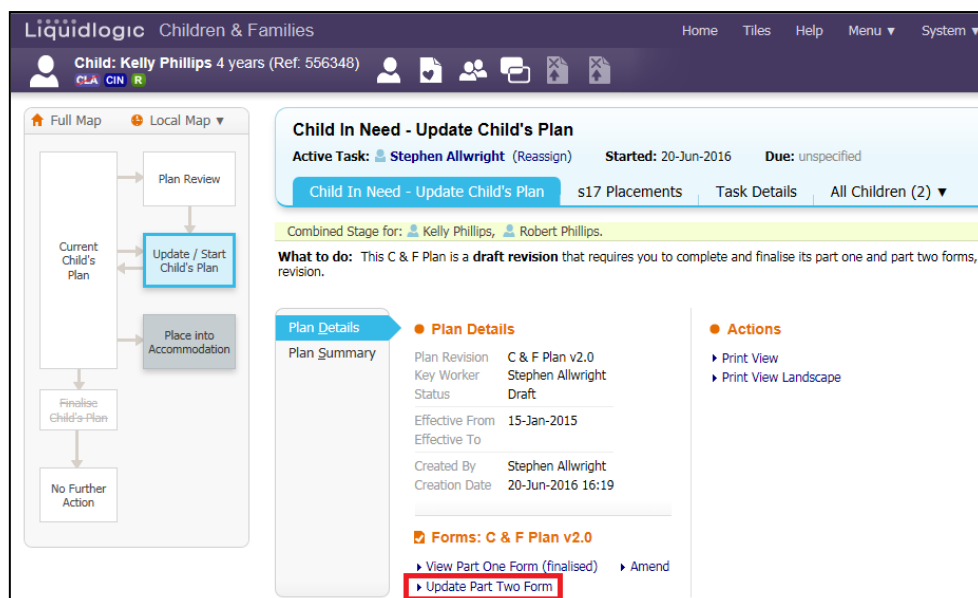
- Click "Child/Young Person's Development Needs" the Assessment Framework sub-dimensions will then be seen.
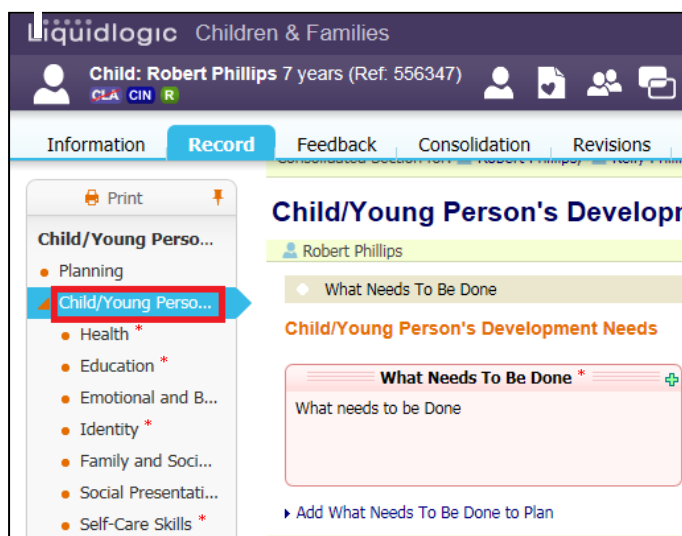
- Clicking on "Parental Capacity" and "Family and Environmental Factors (Birth Family) will Assessment sub-dimensions will also appear
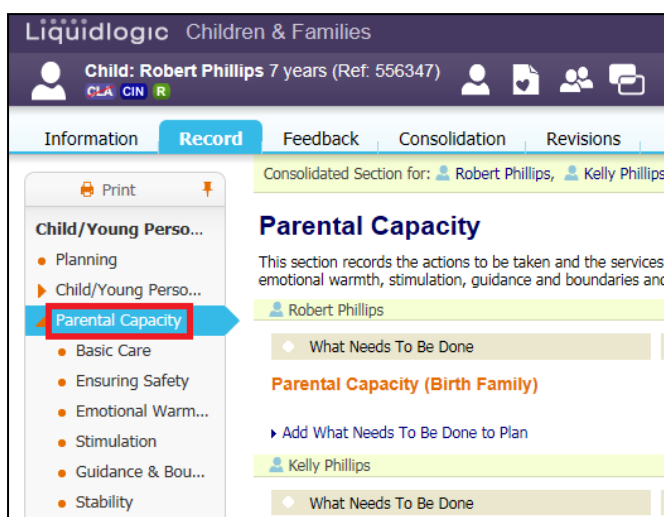
- To amend any sections of the current plan click into the boxes to edit it.

- To add a new section of the plan click "Add What Needs To Be Done to Plan", you will need to click this link under each siblings name. The plans must be child specific.
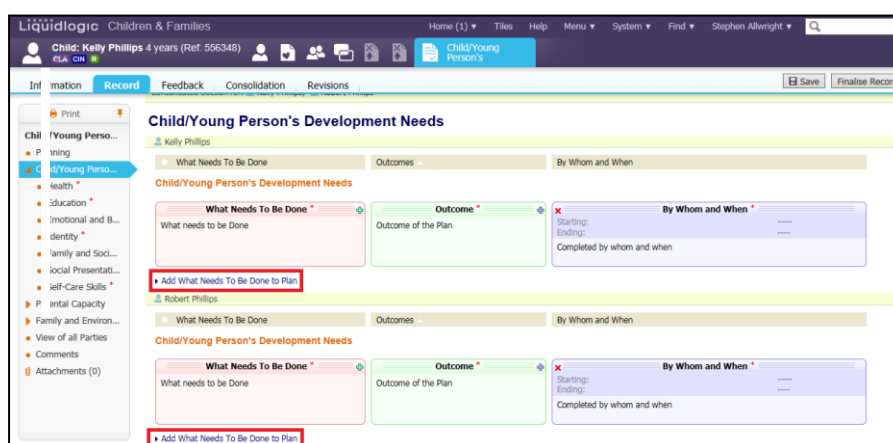
- To add a new Outcome click the green plus as highlighted below
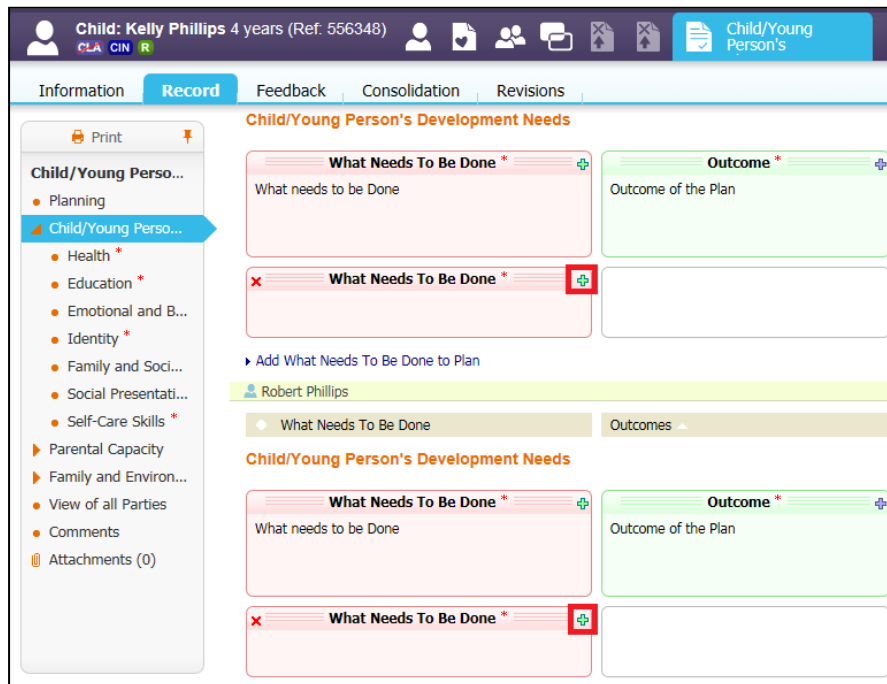
- Once the Outcome has been completed to then add the "By Whom and When" click the plus highlighted below.
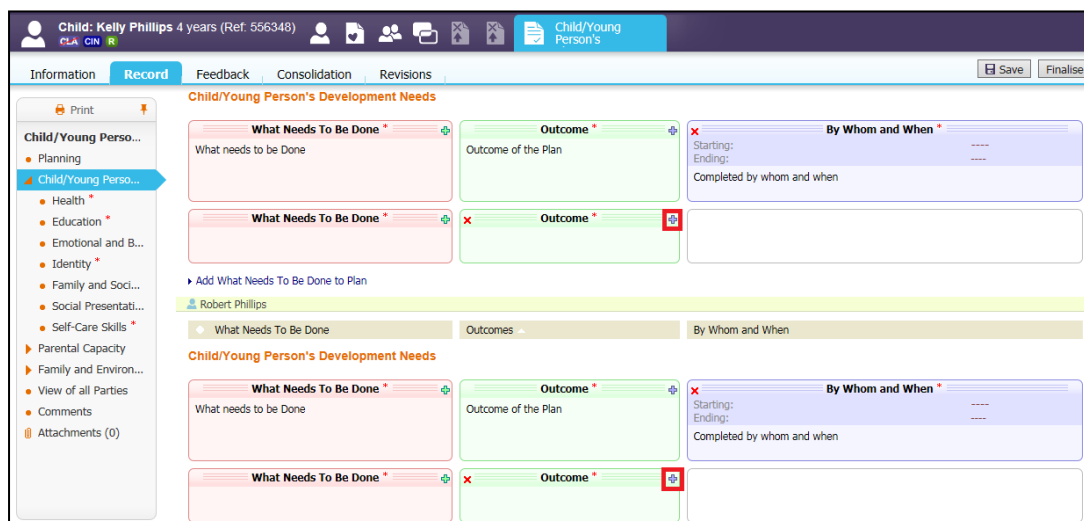
4.2.1. Moving Sections of the Plan

- If a section of the plan is in the wrong dimension it is possible in LCS to move it.

- Double click on the "What Needs to Be Done" heading as highlighted below.
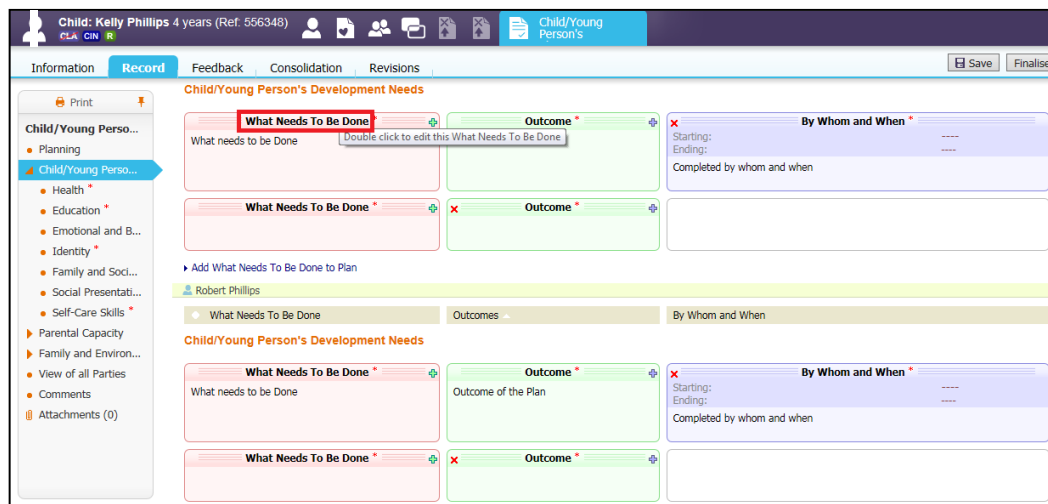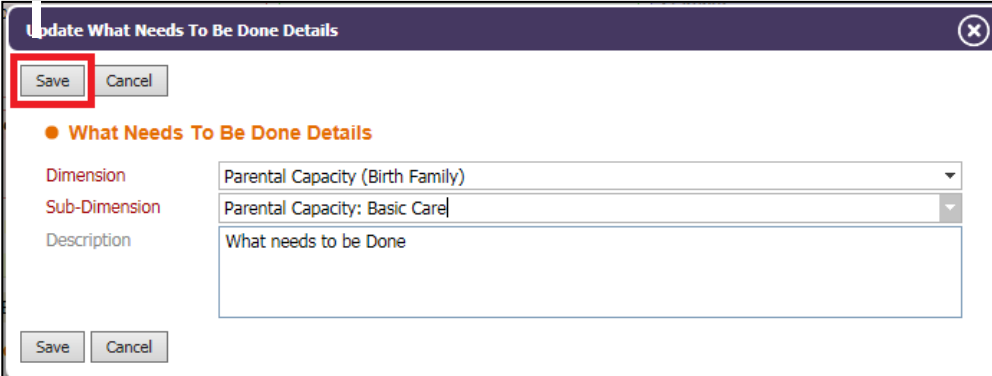
- On the next screen you can choose to move the section of the plan into a specific Dimension by clicking into the "Dimension" drop down box

- You can then select the Dimension that the section of the plan is going to be moved to
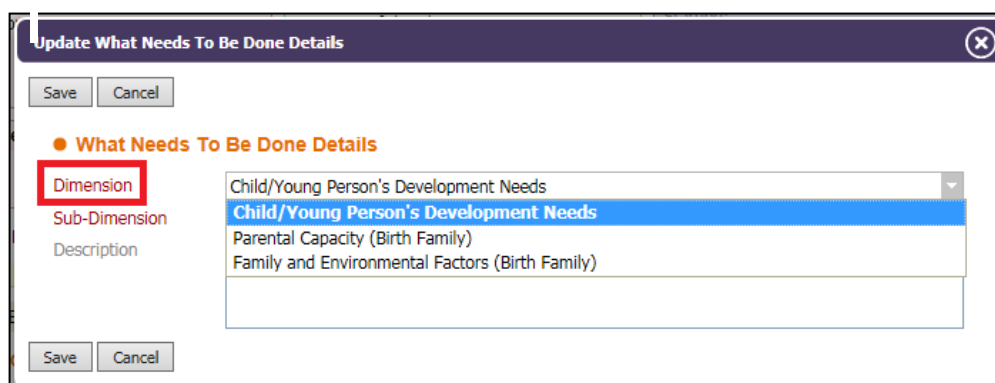
- If the section of the plan needs to be moved into a Sub-Dimension click the drop down box next to "Sub Dimension" and you will be able to choose where to move the plan to.
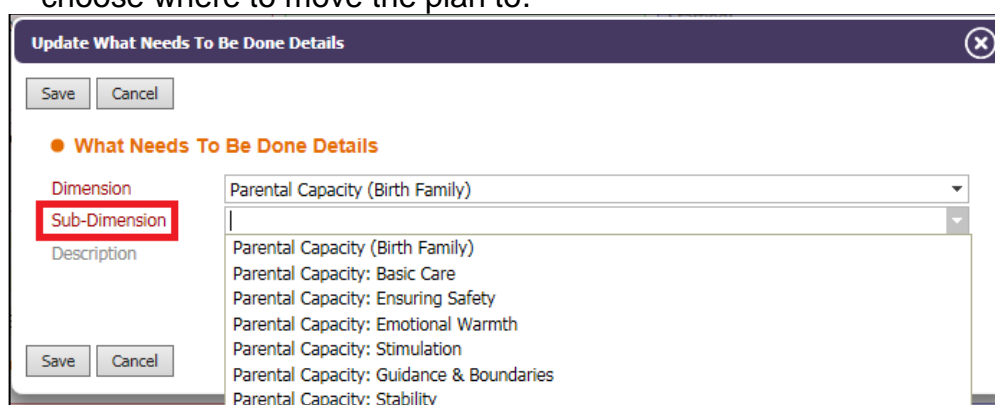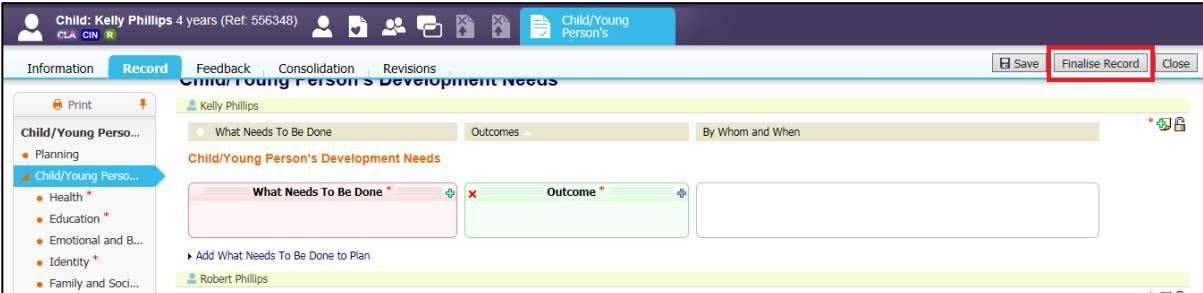
- Once you have chosen where the section of the plan is to be moved to click "Save"
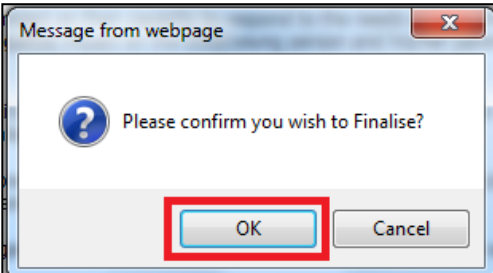
- The section of the plan will then be moved to the new area

- If a section of the plan also needs to be moved for a siblings you will need to complete the above points also on the sibling.

4.3. Finalising Part Two

- Once the Plan has been updated click "Finalise Record"

- Click "OK"

- If Part One and Part Two are finalised and then a change needs to be made you can click "Amend" before it is sent for authorisation.
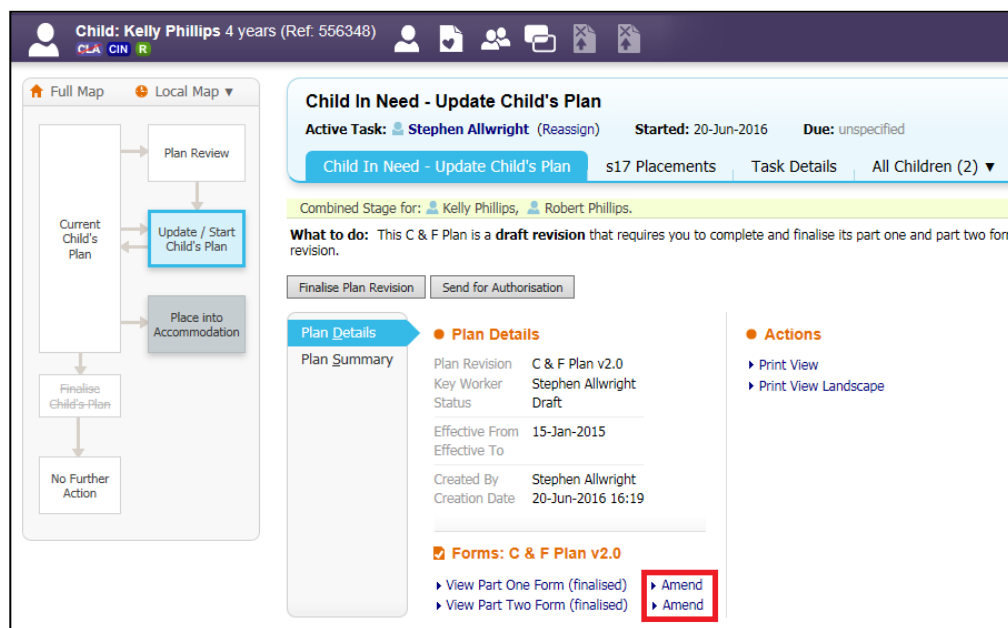
- You will then be taken back into the part of the plan you want to amend. Once the amendments have been made click "Finalise Record"
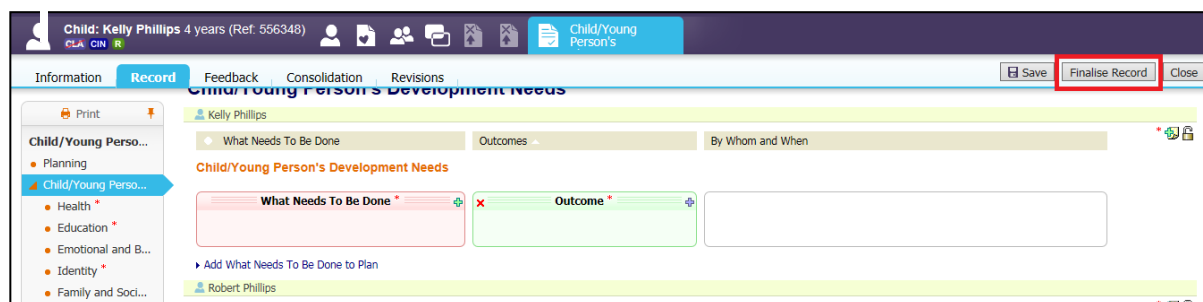
- Then click "Send for Authorisation"
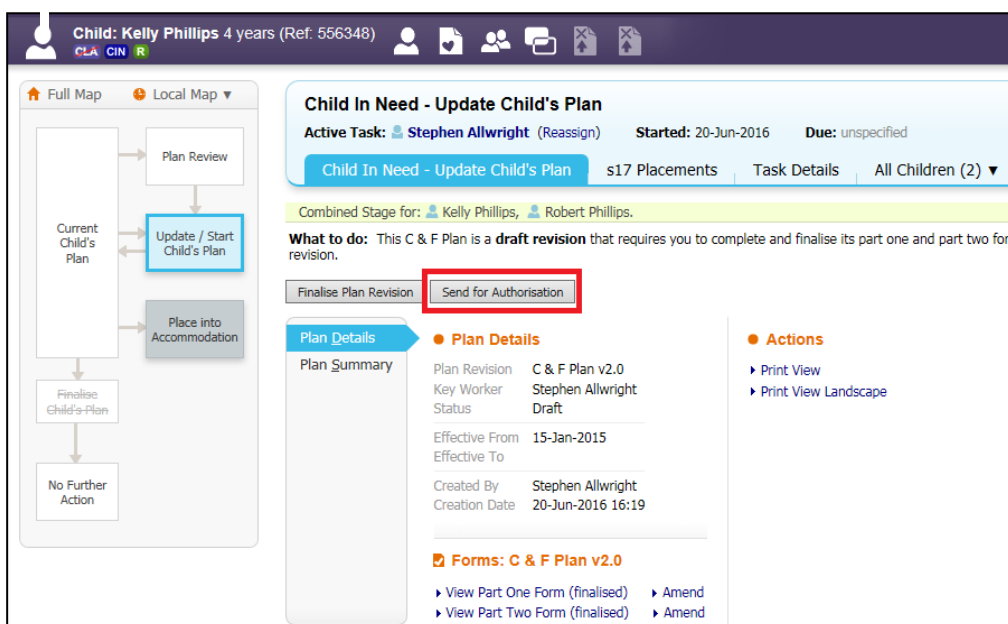
- Click into the box and type the Managers name that needs to authorise the CIN Plan
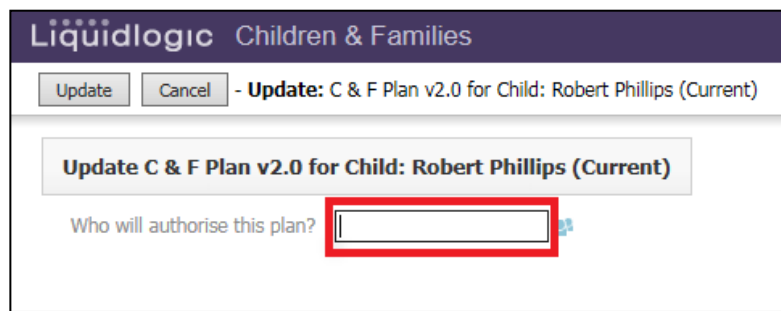
- Or you can click the symbol highlighted below.
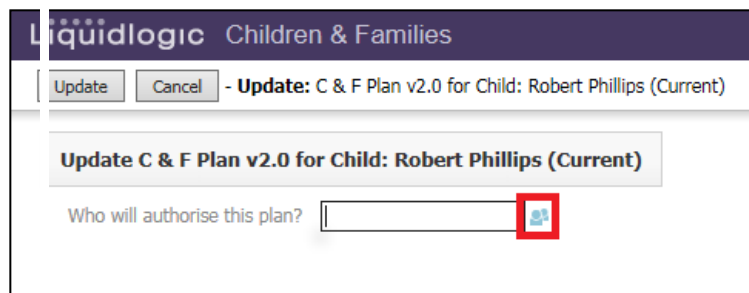
- You will then be taken to the Address Book and you can either search for the manager through All Professionals or click on your manager un "Manager Contacts".
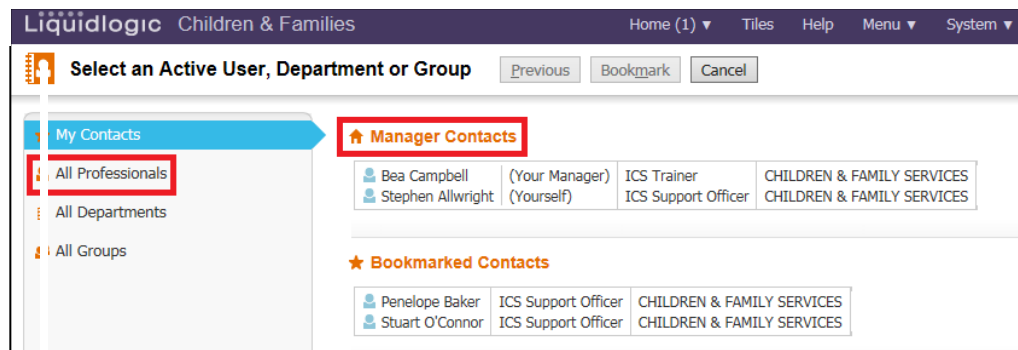
- Once you click on your manager then click "Confirm"
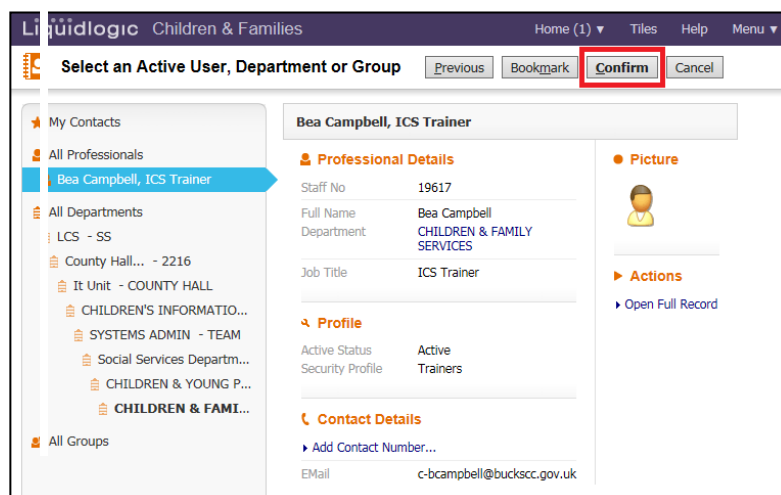
- Then click "Update"

5. Authorising the CIN Plan (Managers)

- Click the task in your tray "Child In Need – Update C&F Plan – Authorise Plan"

- Either click "View Part One (Finalised)" or click "Amend"
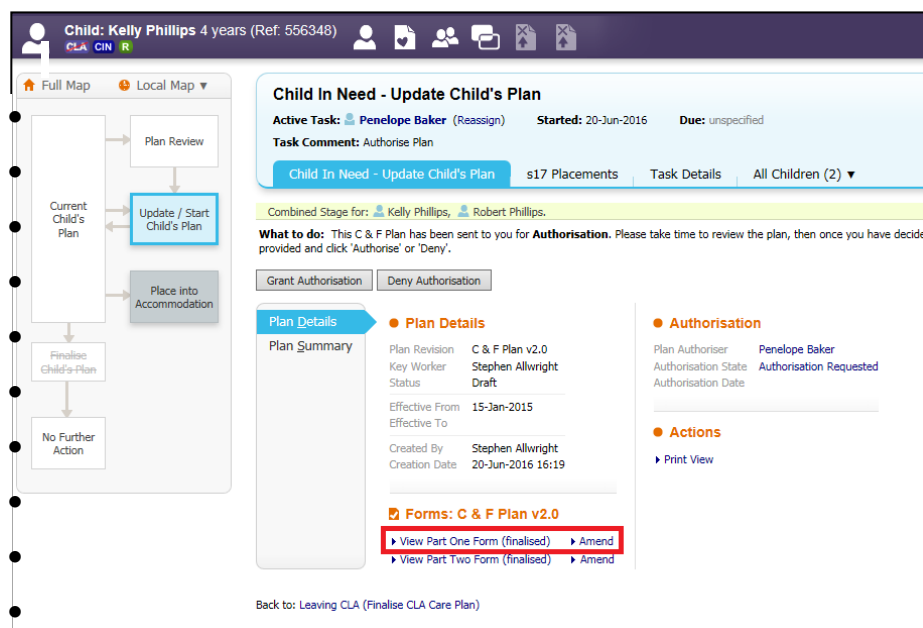
- If you click "Amend" on Part One after checking the "Guidance on Completion" tab you will need to click "Finalise Record"
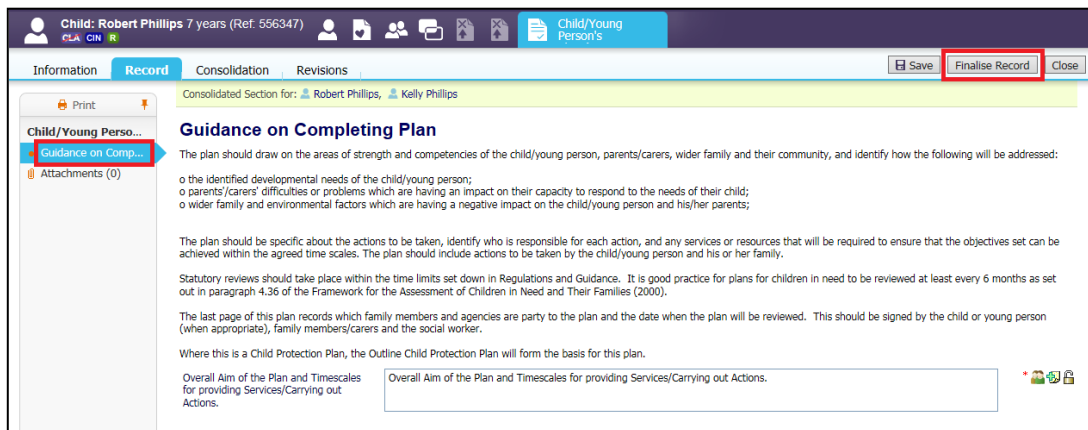
- Then click "Update Part Two Form".
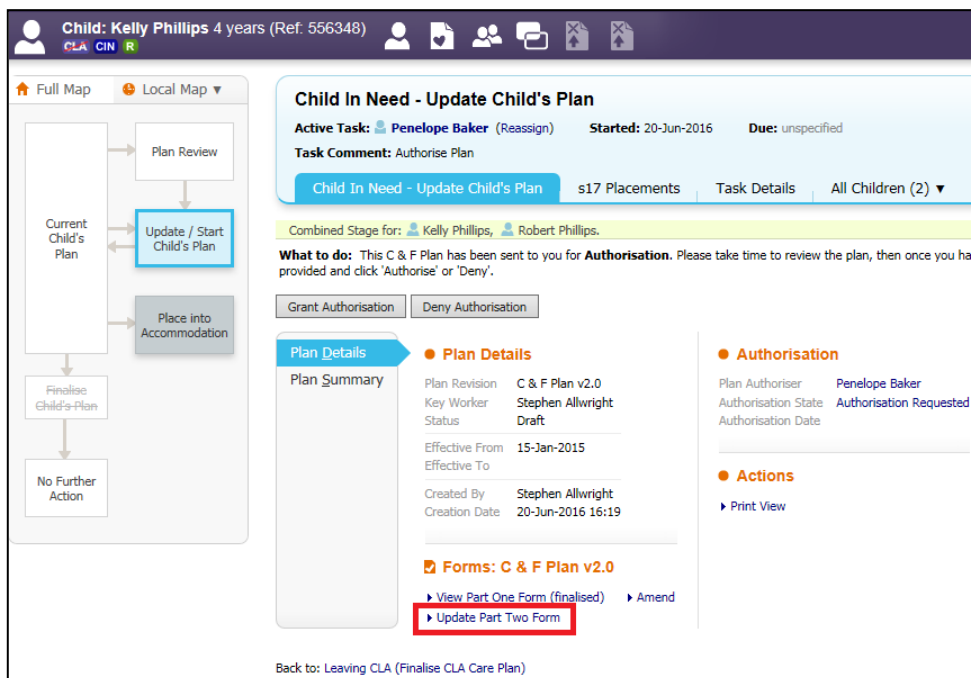
- Go through the tabs on the left hand side making sure that the information is correct.

- Once you have checked the plan click "Finalise Record"
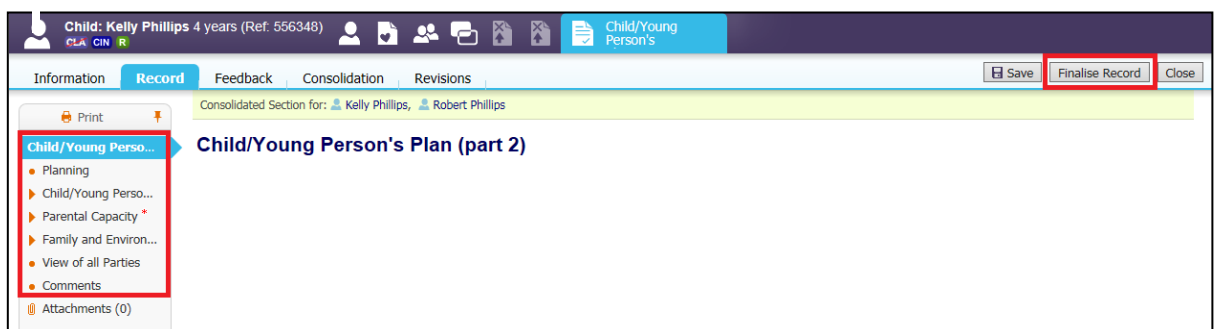
5.1.1. Denying Authorisation (Manager)

- If you go through Part One and Part Two and find information is not correct or needs adding you can send the task back to the Social Worker.

- To do this click "Deny Authorisation"
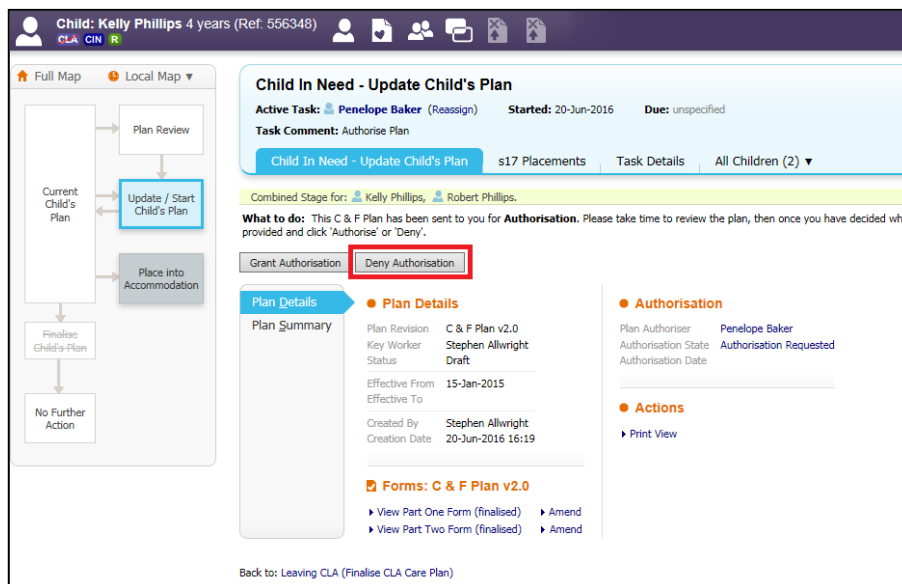
- Input the Reason for Denial and then click "Update"
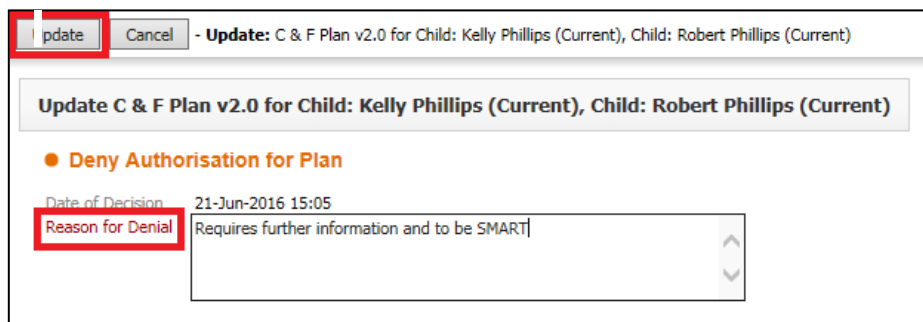
- You will then be taken to the screen below and the task will have been sent back to the Social Worker with your comments
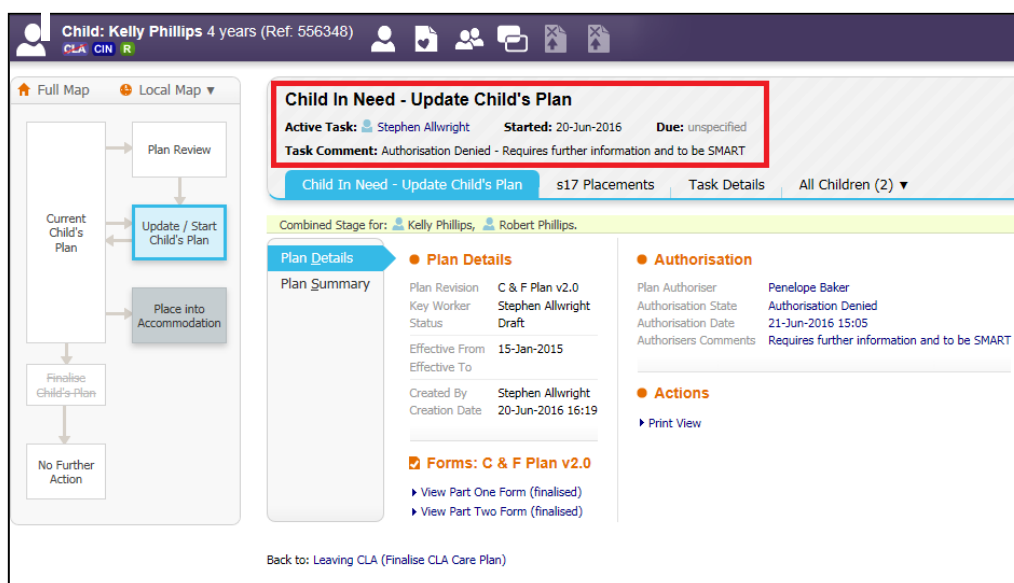
5.2. Finalising the Authorised CIN Plan

- Once your manager has authorised the CIN Plan click on the the task in your worktray "Child In Need – Update C&F Plan – Successfully Authorised.
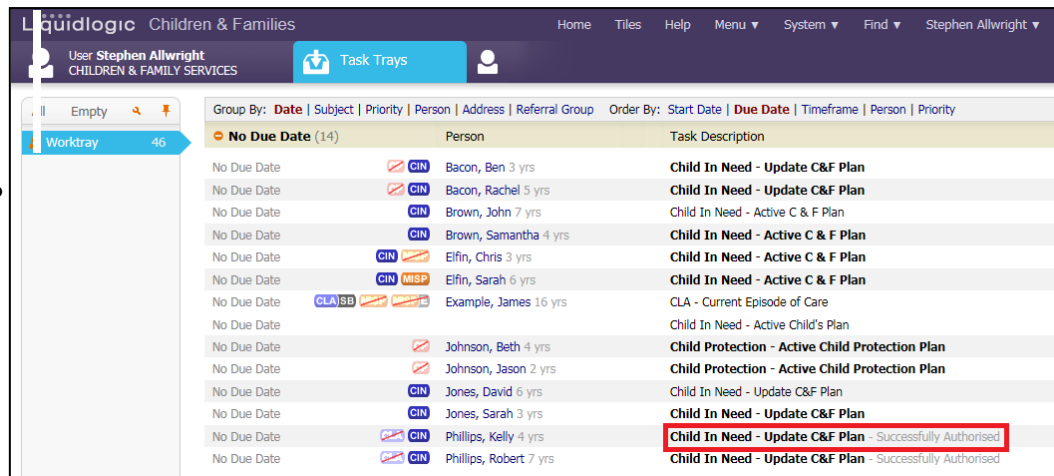
- On the next screen click "Finalise Plan Revision"
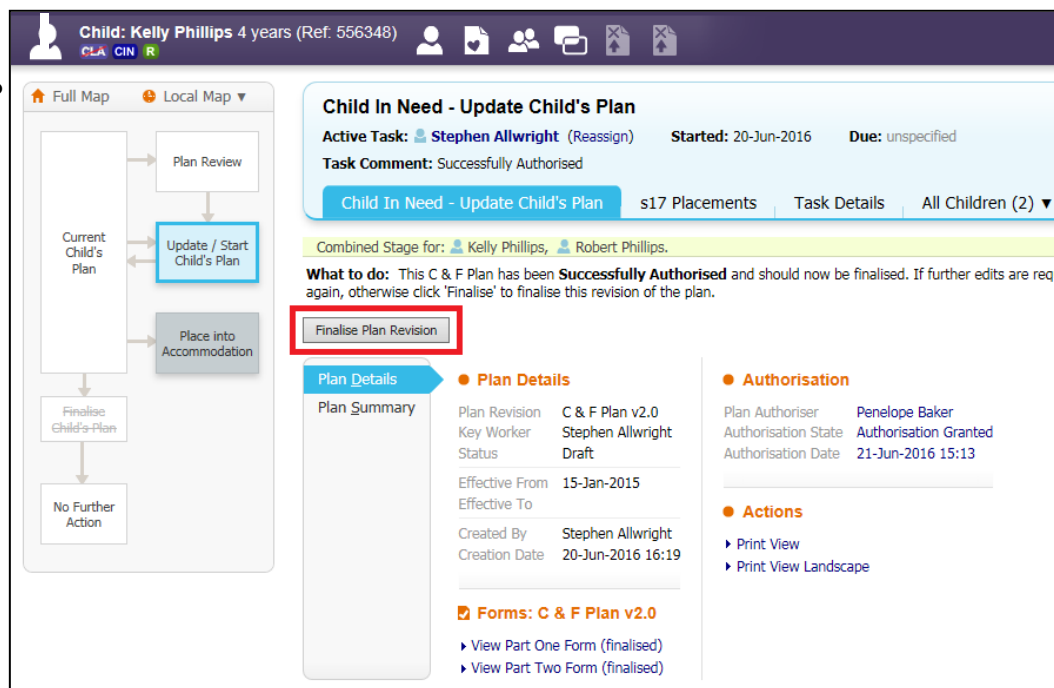
- Click "OK" on the below pop up box
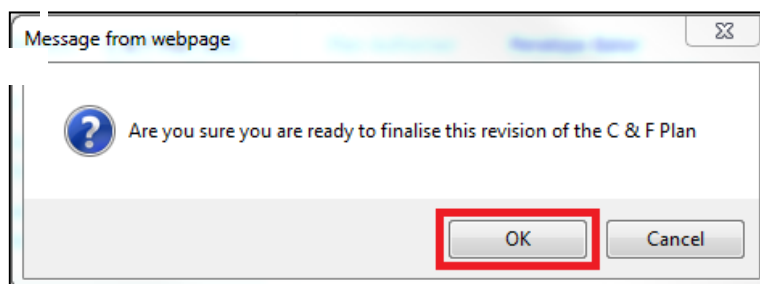
- This will then initiate the "Current Child's Plan" and "Plan Review" boxes
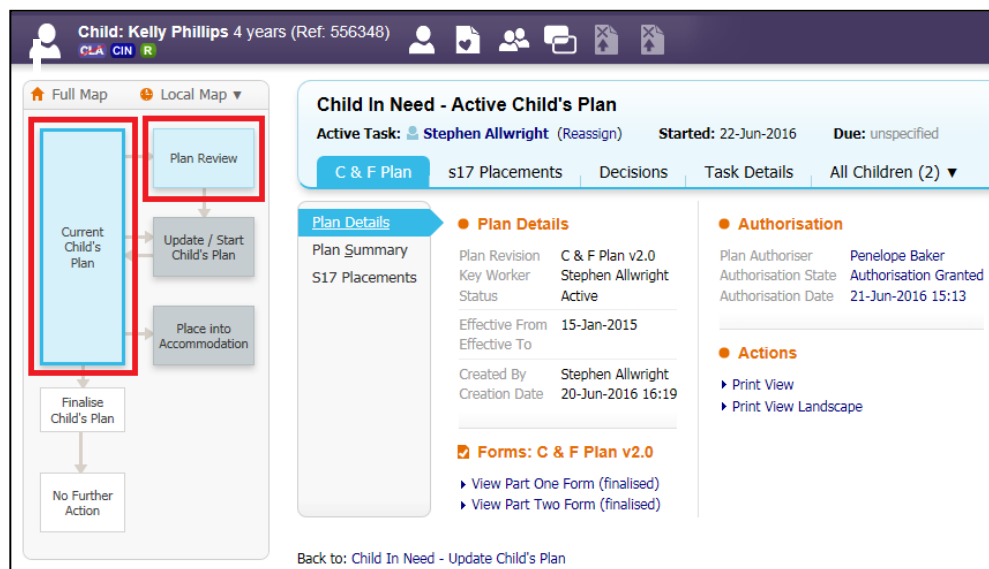
6.   To Arrange CIN Review Meetings

When First Response complete the C&F Assessment the "Plan Review" box will be blue which means that a CIN Review is active.

Whereas if a child or sibling group become CIN from another route e.g. S47, ICPC, CP or CLA the CIN Review becomes Active once the CIN plan has been completed. you will know this by the "Update/Start Child's Plan" box is grey and the "Plan Review" box is blue.
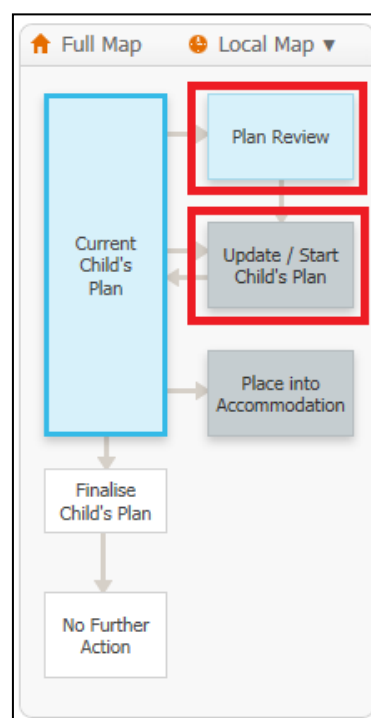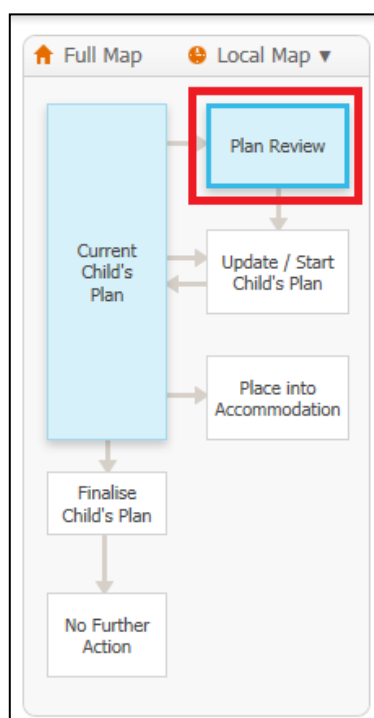
6.1. Consolidating siblings in the CIN Review

- .When the first CIN Review is initiated on siblings, the siblings will not be consolidated together.

- Click the task "Child In Need – Organise Review Meeting" on one of the siblings.

- Click "Add children to this meeting".

- Click the box next to the childs name so a tick appears and then click "Add Selected to Meeting".

- You will then be taken back into the review and the siblings will be consolidated. This can be seen with the yellow banner below "Meeting Subjects."

-
-
-
-
-
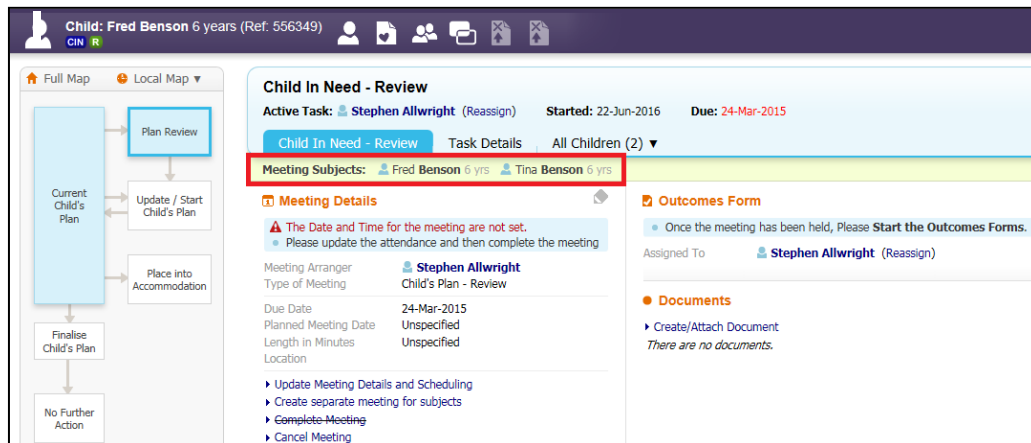
6.2. Create Separate Meeting for Subjects

- If you wish to split siblings from a consolidated CIN Review, click on "Create separate meeting for subjects"
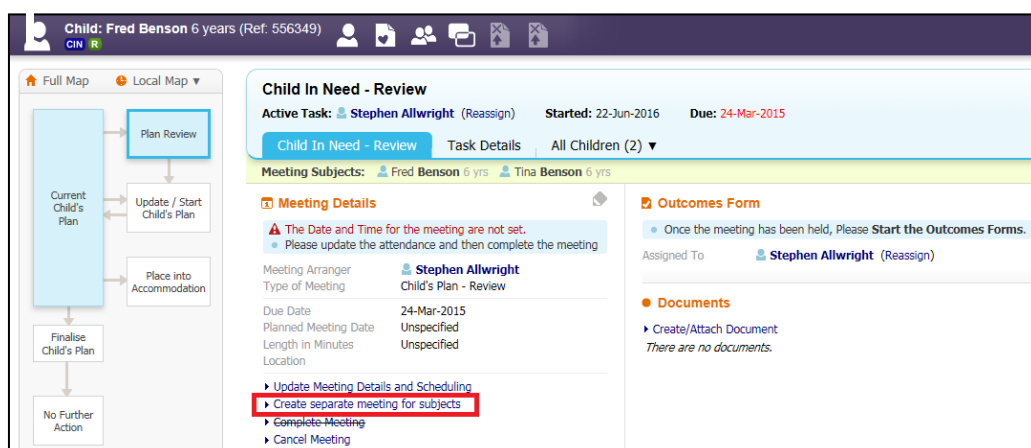
- Tick the child that you want to separate out from the CIN Review.
- Then click "Create New Meeting for selected"

- The below prompt appears, click "OK"
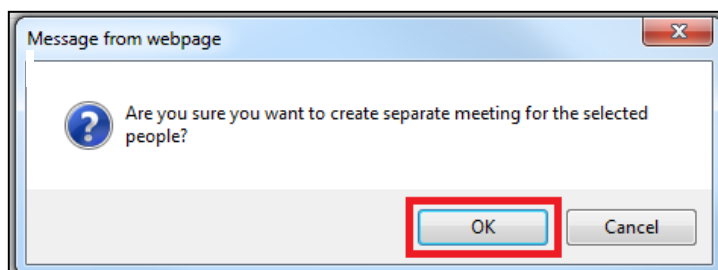
- The child/siblings will no longer appear in the yellow consolidation bar

6.3.   Update Meeting Details and Scheduling

- To enter in the planned meeting date (which may differ from the Statutory Due Date), click on the "Update Meeting Details and Scheduling" hyperlink.
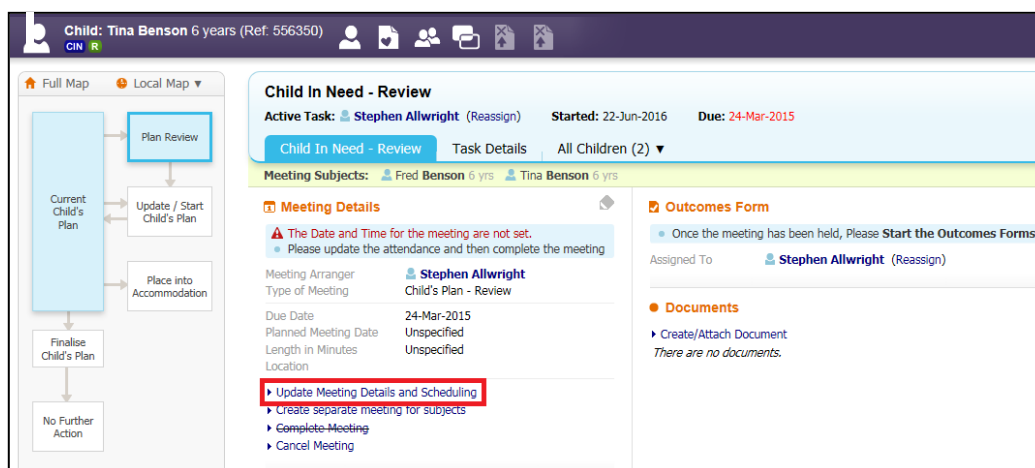
- You can then either type the date of the review in the box highlighted below, click on the icon or click "Select From Calendar".
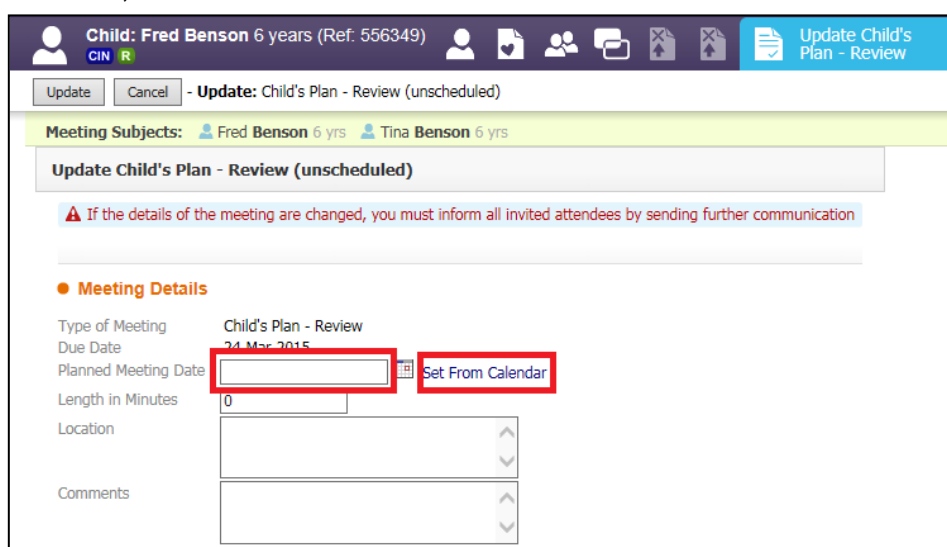
6.3.1. Setting the date and time of the CIN Review Meeting

- By clicking on the [icon] icon you can select from a calendar the date of the meeting.

- Use the **<** and **>** buttons to move backwards and forwards a month at a time.

- Click on the <month> button to display the months of the year then click on the desired month. Clicking on the <year> will allow you to choose a different year if relevant.
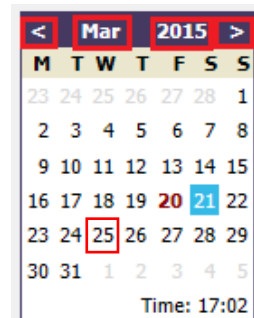
- If you click on "Set From Calendar" you can select a specific date and time for the review.

- Click on the desired day of the month within the calendar section.

- Click on the start time for the CLA Review (the radio button for "Select meeting start date and time" is automatically selected).

- A half hour slot is displayed within the hourly column.

- The radio button for "Select meeting end date and time" is automatically selected.

- Click on the end time for the meeting.

- When the timings are set, click on the "Confirm" button.

  - o You can switch between a vertical and horizontal daily calendar view by toggling between "Horizontal View" and "Vertical View"

  - o You can manually enter the date and time in the "Planned Meeting Date" field or click the calendar icon to select the date.

- Once the time has been set, the following screen appears showing the "Length in Minutes"

- Enter in the "Location" for the meeting and any "Comments" e.g. Car parkings.

- If you manually enter the planned meeting date you will need to enter the length of the meeting in "Length in Minutes"

- Click on "Update"

- The Meeting Details will then be shown as below

- If the Meeting Details need to be amended you can click on "Update Meeting Details and Scheduling" or you can click on the pencil icon ✎.

- By clicking the ⬦ icon will enable you too edit the meeting details within the CIN Review.

- Once the details have been amended or not click on the tick or cross as highlighted.

7.   Adding Meeting Attendees

- From the Meeting Attendees section, click "Add Attendee"

- This will display the New Meeting Attendee screen. This screen includes all the professionals, key agencies, relationships and other people that are involved with the Child/Young Person (although additional relationships/people/professionals/key agencies can be added).

- Select the checkbox for each individual to be added.
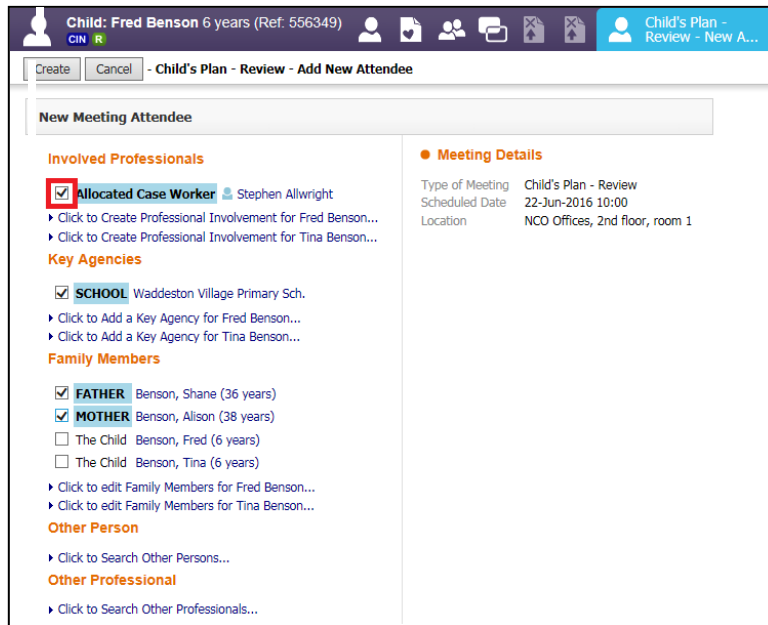
7.1. Adding a Professional Involvement to the Attendee List

- Click on the "Click To Create Professional Involvement" hyperlink.
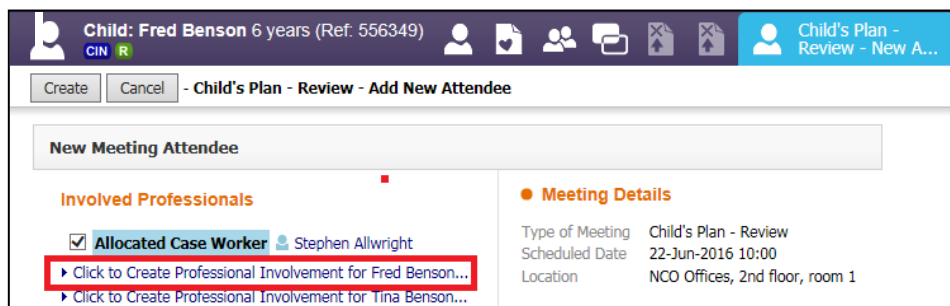
- Click on the "Professional Role" drop down and select the relevant role – e.g. Independent Reviewing Officer

- In the "Professional" field, click into the box and you will be able to type the professionals name that you are looking for.

- Enter the mandatory start date of the professional involvement.

- Add any comments if relevant.

- Include the sibling by clicking the checkbox.

- To add the professional to the attendee list, click "Create"

7.2. Adding a New Agency to the Attendee List

- Click on the "Click to Add A Key Agency for <child's name>" hyperlink.
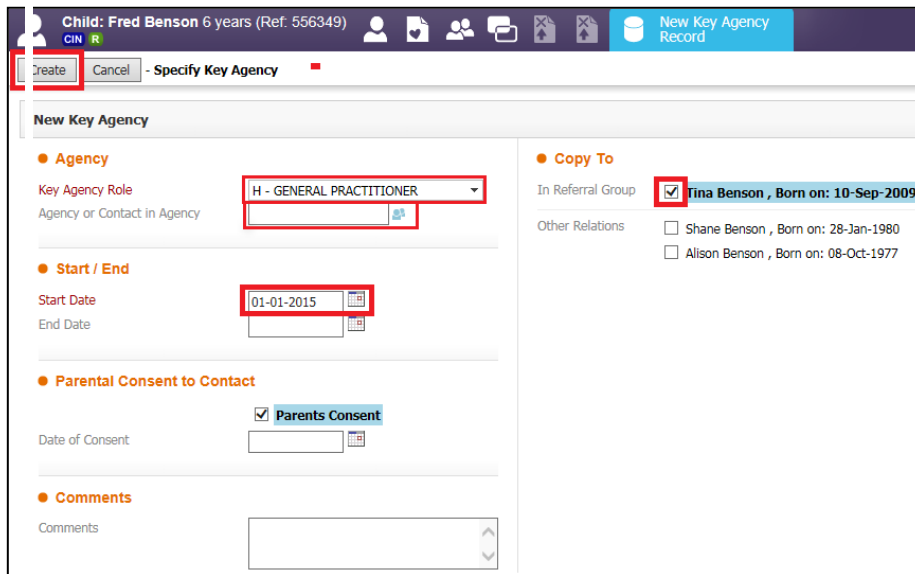
- Click on the "Key Agency Role" drop down and select the relevant role – e.g H – General Practitioner.

- Click in the box next to "Agency or Contact in Agency" and type the name of the Agency if you know it and LCS will search as you type.

- If you are unsure of the spelling click on the 👥 symbol and this will take you to the LCS Address Book
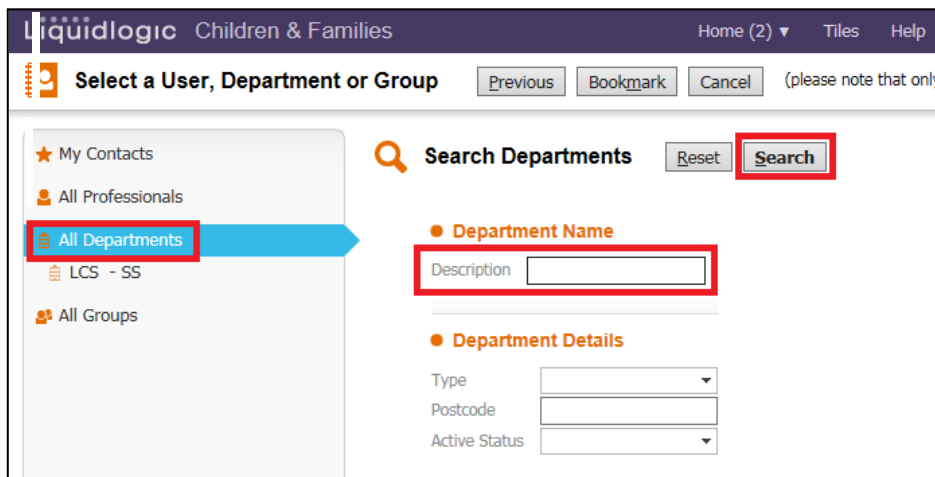
- From the Address Book click on "All Departments", search for the Agency in the "Description" box and click Search.

- Once you have found the Agency click "Confirm"

- If there is a professional that works in the Agency click on them in the list "Professionals in Department" and then click "Confirm"
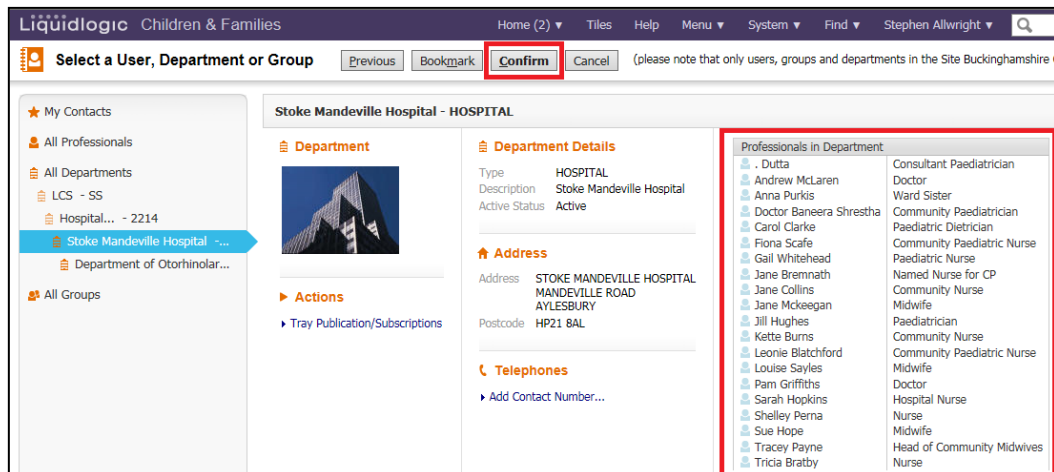
7.3. Adding An Additional Family Member To The Attendee List

- Click on the "Click to edit Family Members for <child's name>" hyperlink

-
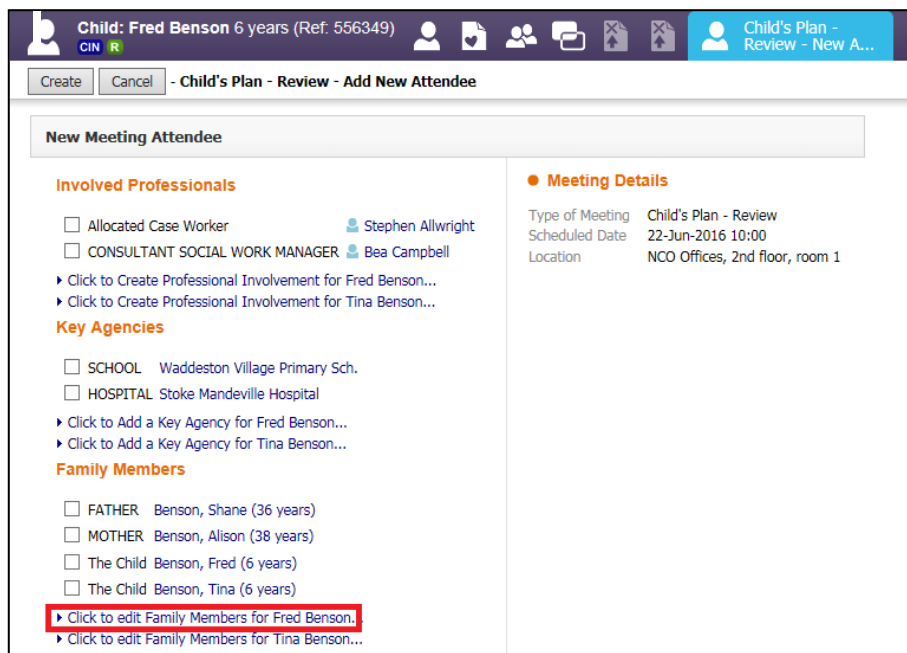
- You will be taken to the Relationships for the child
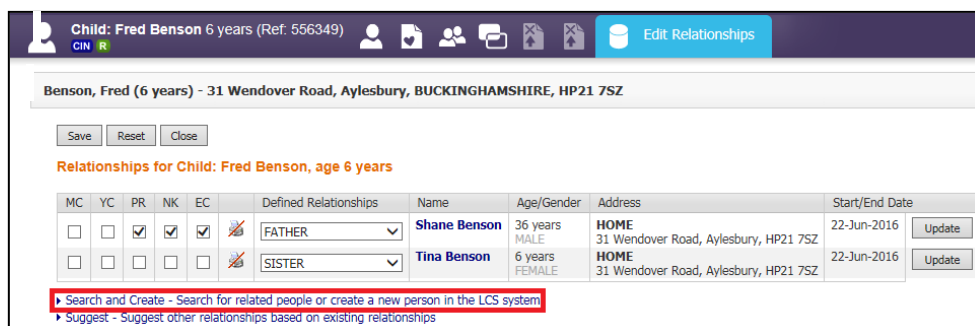
- Click on the "Search and Create – Search for related people or create a new person in the LCS system" hyperlink

- Search for an existing family member or create a new person.

- If you are unsure of search please see the LCS Basic Navigation User Guide

- Once you have either searched or created the family member use the drop down menu to define the relationship.

- Click on "Add" to add to the Relationship table for the child then click on "Save"

- To return to the previous screen, click the "Close" button.

7.4. Add Other People to the Attendees List

- If you click on the "Click to Search Other Persons" hyperlink, you will be presented with the "Find Adult or Child" search screen.

7.5. Add Other Professionals to the Attendees List

- If you click on the "Click to Search Other Professionals" hyperlink, you will be presented with the standard LCS address book.

-

7.6. Adding a Chair for the CIN Review

- Within the Meeting Attendees table, click on the "Chair" radio button against the Allocated Social Workers name

7.7. Recording Letter Invitations on a CIN Review

- Click on the "Inv" radio button against the relevant invitee's name.

- From the pop up screen, click on the "Letter" radio button.

- Enter in the "Date of Communication" and any comments.

- Click on "Next"
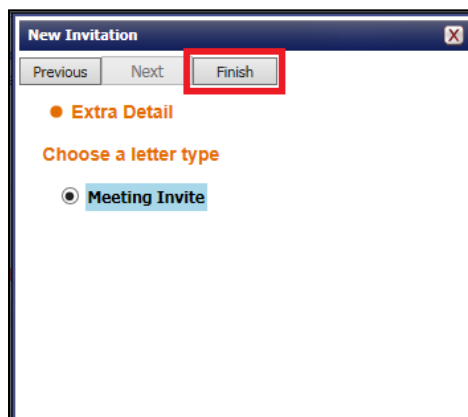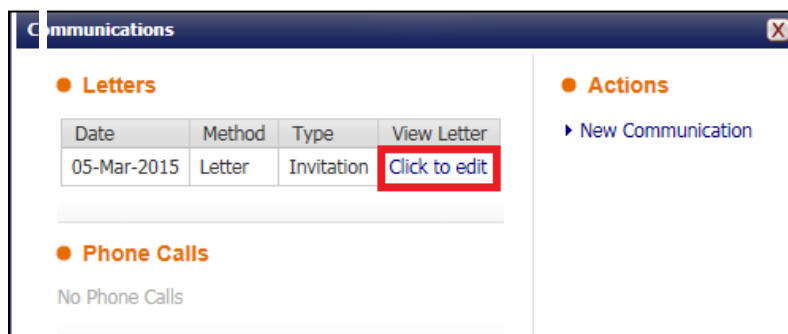
- Click on "Finish"

- Click on the "Click to edit" hyperlink.

- Click on the "Delete Draft Document" hyperlink
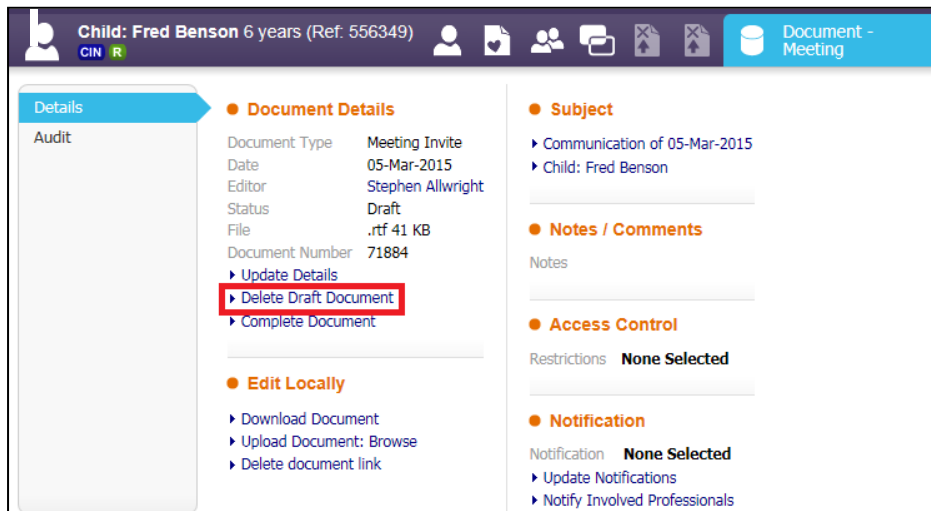
- Click "OK" on the pop screen
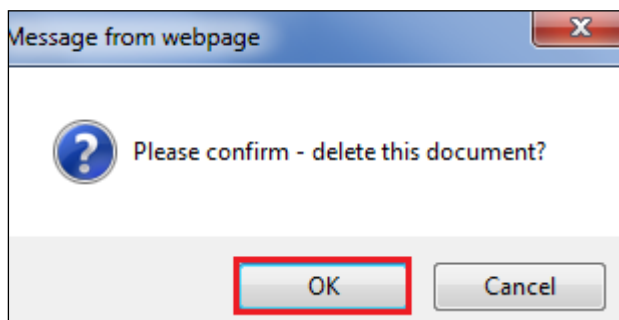
- The Meeting Attendees table will now illustrate that a letter was sent out.

7.8. Removing Update Document Task From The Worktray

- If you forget to delete the draft Document when creating a letter invitation, the following task will appear in your Worktray.

- Click on the task then click "Delete Draft Document".

- The task will disappear from your Worktray.

7.9. Recording a Telephone Invitation to a CIN Review

- Click on the "Inv" radio button against the relevant invitee's name.

- Select the "Telephone" radio button.
- Enter in the "Date of Communication" and any "Comments"
- Click on "Finish"

- Then click the cross on the next box

- The Meeting Attendee table will now illustrate that a phone call was made.

7.10. Recording An Internal Invitation To The CIN Review

- Click on the "Inv" radio button against the relevant invitee's name.

- Select the "Internal Process" radio button
- Enter in the "Date of Communication".

- Enter any "Comments"

- Click on "Finish"

- Click the cross on the next box
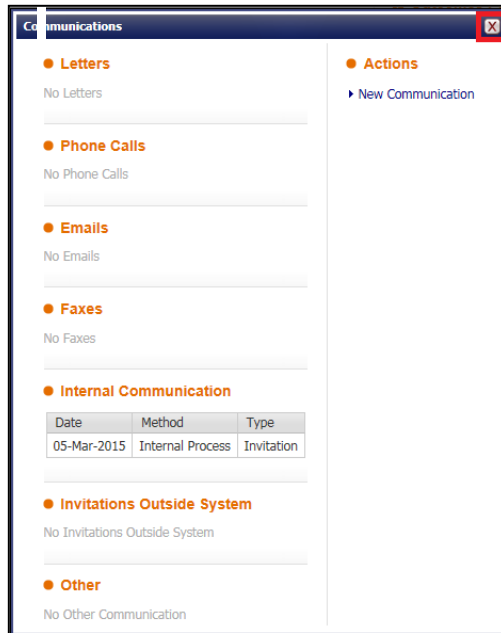
8. Marking Invitee Agreement For Attendance

- Click on the "Agr" radio button against the relevant invitee's name.

-

- If the attendee can attend, select "Yes". Enter any relevant "Comments"
- Click on "Save"

- The Meeting Attendee table will look as below.

- If the invitee doesn't agree to attend, select "No" you will need to complete the mandatory "Comments" field.

- Click on "Save"

- The Meeting Attendees table will look as below.

9. Marking Invitee Has Been Consulted

- Click on the "Con" radio button against the relevant invitee's name

- Enter in the "Date person was Consulted"
- Enter in "Details of consultation". Click on "Save"

- The Meeting Attendees table will look as below.

10.   Indicating If Invitee Attended The CIN Review

- Click once on the "Att" radio button against the relevant invitee's name to indicate they did attend the CLA Review.

- Click again if they did not attend the CLA Review

- The Meeting Attendees table will look as below.

11.   Exclude Invitee From The CIN Review

- To exclude an invitee from the CIN Review, click on the invitee's name.

- Click on "Exclude Attendee From Meeting"

- The row will appear in the "Excluded" section of the Meeting Attendees table. You can mark if they were consulted.

11.1. Add Excluded To The Meeting Attendees Table

- Click on "Add Excluded Attendee" then select the person to be excluded in the Meeting Attendees table.

11.2. Remove Invitee From The Meeting Attendees Table

- If you wish to remove an invitee from the CLA Review, click the invitees name

- Click "Remove Attendee"

12. Completing the Outcomes Form

- To start the CIN Review Outcomes click the task in your tray "Child In Need – Organise Review Meeting"

- Click the link "Meeting Held – Write up Outcomes"

- Click "OK"
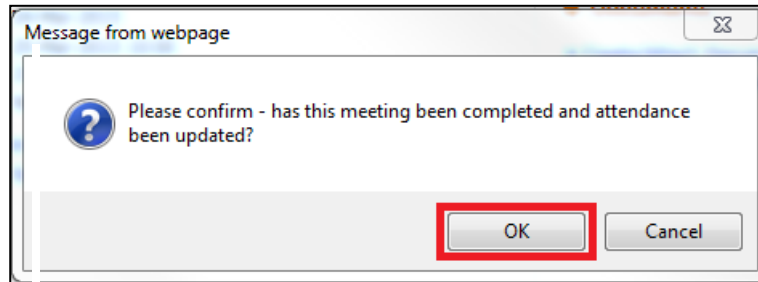
- Input the "Actual Meeting Date" of the CIN Review. This can be done by typing the date in or if the date is the same as the planned meeting date click "Copy Planned Meeting Date".

- If the date is known you should enter the date of the next CIN Review into the "Planned Date".

- Click "Update"

- If the Actual Meeting Date is after the Due Date the below message appears.

- Click into the Delay Reason drop and choose and option

- Once the delay reason has been chosen click "Update"
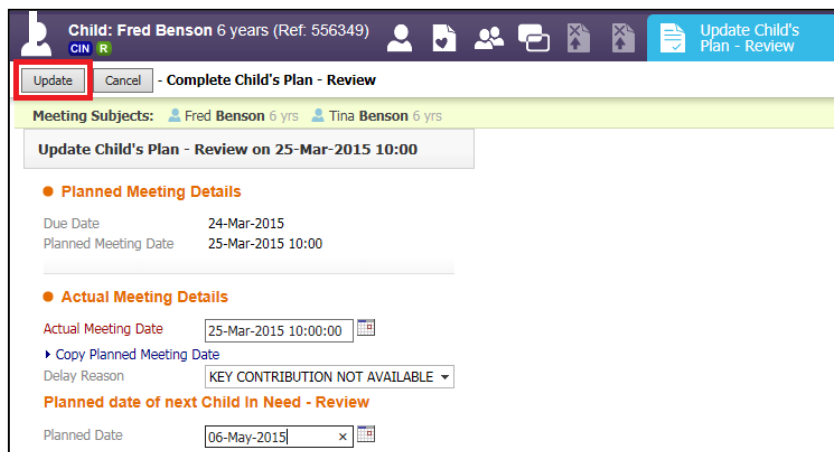
13.   Ending the CIN Episode

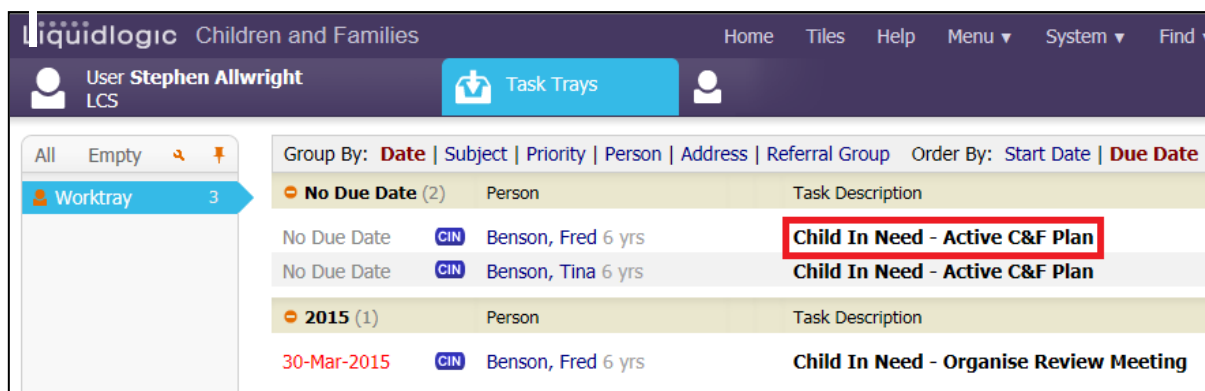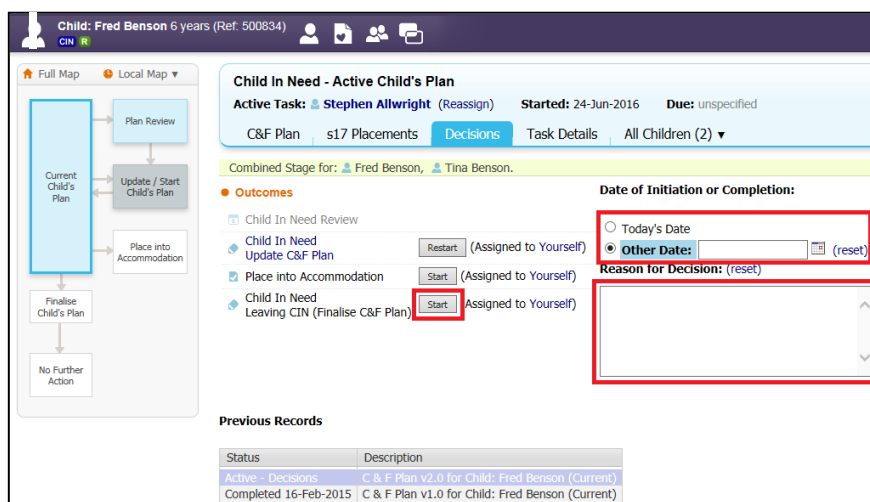- If a Child/Young Person needs to end their CIN Episode click on the task in your tray "Child In Need – Active C&F Plan"
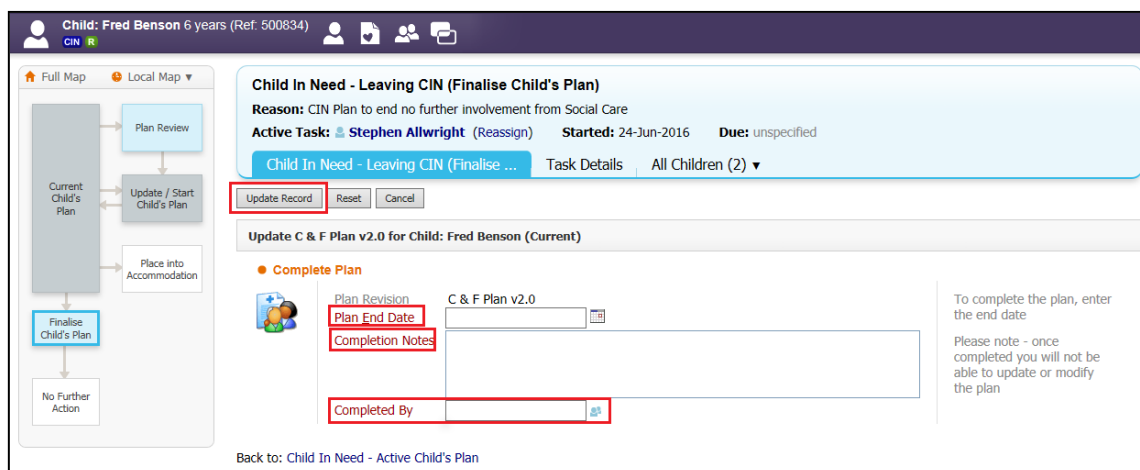

- Enter the "Date of Initiation or Completion" choose the relevant radio button then enter the "Reason for Decision" within the text box.

- Click on "Start" next to "Leaving CLA (Finalise CLA Care Plan).

- If all the siblings are leaving CIN keep them ticked but if a sibling is not click the checkbox next to their name
- Click "Confirm"
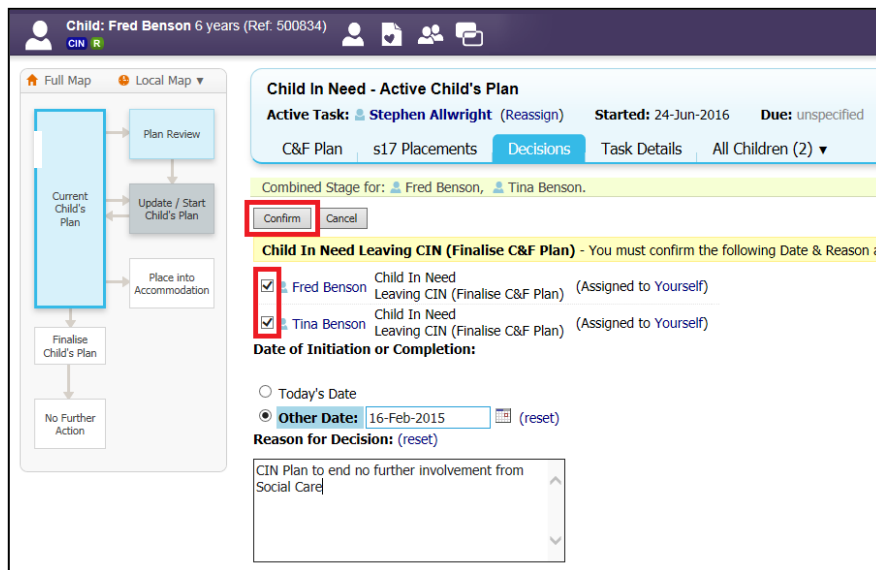

- The next screen does not consolidate siblings so each task must be completed separately.

- Enter the "Plan End Date" and "Completion Notes"

- Click in the box next to "Completed By" and type your name
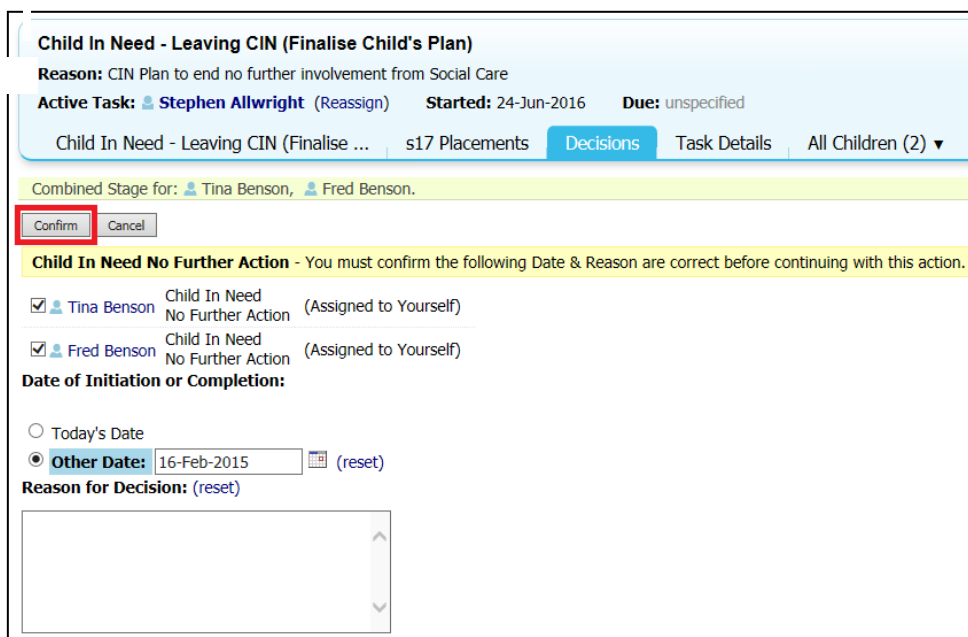
- Click "Update Record"

- Double click "All Children.." and then click on the sibling
- Complete the previous step on the sibling
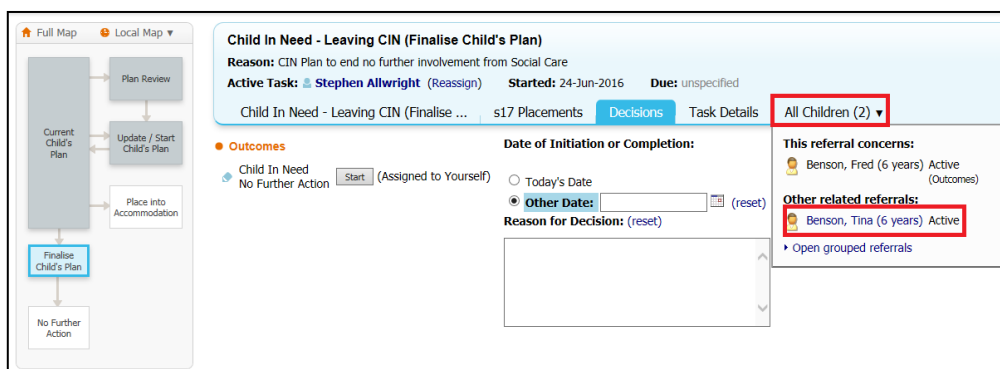
- The siblings are now consolidated in the yellow bar

- Enter the "Date of Initiation or Completion" choose the relevant radio button then enter the "Reason for Decision" within the text box.
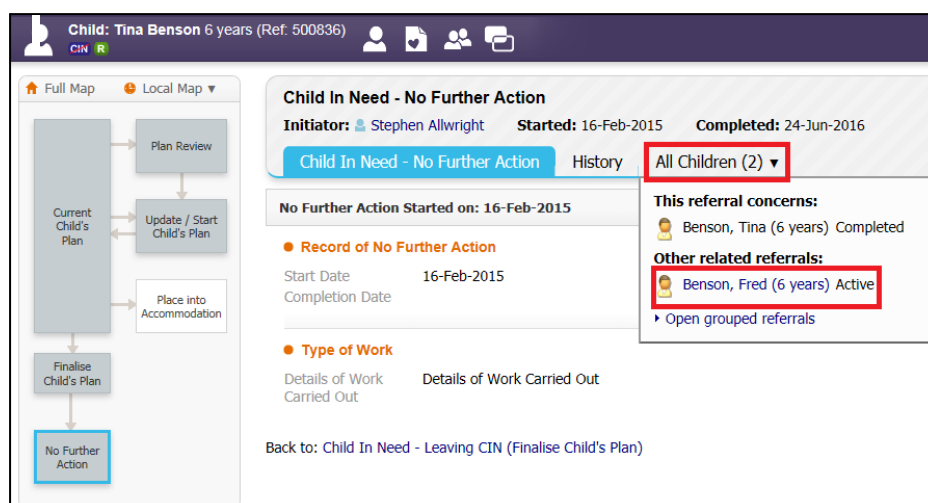
- Click "Start" next to "Child In Need No Further Action"
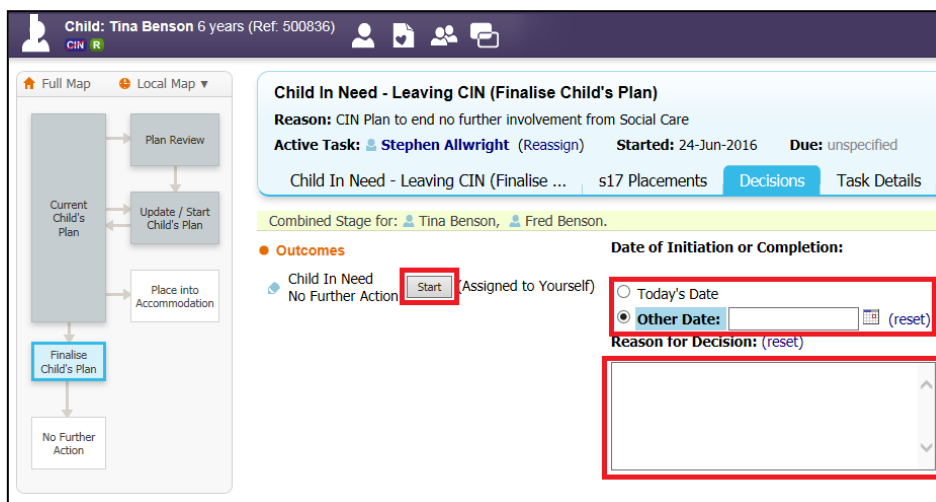
- Click "Confirm"

- Input the "Start Date" and "Details of Work Carried Out"
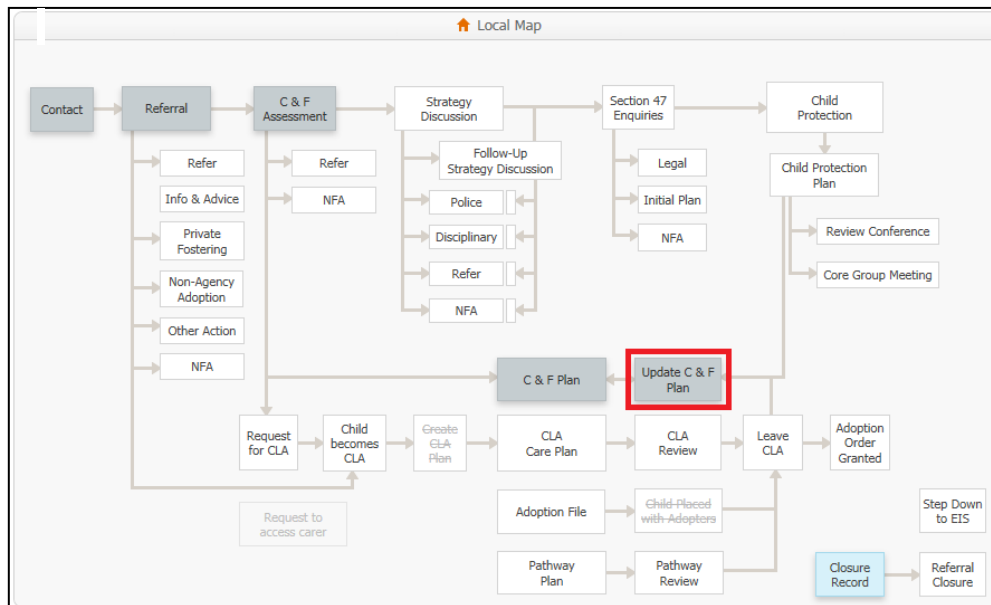- Click "Create Record"
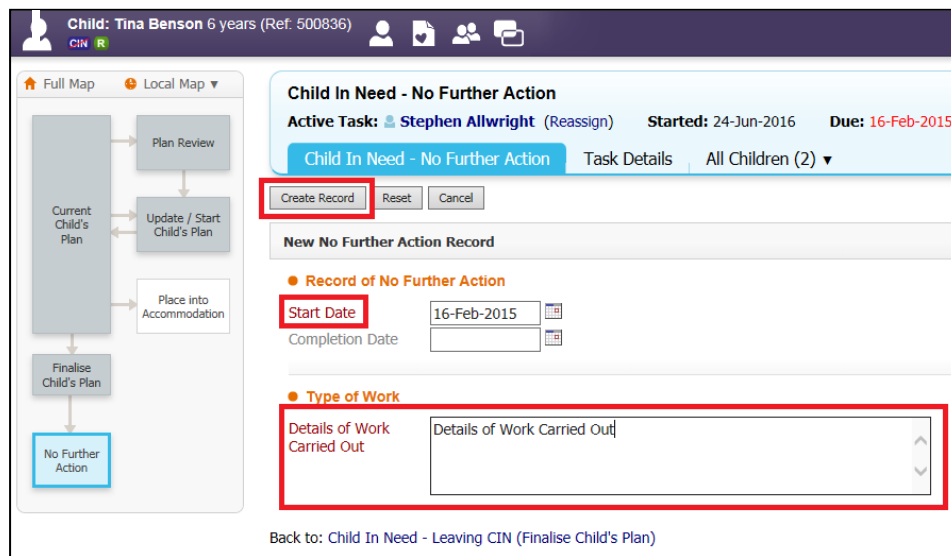
- The No Further Action task is also not consolidated
- Click "All Children.." and click on the siblings name

- Complete the No Further Action task on the sibling.

14. Restarting the CIN Plan

- It is possible on LCS to restart a CIN Plan.
- Go to the Full Map of the child's record
- Click "Update C&F Plan"

- Click the "Restart" tab

- Enter the "Please provide date of initiation"
- Enter the "Please provide reason for starting manually"
- Any siblings that need to have a CIN plan restarted will automatically be included.
- If a sibling should not be included click the checkbox to remove them
- Click "Create Child's Plan"

- You will then be taken to the screen below and be able to input the CIN Plan.