LCS / Child Sexual Exploitation Training Manual

Liquidlogic Children's Systems (LCS)

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Date: 04.10.2016

DOCUMENT HISTORY

DATE	PRODUCED BY	DOCUMENT VERSION	COMMENTS
04.10.2016	S.FRENCH	1.0	INITIAL VERSION
28.02.2022	S. WEBB	1.1	REDESIGN

TABLE OF CONTENTS

1. COURSE OVERVIEW

COURSE OUTCOMES

To enable users to navigate the LCS Child Sexual Exploitation (CSE) Workspace effectively, in accordance with the requirements of the user's job role.

By the end of the ½ day course delegates will be able to:

- **Login to Liquidlogic**
- **Navigate their Home Screen and Manage their Worktrays**
- **Search for a person Record**
- **View the CSE Workspace**
- **Create a person record**
- **Create an CSE Episode**
- **Update a CSE Episode**
- **Add a Stand-alone Form**
- **Add/Finalise/Update/Print and Publish a Case Note**
- **Inclusion/exclusion of workspace items in History**
- **End a CSE Episode**

COURSE PRE-REQUISITES

Users to have attended all mandatory Liquidlogic LCS Mandatory Training courses

2. WORKTRAY

Your worktray holds tasks that are allocated to you. The 3 main areas of the worktray are:

- **Due Date –** Relates to the date by which the tasks should be completed
- **Person** – displays Name and Age of person and coloured flags
- **Task Description** – type of tasks to be done

The dates in the work tray are colour coded:

- **Blue** - tasks due today
- **Green** – task due tomorrow
- **Red** – tasks are overdue
- **Black** - tasks that are due in the future (after tomorrow)

NB: If you hover your mouse over the due date of the task, the number of days in which the task is to be completed or is overdue will be displayed

The system defaults the order of the worktray by Date, however there are different ways you can order your worktray

- Group by: **Date, Task, Person, Address** or **Referral Group** and/or
- Order by: **Start Date, Due Date, Timeframe** or **Person**

If your worktray is grouped by **Person** or **Address** you have the option of **Show Full Caseload**

Use the **Show Full Caseload** option to display everyone with whom you have an involvement with current tasks open

Depending on your profile you may have access to one or more group work trays. If you have they will be displayed on the left hand side of your screen

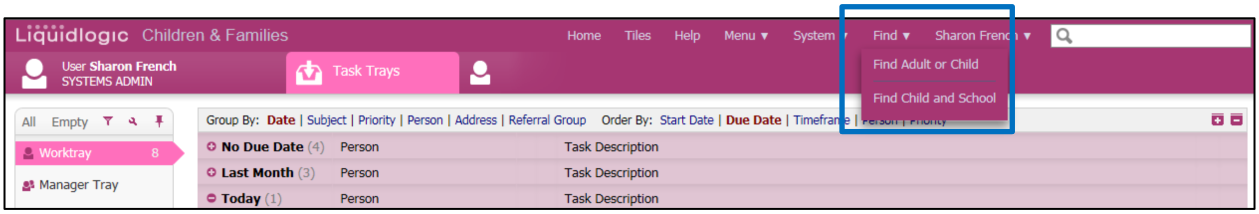
To work on any task in the group worktray, the task has to be **'picked up'** first. If a worker picks up a task from a group worktray, the task will then be assigned to them and will appear in their worktray.

If you just want to view the task, click on the **task description** and not **pickup**

3. SEARCHING

To search for a person record held in the LCS system:

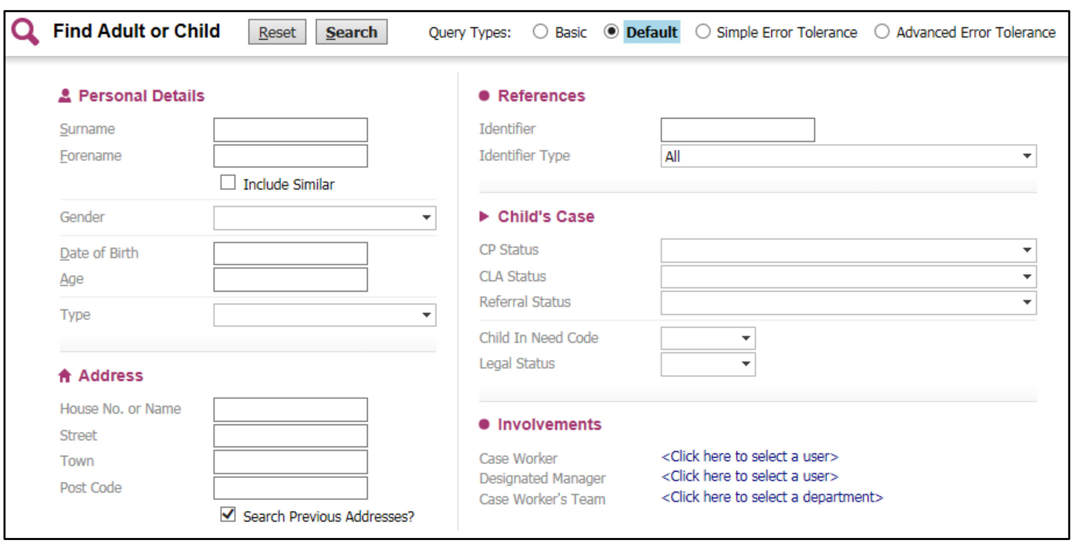
➢ Select **Find Adult or Child** from the **Find** drop down menu on the toolbar at the top of the screen



Within the search screen there are a number of different search fields that can be used. Do not put data into every field – *'less is more'* (the less you put in the more likely you are to find a person on the system). Search on each field separately.

The fields available to use for searching are:

➢ Surname & First Name
➢ Date of Birth
➢ First line of the Address
➢ Post Code



➢ **Enter your search criteria:**

When searching there may be some names/addresses that you are unsure of the spelling. For example if you were searching for Linda Smith, using the wild card at the end of the forename will also capture anyone on the system that also has a middle name

- **Forename: Linda%**
- **Surname Sm%**

➢ Click on **Search**

Once a search has been carried out a new page will appear called **Results**. A maximum of 100 results will be retrieved at any one time, therefore if the person you have searched for does not appear on the list you will need to refine for query and amend your search criteria

4. WILD CARDS

A wild card can be used to represent one or many characters. It can be added at the beginning, middle or end of your search criteria and is represented by either an asterisk * or a percentage sign %

Searches using names: Searching for a person's forename Linda – this could have been entered into LCS as Lynda, Linda, Lin, Lyn, Lynne or Lindsay

To make the search easier, you could enter the following: ***L*n***

It is recommended that 'wild cards' (* or %) always be used to improve the success of a search

Searches using Dates of Birth: There may be times when you want to set parameters for the date of birth. For example you know the person was born sometime during 2006 but you are unsure of the exact date

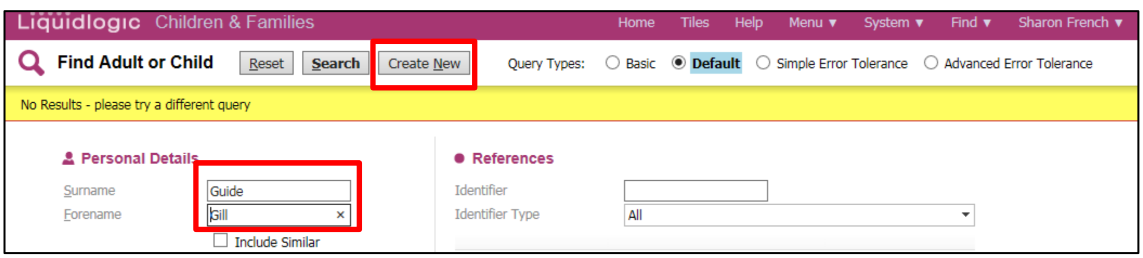
The DOB search allows you to search for a date greater than the specified date and/or less than a specified date as shown below:

<Less than
>Great than
= Equals

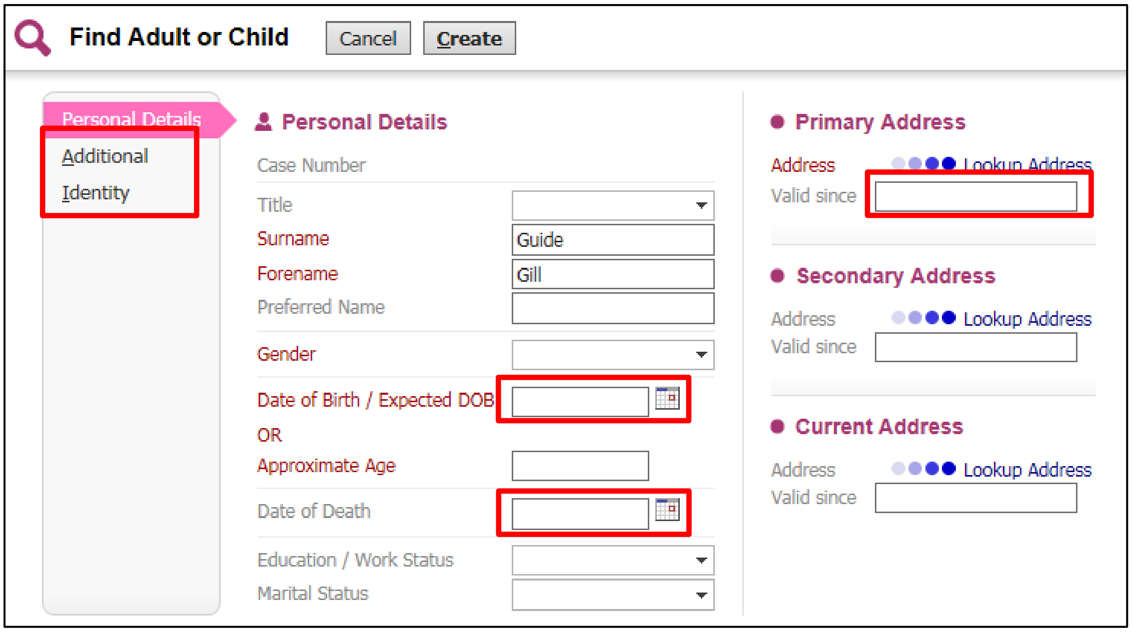
5. CREATING A PERSON RECORD

You are only able to create a person after you have carried out a thorough search of the database and no matching record exists.

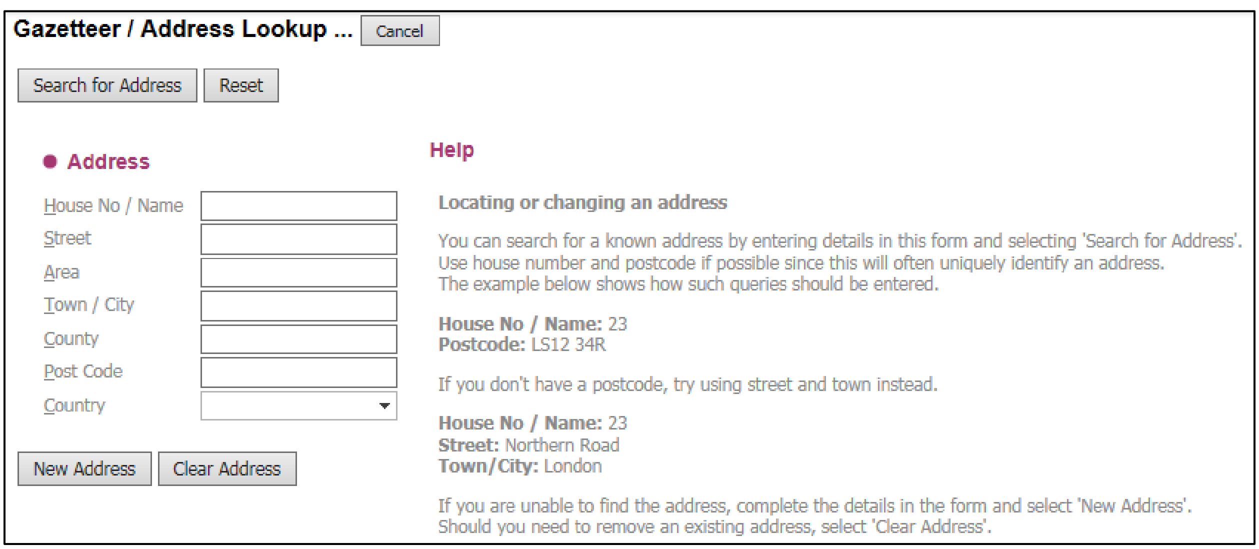
- Select **Find Service User** from the Home Page
- Enter the search criteria for the person you want to create
- Once the search has been carried out and no matching persons have been found, click on **Create New**



- You will be taken to the following screen



- Any fields in **Red Font** are mandatory and data must be entered in order to create the person record
- Recording a DOB, death or a valid address can either by typed in using the format dd/mm/yyyy or be selecting the calendar icon
- Complete any details on the **Additional** and **Identity Tabs**
- **Address Lookup** – click on the **Lookup Address** Link – you will be taken to the following screen where you are able to search for an address:



- Enter some search criteria *(The wild card can be used in any of the fields to replace one or more characters)*

- Click **Search for Address**, this will bring back a list of results
- To select one of the addresses from the list, click on the Address

NB: If the address is not on the list you may need to refine your search criteria

6. STARTING AN EPISODE

The CSE Workspace Tab provides a summary of the various details entered within the CSE Episode and users will be able to create separate Episodes

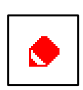
- From the **Basic Demographics** Tab, click on the **CSE Workspace** Tab, bottom left hand side of the screen
- Then click on **Start CSE Episode**

- Enter the **Title** of the Episode and **Start Date**; then click on **Create**
- A **CSE** Icon will be displayed on the person banner. This will only be visible to users with access to the workspace

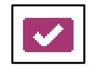
- When the **CSE Episode** is closed, the Icon will be greyed out and crossed through

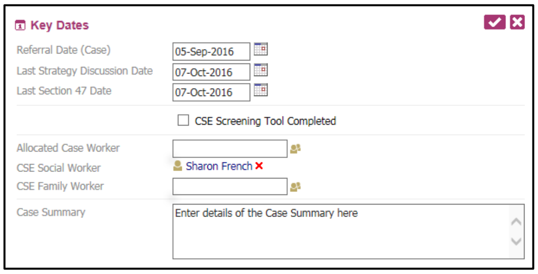
7. CSE TAB

The CSE Tab displays the CSE Social Worker who has consent to access the episode, the Case Referral Date, the Referral to CSE Date and the CSE Episode End Date

By clicking on the Pencil Icon  you are able to update the:

I. Key Dates

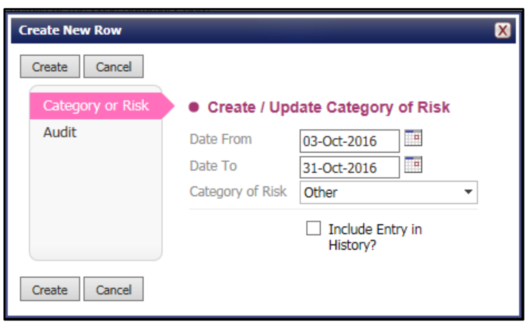
Once all the information has been entered into the relevant fields, click on the  to save the information



II. Category of Risk

Click on the link **New Category of Risk**

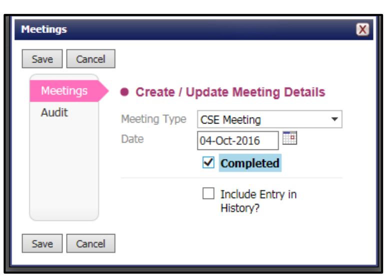
Enter the Date Form, Date to and Category of Risk; the click on **Create**



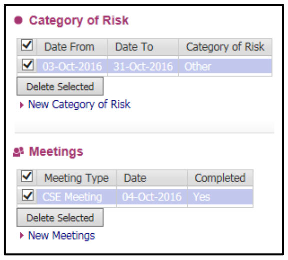
III. Meetings

Click on the link **New Meetings**

Enter the Meeting Type and date of meeting; then click on **Save**. If the meeting has taken place, put a tick in the Completed Box



To delete either a Category of Risk or Meeting, place a tick in the box next to the Risk or Meeting you want to delete, then click on the **Delete Selected** button

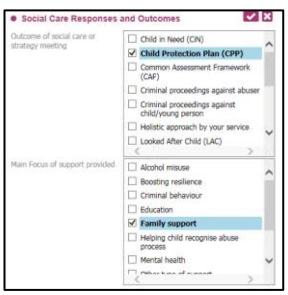


8. FURTHER DETAILS TAB

The Further Details Tab lists all health issues, education, employment and training status, the current living situation and the outcome of the social care or Strategy Meeting and the main focus of support provided.

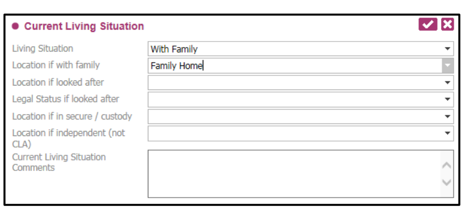
By clicking on the Pencil Icon you are able to update the:

I. Social Care Responses and Outcomes



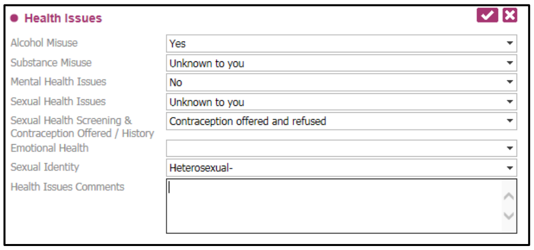
Once all the information has been entered into the relevant fields, click on the to save the information

II. Current Living Situation



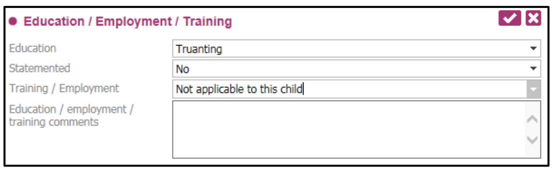
Once all the information has been entered into the relevant fields, click on the to save the information

III. Health Issues



Once all the information has been entered into the relevant fields, click on the to save the information

IV. Education / Employment / Training



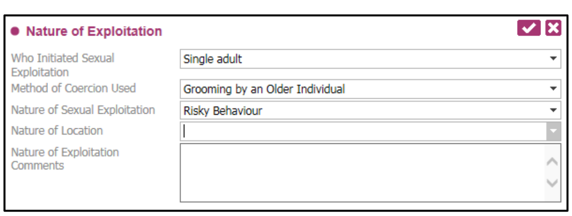
Once all the information has been entered into the relevant fields, click on the to save the information

9. RISKS / ACTIONS TAB

The Risks / Actions Tab lists Referrals to other Services, who made the referral, the referral acceptance date. The nature of the exploitation, who initiated it, method of coercion use and nature of location. Criminal justice issues, police actions, operations, when the investigation was initiated and court proceedings and other risks factors, such as domestic violence.

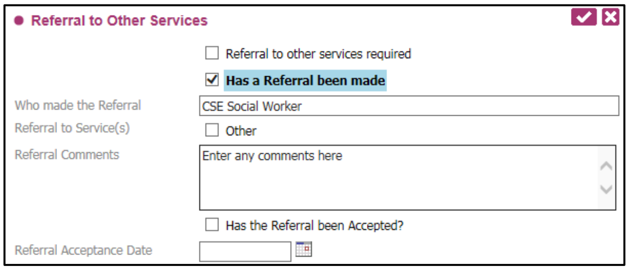
By clicking on the Pencil Icon you are able to update the:

I. Nature of Exploitation



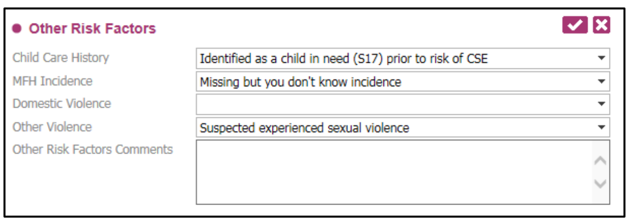
Once all the information has been entered into the relevant fields, click on the to save the information

II. Referral to Other Services



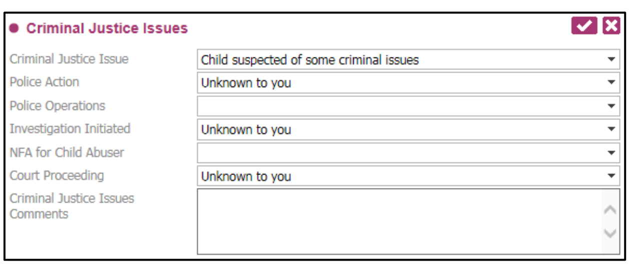
Once all the information has been entered into the relevant fields, click on the to save the information

III. Other Risk Factors



Once all the information has been entered into the relevant fields, click on the to save the information

IV. Criminal Justice Issues



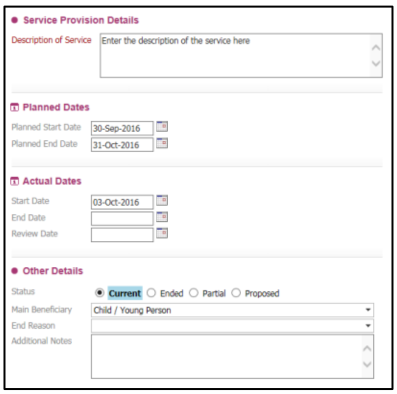
Once all the information has been entered into the relevant fields, click on the to save the information

10. SERVICES TAB

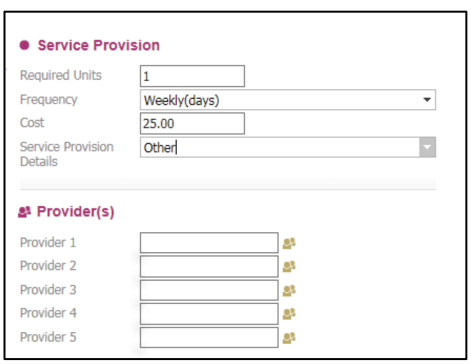
I. Service Provisions

Click on the link **New Service Provision**

Details / Dates Tab: Enter the **Service Provisions Details**, the Description of Service, Planned Start and End Date. The Actual Dates the Service started and the Review Date and any other details, for example, the statues of the service, the main beneficiary and if the service has ended, the end reason

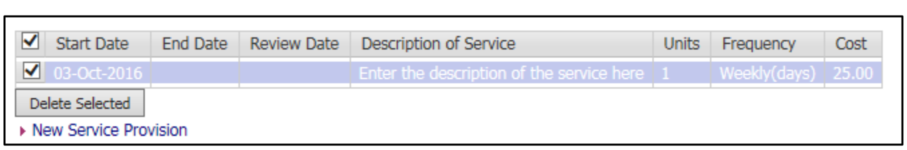


Provider Tab: Enter the required units, frequency, costs and service provision details and the names of the providers

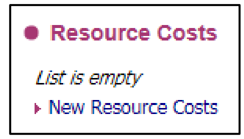


Once all the relevant fields have been completed; click on **Create**

To delete a service provision, place a tick in the box next to the service provision you want to delete, then click on the **Delete Selected** button



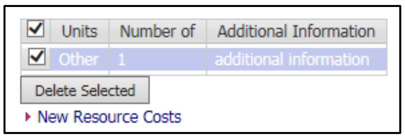
II. Resource Costs



Click on the link **New Service Provision**

Enter the number of Units and any additional information; then click on **Create**

To delete a rescource cost, place a tick in the box next to the resource cost you want to delete, then click on the **Delete Selected** button



11. ALLEGATIONS TAB

The **Allegations (Perpetrator) and Allegations (Victim)** are created in the Personal Tab, Basic Demographics by a specific person; therefore you will not be able to amend/update this information under the Allegations Tab unless you have the relevant permissions

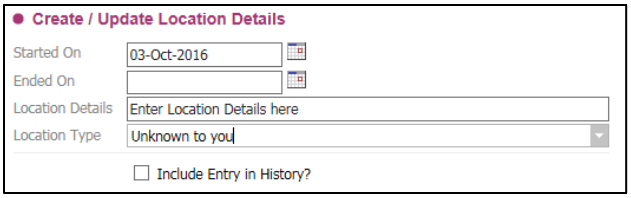
If an **Allegation (Perpetrator)** is recorded in the main demographics and the Young Person is the Perpetrator, details of the Allegation will be displayed here and the user will be able to select the Allegation to view further details

If an **Allegation (Victim)** is recorded in the main demographics and the Young Person is the Victim, details of the Allegation will be displayed here and the user will be able to select the Allegation to view further details

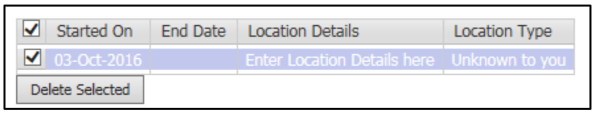
I. Allegations (Location)

Click on the **New Locations** Link

Create / Update the Location Details Start Date, End Date (when required), Location Details and Location Type; then click on **Create**



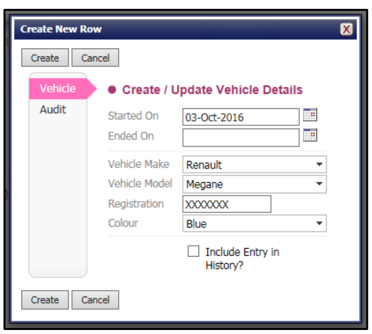
To delete a Allegations (Location), place a tick in the box next to the Allegation you want to delete, then click on the **Delete Selected** button



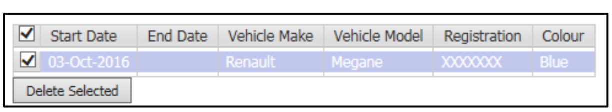
II. Allegations (Vehicles)

Click on the **New Vehicles** Link

Create / Update Vehicle Details Start Date, End Date (when required), Vehicle Make, Model, Registration Number and Colour; then click on **Create**



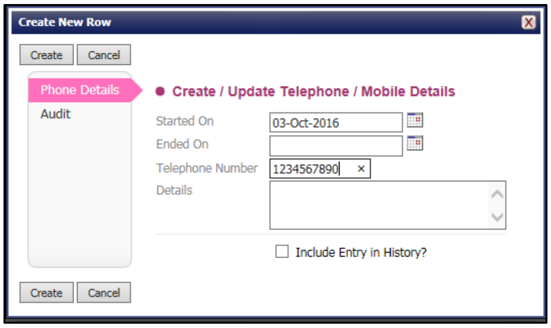
To delete a Allegations (Vehicle), place a tick in the box next to the Allegation you want to delete, then click on the **Delete Selected** button



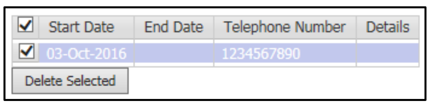
III. Allegations (Telephones/Mobiles)

Click on the **New Vehicles** Link

Create / Update Telephone / Mobile Details, Start Date, End Date (when required), Telephone Number and any further details; then click on **Create**



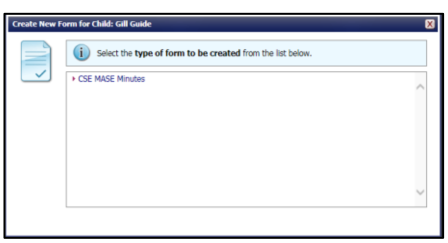
To delete a Allegations (Telephones/Mobiles), place a tick in the box next to the Number you want to delete, then click on the **Delete Selected** button



12. FORMS TAB

The Forms Tab contains a list of all forms /exemplars created that are specific to the CSE Workspace. The first time looking at the Tab after the episode has been created, the list will be blank.

To start a new form, click on the link **Attach a New Form**; Then click on **CSE MASE Minutes;** then click on **OK**



It there are no previous Minutes for the person you will not have the option to copy forward any answers at this time, therefore click on **Start Blank** and the form will open for you to complete.

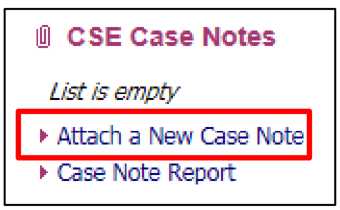
13. CASE NOTES TAB

Case Notes can be added at any time against a person record and should be used to detail ongoing activity against a case, for example, phone calls, emails, letters etc.

The Case Notes tab lists all saved and finalised case notes. This tab also provides the ability to create a new case note, update an un-finalised case note, filter the list of case notes based on the entered free text criteria or produce case note reports

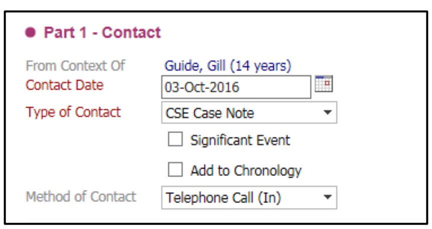
I. Creating a Case Note

From the Case Note Tab click on the link **Attach a New Case Note**



The case note is divided into 3 areas:

➢ **Part 1 – Contact**



**Add to chronology, please see heading Other Functionality*

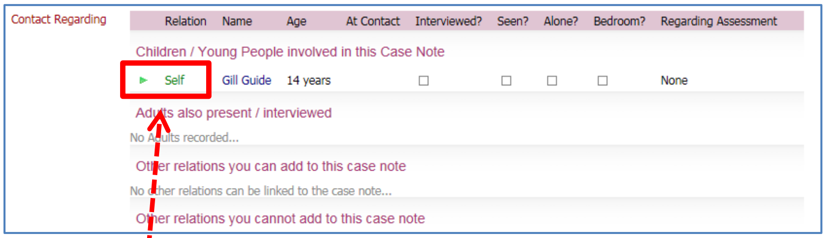
Enter the **Contact Date**, for example the date of the phone call, date of visit or date letter received

The **Type of Contact** is automatically generated

Select the **Method of Contact**

➢ **Contact Regarding**

This will automatically default to the person's record that you are in. It will also list all other family members that are recorded under the Relationships Tab.



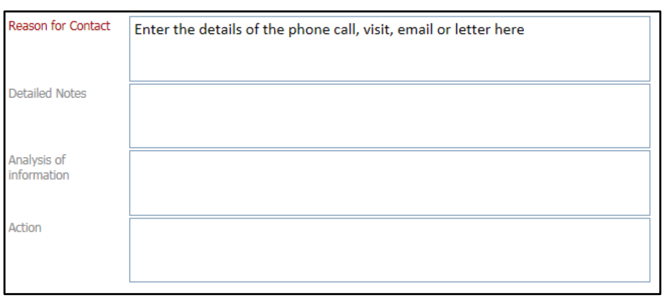
This is a mandatory field and you will need to state whether you had interviewed or seen the person in respect of the Case Note

Click on **Self**; then

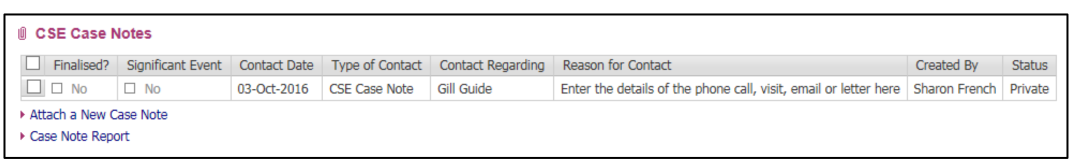
Please tick if the person was interviewed, or seen during the process and whether you need to notify your Supervisor/Manager; then click on **Update**

➢ Reason for Contact

Enter the details of the phone call, visit, email or letter in the **Reason for Contact**



Once you have completed and entered all the information into your case note, click on **Create** and it will take you back to the Case Note Tab

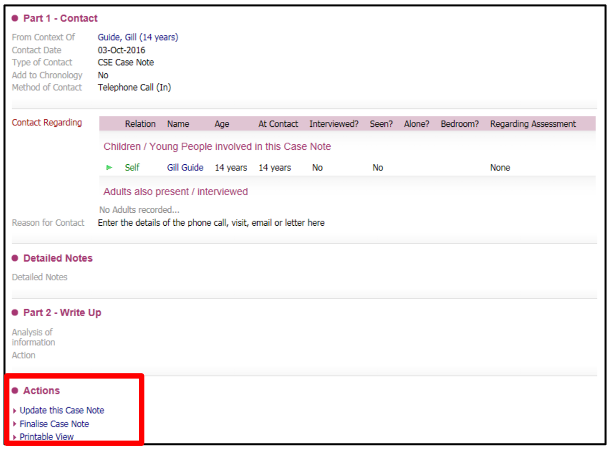


At this point you can still amend/update your case, or finalise it to stop further editing

II. Finalising / Updating / Printing a Case Note

Select the Case Note that you want to update or finalise by clicking on it

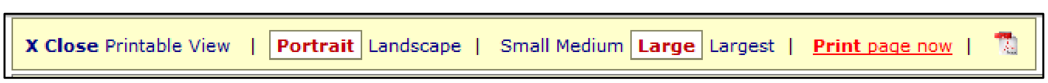
Under Actions you will have the options to either Update this Case Note, Finalise Case Note or Print it through Printable View



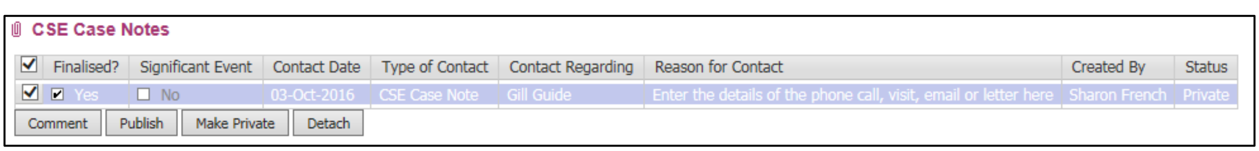
Click on the **Update this Case Note** link – once you have updated it, you will have the option to **Finalise, Save, Save and Close or Close.**

- **Finalise** will complete the case note and lock it, stopping further editing
- **Save** will save the case note and keep the case note open
- **Save and Close** will save the case note and close the screen
- **Close** will close the screen without saving any changes

To print the case note click on the link **Printable View**; select the orientation and font size; then click on **Print Page Now**



When a Case Note is Finalised and if the check box is selected next to any case note, then 4 new options appear. Each of these options have a different functionality



- **Comment** – this will enable a user to add a comment regarding the Case Note

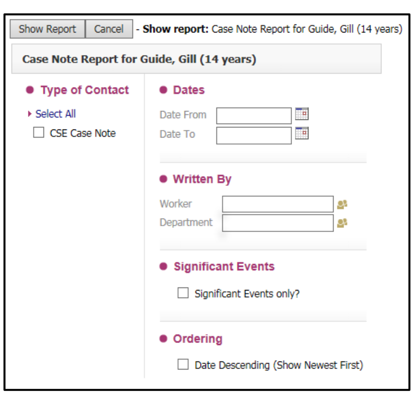
- **Publish** – This will enable the case note to be made public. This means that it will be visible within the young person's main demographics. Publishing the case note will add an entry to the History Tab and also create an item in the Case Notes Tab
- **Make Private** – This can only be selected if the case note has been published and made public. Clicking this link will make the case note private and only part of the CSE workspace. It will be removed from the person's History and Case Note's Tab in the main demographics
- **Detach** - This option is only valid when the case note has been published and made public. This will remove the case note from the CSE workspace altogether. So it is only displayed in the young person's main demographics. **Note**: ***When a case note is detached from the workspace it cannot be re-attached, so it will only remain in the main demographics***

NOTE: Once the details within this screen have been entered and the **Finalise Note** button is clicked, the details are then permanent and cannot be edited further – ensure that you check through all the details you have entered <u>before</u> clicking **Finalise**

III. Case Note Report

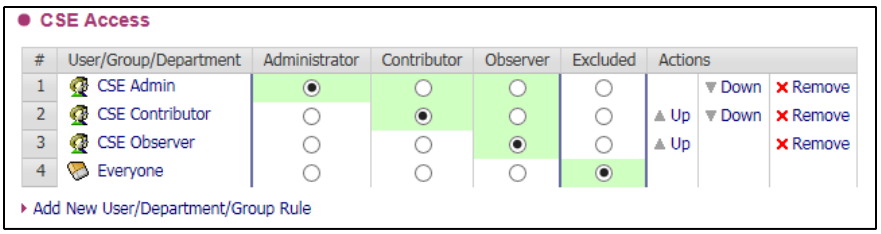
A link is available within the Case Notes Tab to produce a case note report for all case notes recorded within the CSE workspace

Click on the link **Case Note Report**; you can either select all CSE Case notes, or enter a date range, a worker, a department and order them in Date Descending (showing newest first). Once you have selected your parameters; click on **Show Report**



14. ACCESS TAB

The Access Tab is where access to individual episodes can be controlled. It is possible to add users to individual episodes who may not be a member of the CSE Group so they will be able to view that workspace episode. It is also possible to restrict users from being able to view the CSE episode, even if they are a member of the group given access



15. AUDIT TAB

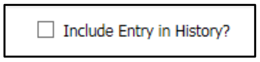
An audit is available within the main workspace as well. This will show any changes and view of workspace items and show what items were updated and by whom

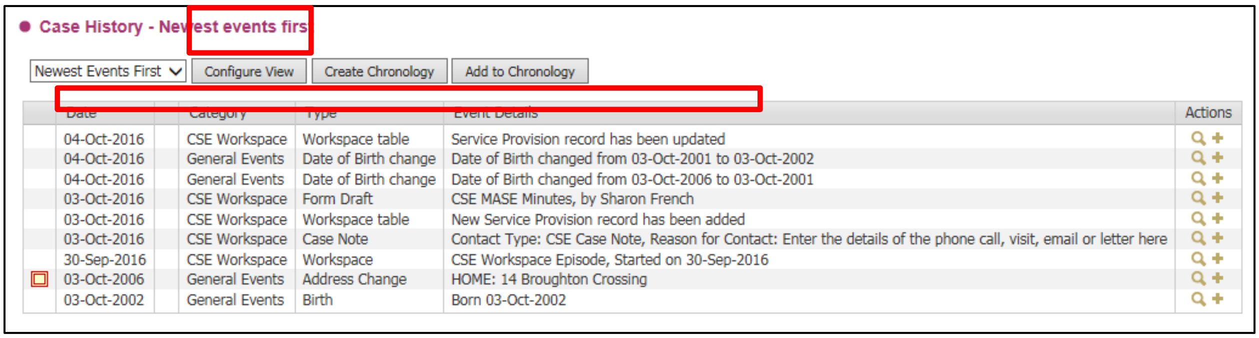
16. OTHER FUNCTIONALITY - Inclusion of workspace items in History

By default certain workspace details will be shown in the main demographic History Tab. This information will only be visible to users with access to view the CSE workspace episode, otherwise data will be hidden

When a workspace is created or ended, then an entry will appear in the History Tab. Any workspace related forms, documents and case notes will also show in the History by default

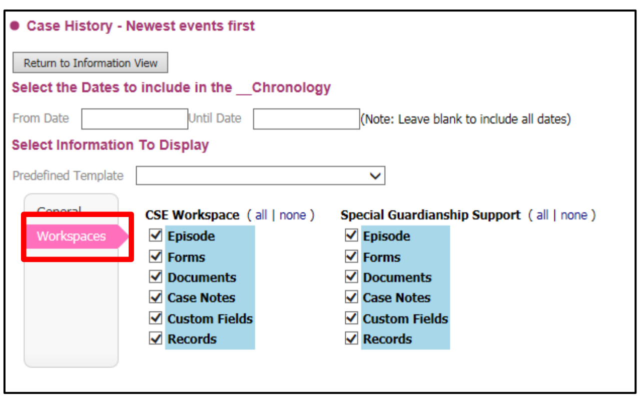
When creating a row in a table, for example Service Provisions, there is a check box to enable the user to select whether they wish for this entry to show in the History



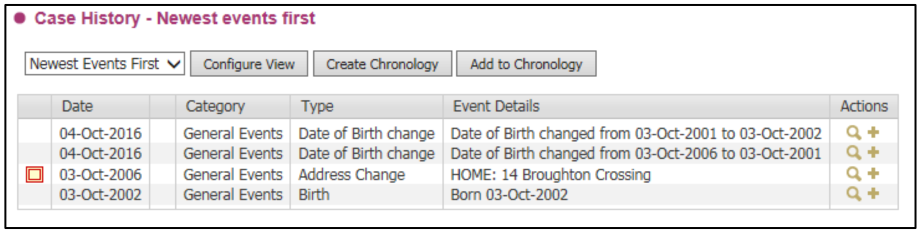


Date	Category	Type	Event Details	Actions
04-Oct-2016	CSE Workspace	Workspace table	Service Provision record has been updated	
04-Oct-2016	General Events	Date of Birth change	Date of Birth changed from 03-Oct-2001 to 03-Oct-2002	
04-Oct-2016	General Events	Date of Birth change	Date of Birth changed from 03-Oct-2006 to 03-Oct-2001	
03-Oct-2016	CSE Workspace	Form Draft	CSE MASE Minutes, by Sharon French	
03-Oct-2016	CSE Workspace	Workspace table	New Service Provision record has been added	
03-Oct-2016	CSE Workspace	Case Note	Contact Type: CSE Case Note, Reason for Contact: Enter the details of the phone call, visit, email or letter here	
30-Sep-2016	CSE Workspace	Workspace	CSE Workspace Episode, Started on 30-Sep-2016	
03-Oct-2006	General Events	Address Change	HOME: 14 Broughton Crossing	
03-Oct-2002	General Events	Birth	Born 03-Oct-2002	

However, it is possible to configure the History Tab to show the relevant items. When clicking on *configure view* a new tab of workspace is shown and it is here the items that are included in the History View can be controlled by clicking on the **Workspace Tab**



Deselect either all or some of the items, and then click on **Return to Information View,** those items will then not show in the History Tab



17. 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

