LCS / Induction User Guide

Liquidlogic Children's Systems (LCS)

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DOCUMENT HISTORY

DATE	PRODUCED BY	DOCUMENT VERSION	COMMENTS
20.01.2016	P.BAKER	1.0	INITIAL VERSION
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28.02.2022	S. WEBB	1.4	REDESIGN

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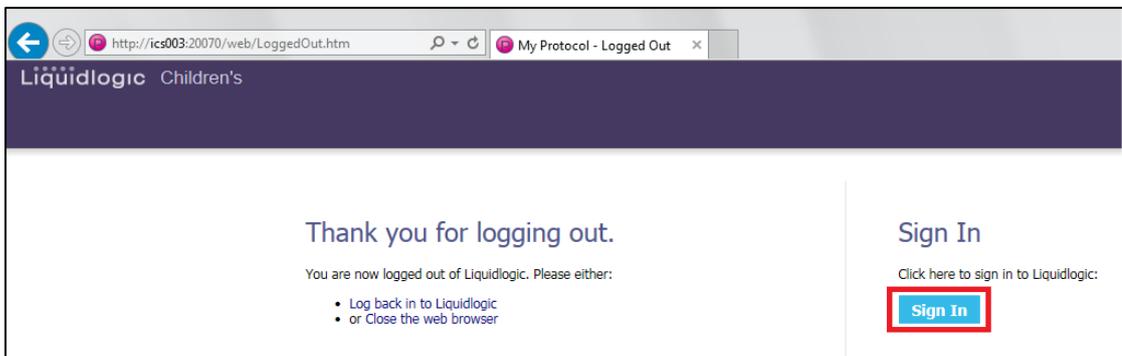
You will then be asked to enter your username followed by your password. You will only ever be asked to enter 3 characters from your password; these are random and will change every time you log in.

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.

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

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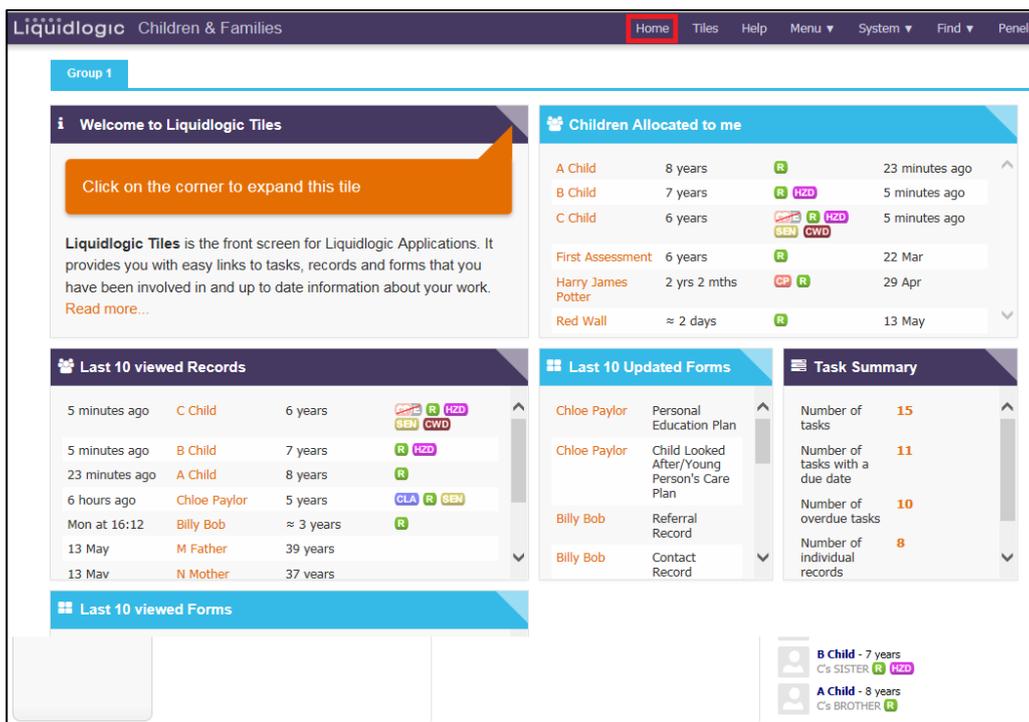
This function is explained in the V.11 New Features manual. Click on the 'Home' link – marked in red above – to view your Worktray:

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 | Tiles | Help | Menu ▼ | System ▼ | Find ▼ | Penelope Baker ▼ |

- Home – Clicking this option will always bring you back to view your Worktray.

  Home

- 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.
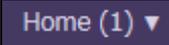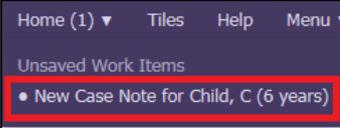
  Home (1) ▼

- 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.

  Home (1) ▼   Tiles   Help   Menu ▼
  Unsaved Work Items
  • New Case Note for Child, C (6 years)

- 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.

  Tiles
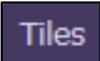
- The 'Help' functionality is not currently in use.

  Help
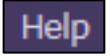
- Hovering over 'Menu' displays these options:
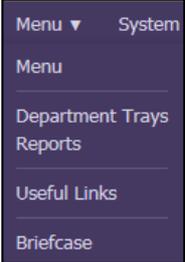
- Clicking 'Menu' will allow you to view some of the main functions, such as searching for children and adults and running reports. These functions can be accessed more easily as seen next.

  Menu ▼   System
  Menu
  Department Trays
  Reports
  Useful Links
  Briefcase

- '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.

  BFIS
  Bucks Family Information Service
  Department of Health
  Assessment Framework Questionnaires and Scales
  LCS V11
  LCS V11 Roadshow Presentation
  Me Learning
  Me Learning Login
  Procedures Manual
  Children's Services Procedures Manual

- 'Briefcase' is not currently in use.

- Hovering over 'System' will allow you to see which version of LCS we are running in Bucks.

  System ▼
  LCS 11.0

- Hovering over 'Find' gives you two options for searching LCS. These are explained in more detail later on.

  Find ▼   Penelope Ba
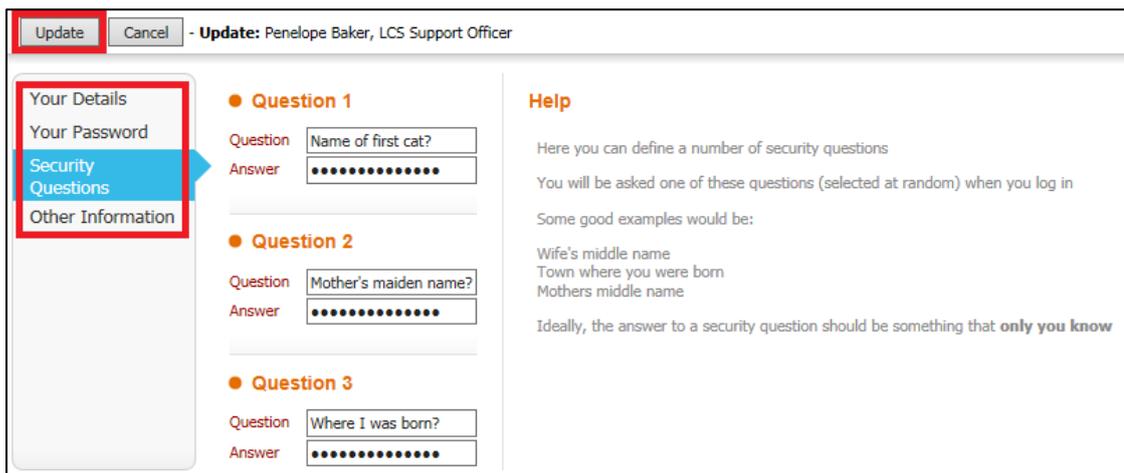 Find Adult or Child
  Find Child and School
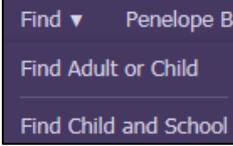
- Hovering over your name on the far right will display several more options.

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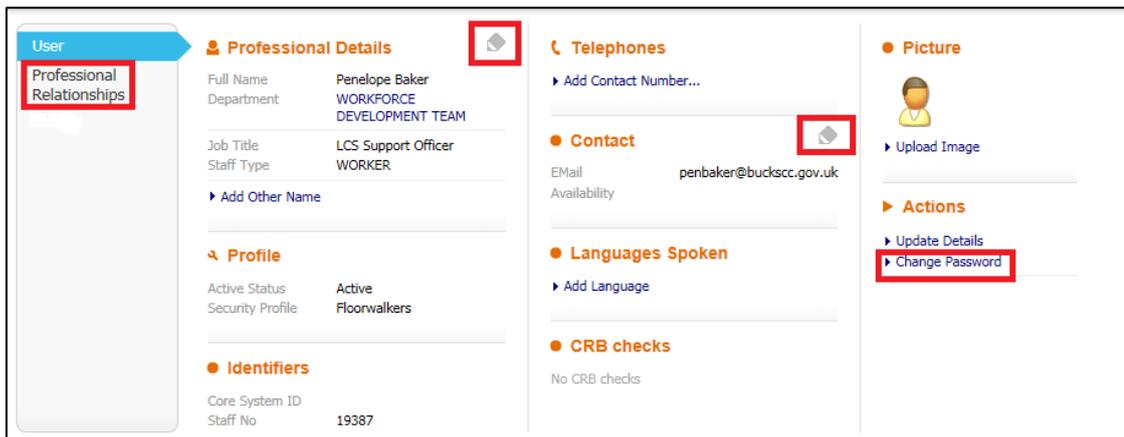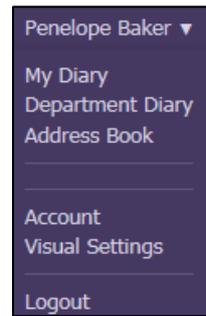
Information on this page can be updated by using the pencil tools or blue hyperlinks. Images are not to be uploaded to LCS.

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.

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- Navigate through the pages on the left. Here you can update your password and security questions.

- Click Update to save changes or Cancel to go back without making changes.

- You can also view your Professional Relationships – who you are managed by and who is your Manager/Supervisor.

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- Hover back over your name and click 'Visual Settings'.

- From here you are able to change the colour from the drop down menu next to 'Theme'.

- You can also change the text size using the drop down menu next to "Size". LCS will remember your colour and text size selections even after you have logged out; these changes are permanent until you choose to change them.

- 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.
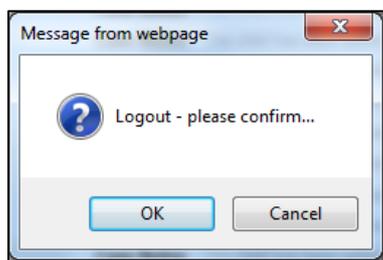
4. Searching for Adults and Children

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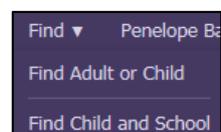
- Your most recent search result will be displayed unless this is your first time using this function.
- If this is not your first time searching click 'Back' to return to the Default Search Screen.
- You can then also click 'Reset' to clear all search fields.

- 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.

  o 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:

- 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.

- 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.

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.
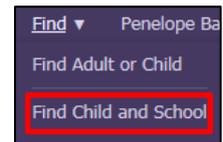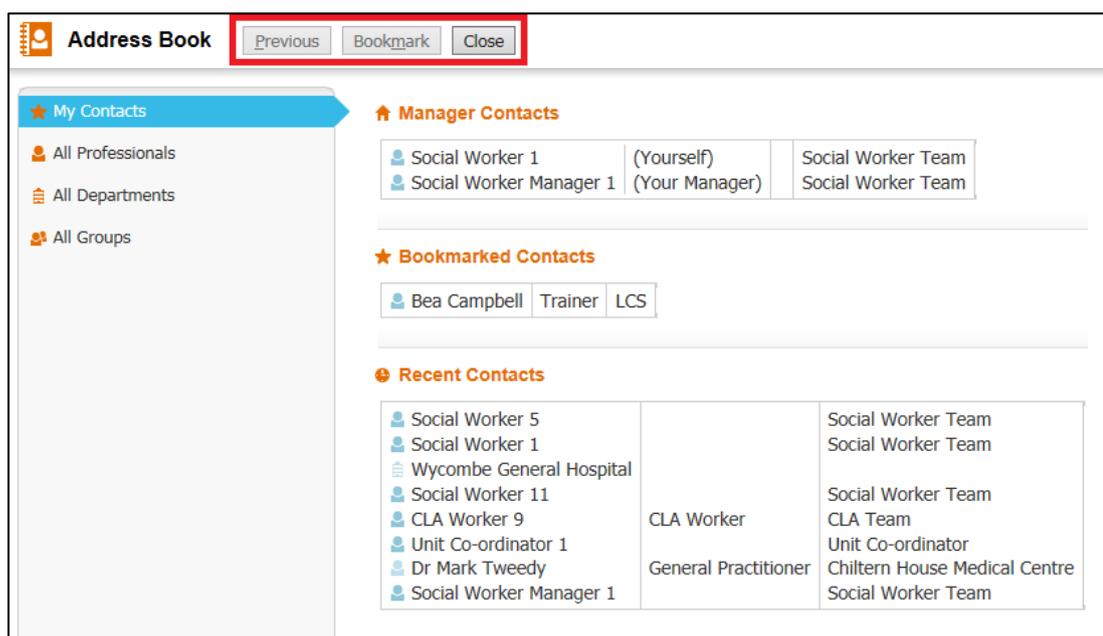
5. Using the Address Book

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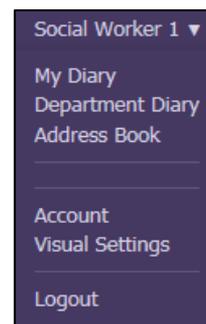
There are three buttons at the top of the Address Book screen:

- 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.

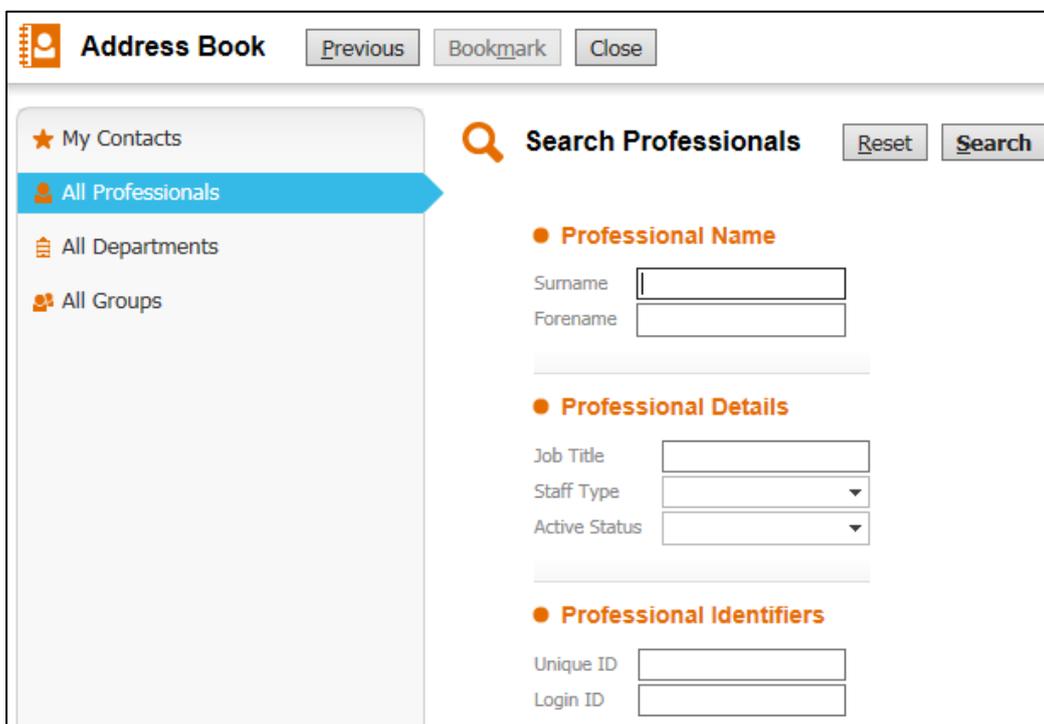- Use these tabs to search through the address book.
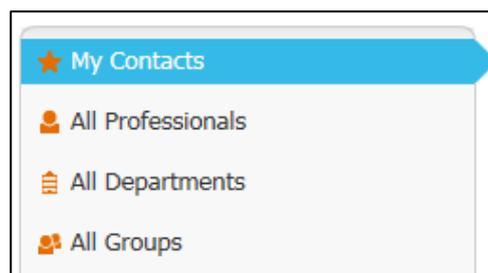
My Contacts displays contacts under the following three headings:

- 'Manager Contacts' displays your Manager as set up on LCS.

    🏠 **Manager Contacts**

- 'Bookmarked Contacts' displays all the contacts you have bookmarked for quick access.

    ⭐ **Bookmarked Contacts**

- '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.

    ⊕ **Recent Contacts**

5.2. All Professionals

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

- 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:

Click Search

→

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:

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.

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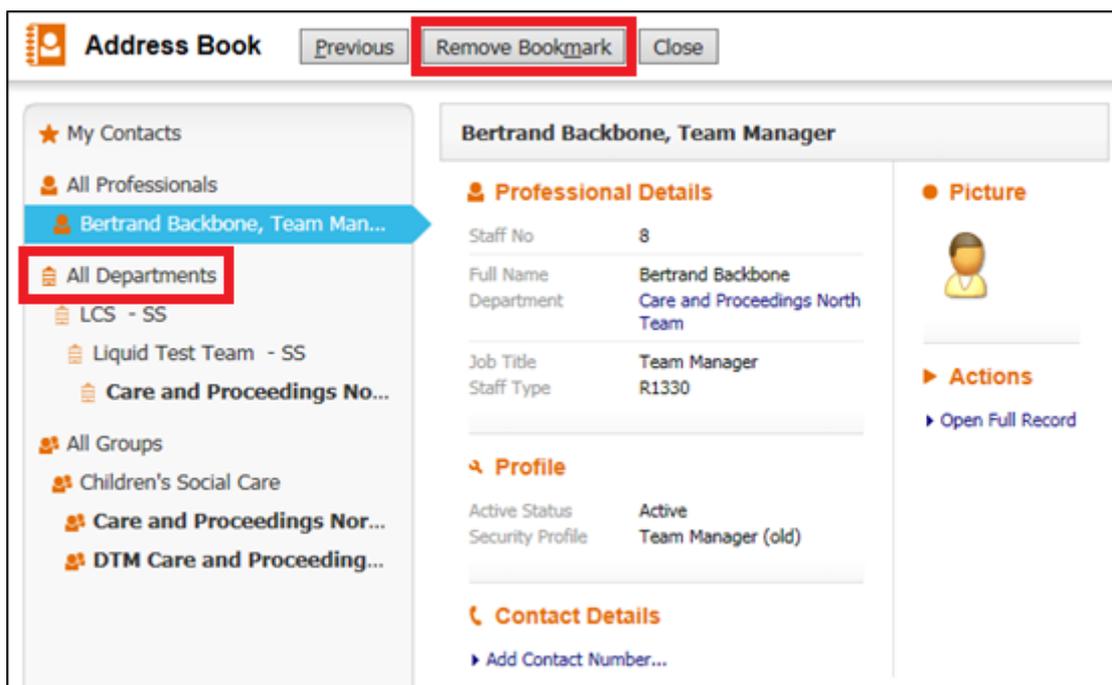
- Click on the All Departments heading on the left hand side.

5.3.   All Departments

Use 'All Departments' to search for Key Teams and Establishments such as Surgeries, Support Networks etc.
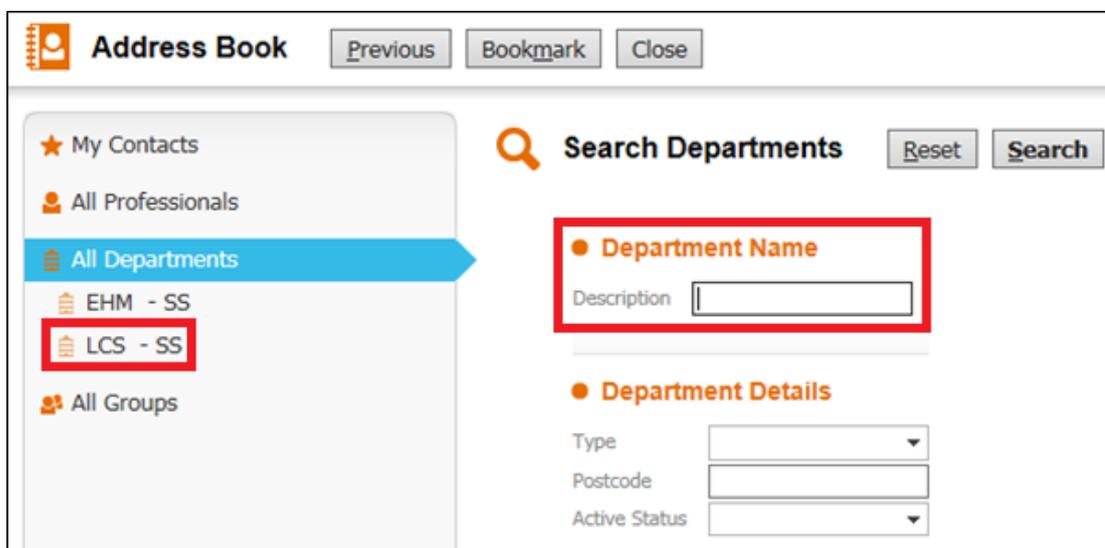
The most efficient way of searching through departments is by using Wildcards to search under Department Name. However, you can also look through the list view on the left hand side; click on LCS – SS:
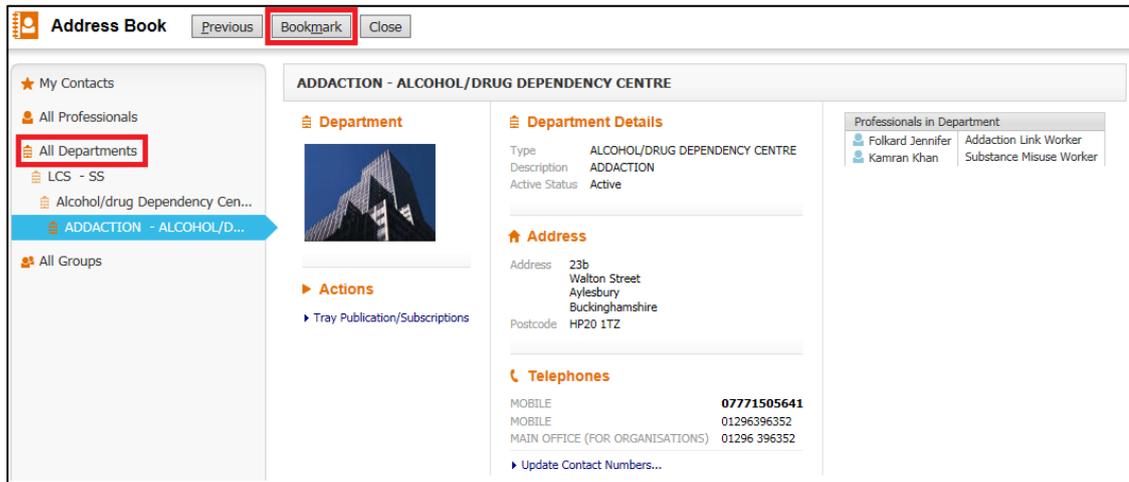

An alphabetised list of departments can be seen on the left, 10 results per page across 14 pages and a filter option. If, for example, you are looking for Addaction, you know they are an Alcohol/Drug Dependency Centre you can click into this heading on the left:

The 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:

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

- Click on All Departments.

We will now use the search function to kind 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:
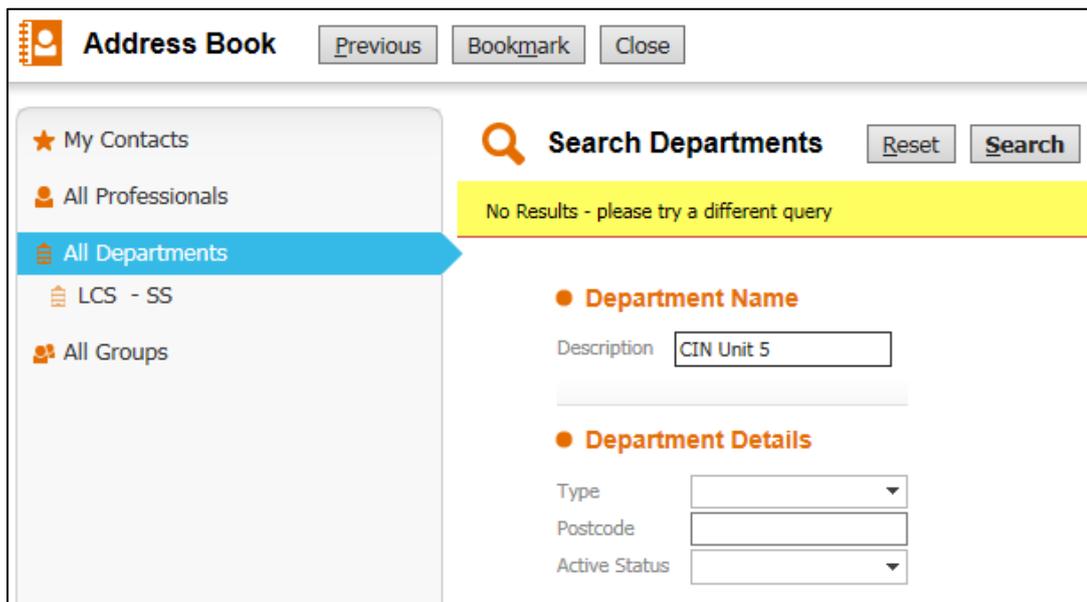
Without the use of Wildcards, this search has brought back no results.

- Click 'Reset' and try searching with a Wildcard at the start and at the end of the text – '%CIN Unit 5%':
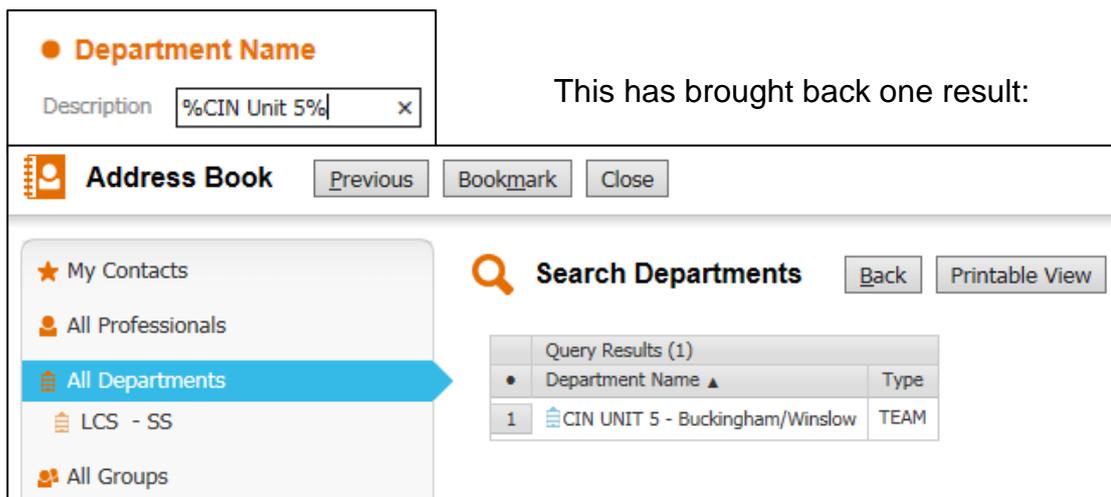
This has brought back one result:

- 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

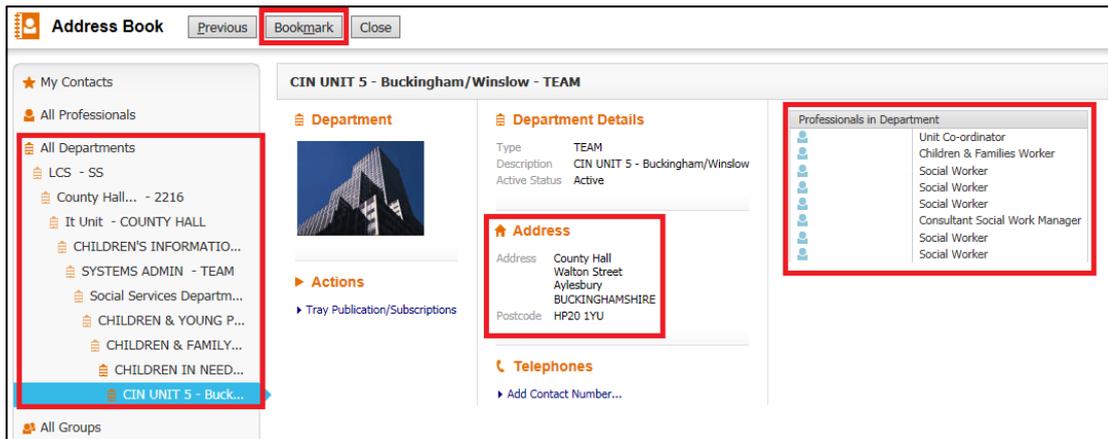Use 'All Groups' to search for group trays within LCS.
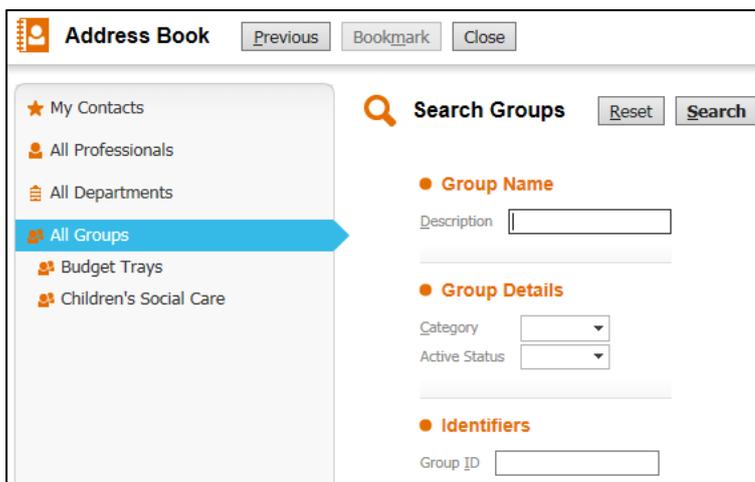
We are going to search for the CLA Admin Group Tray using Wildcards. Type '*CLA*' into the Description search field:
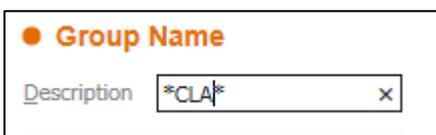
This has brought back one search result.

- 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

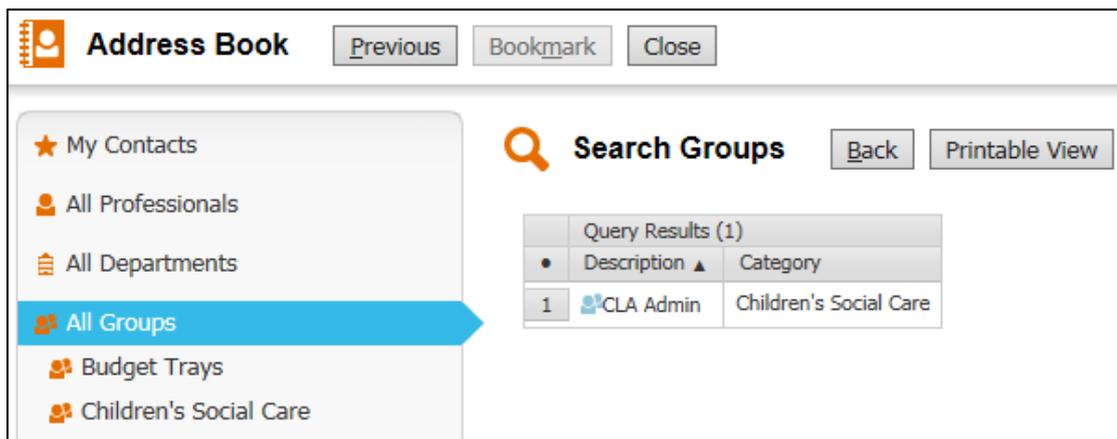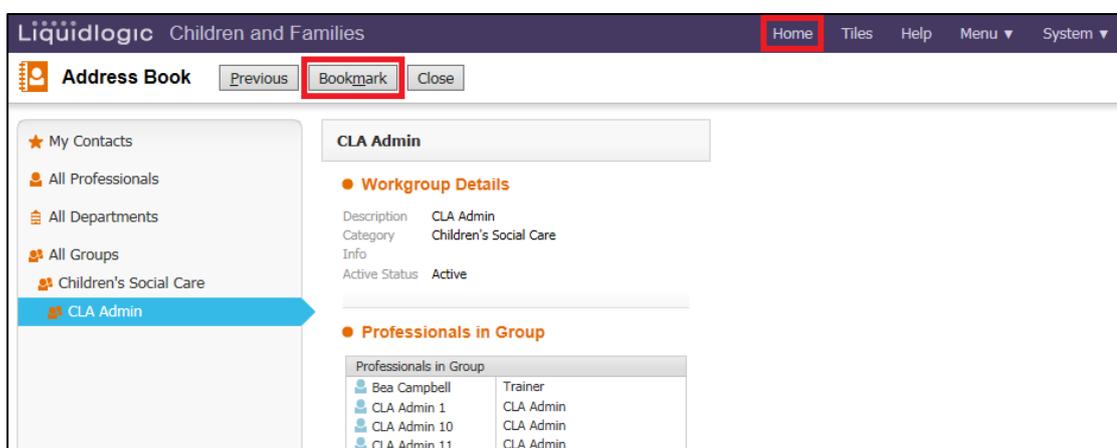- If you are not viewing your Worktray then click 'Home'.

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.
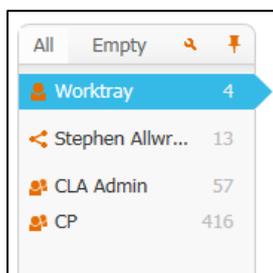
- Your personal tray appears at the top, as defined by the head and shoulders symbol, and is called Worktray.

- 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.
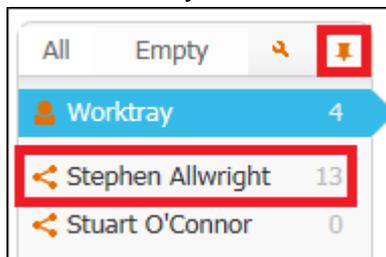
6.1. Managing your Worktray

Clicking the 'Spanner' tool will allow you to manage your Worktray subscriptions.
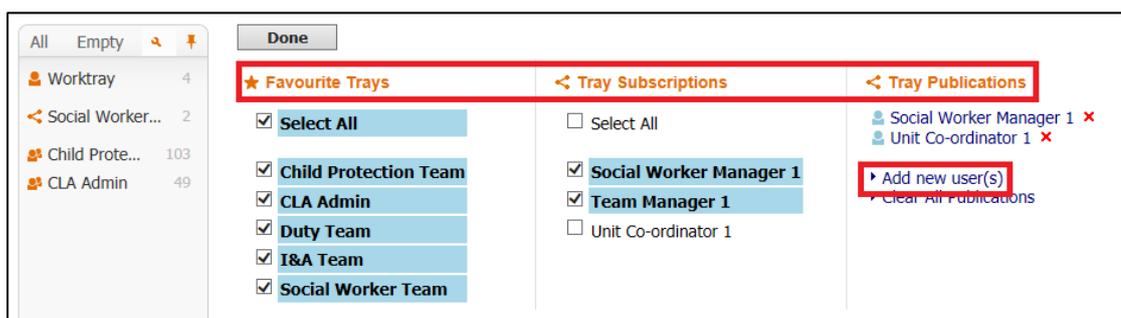
- 'Favourite Trays' are set up for you and cannot be edited – these will be group trays that you have access to.

- '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.

- They will then appear in the list underneath Tray 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.

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.
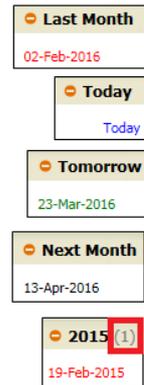
7.2. Group By Subject

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

- 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:

- 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.

7.4. Group by Address

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

7.5. Group by Referral Group

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

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.

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:
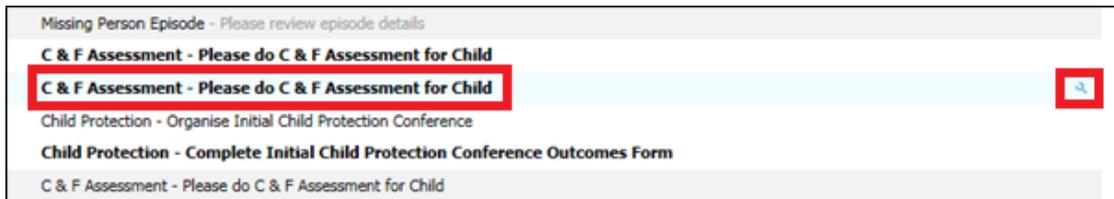
- Clicking on this 'Spanner' Tool will bring up a new window in which there are several options regarding the task:
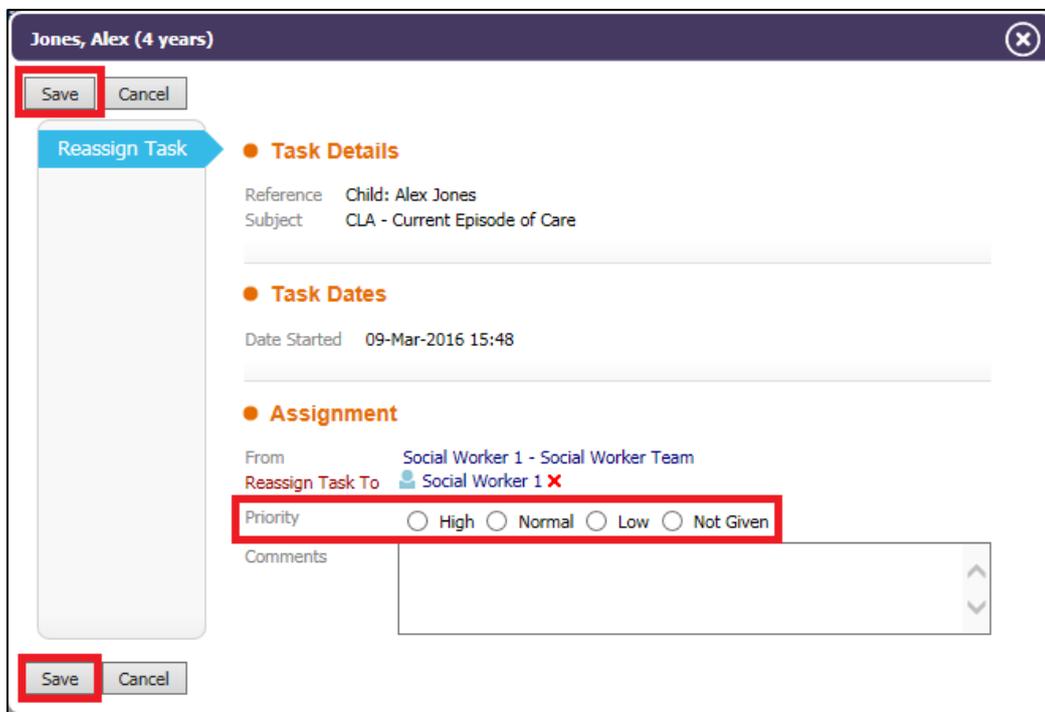
Towards the bottom of this box there is the option to assign a level of Priority to the task – High, Normal, Low or Not Given.

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

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.

- 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.

- 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:

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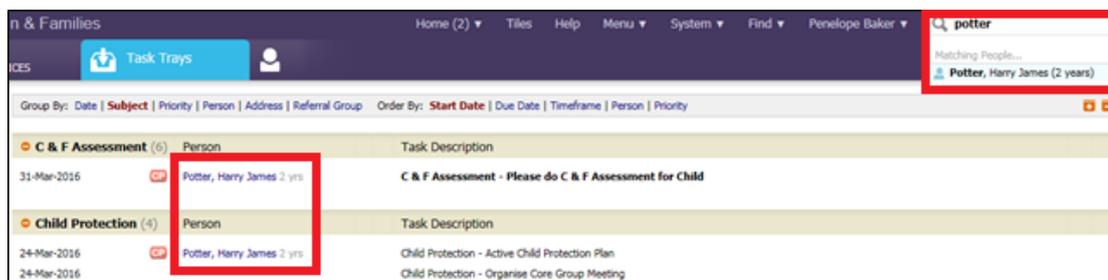
This will only display children if you have tasks for them. If you wish to see children for which you do not have tasks then you will need to use the 'Full Caseload' link as mentioned above.

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.
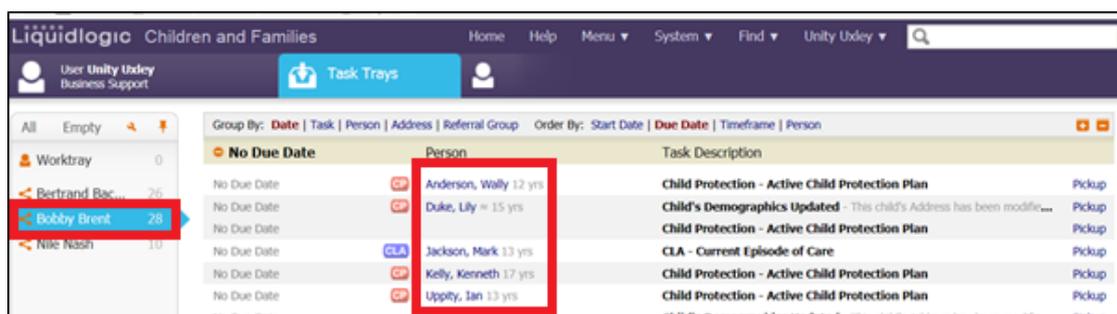
- The Basic Demographics will open for the child you have selected.
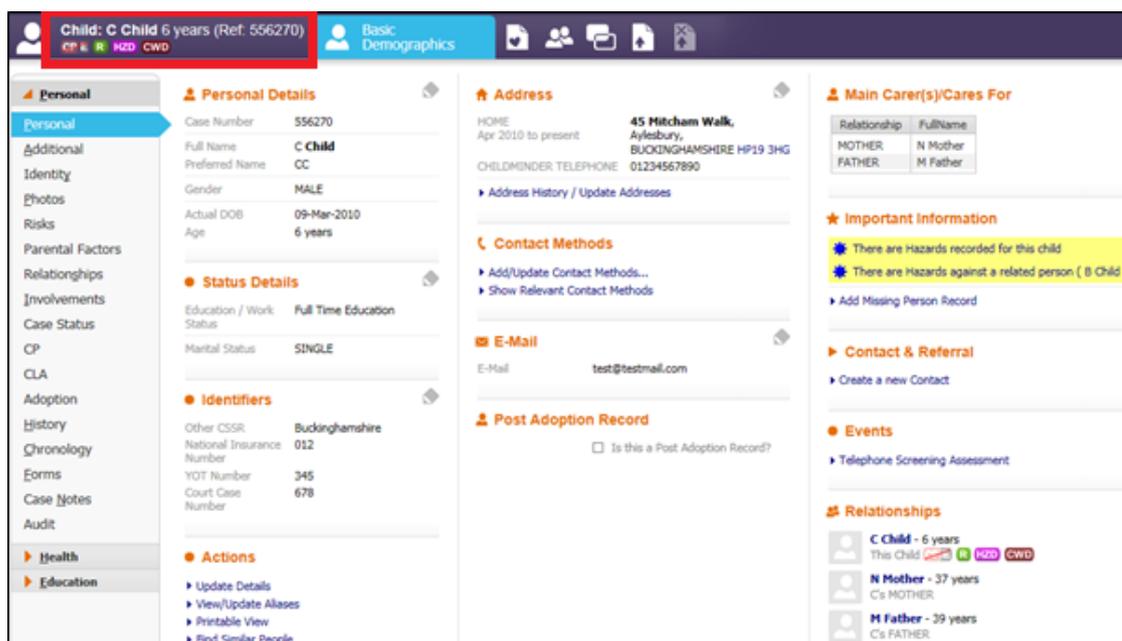
- If this is the first time in your log-in session that you have viewed this child's demographics then you will be taken to the Personal Category, sub-tab 'Personal'.

- 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.

11. Personal Tab

This tab contains information that is personal to the child such as contact details, address history, identifiers etc. as well as relationships, professionals involved with the child and Case Notes.

It is vital that this information is kept up to date and is also personal to the child.

11.1. Personal Details

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- 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	Child
Forename	C
Preferred Name	
Gender	MALE
DOB (or expected)	09-Mar-2010
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 Apr 2010 to present	**45 Mitcham Walk,** Aylesbury, BUCKINGHAMSHIRE HP19 3HG
CHILDMINDER 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

N Mother - 37 years
C's MOTHER

M Father - 39 years
C's FATHER

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- 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

- 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.

11.4. Address

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- Address displays up to four addresses for the adult or child, with the most recent dates.

- This section can be edited by either clicking the 'pencil' tool or the blue link at the bottom of the section.

- Both options will take you to the screen below:

- 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.

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:

- 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.

- 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.

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

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.

11.7. E-Mail

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

11.8. Main Carer(s)/Cares For

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

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.

 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

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

Relationships

C Child - 6 years
This Child **R**

N Mother - 37 years
C's MOTHER

B Child - 7 years
C's SISTER **R**

A Child - 8 years
C's BROTHER **R**

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

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

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

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 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 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:

- 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:

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.

- 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.

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.
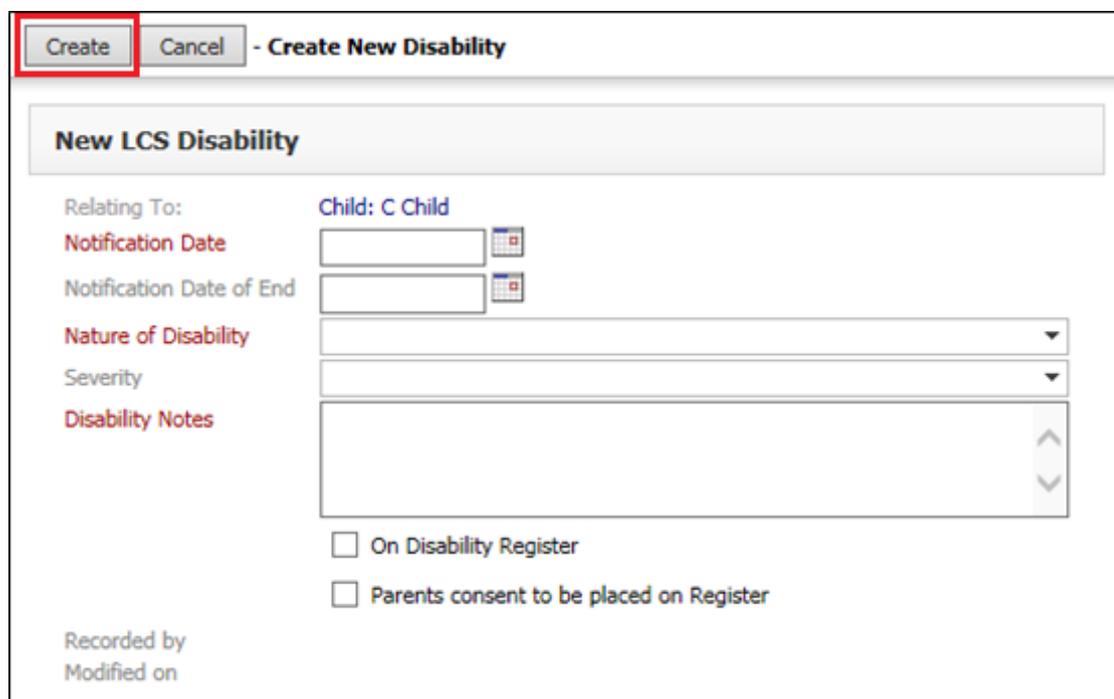
12.1. Recording Disabilities
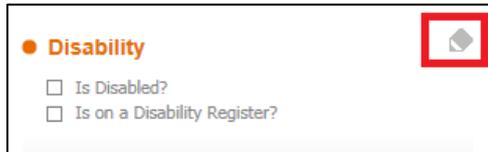
- Clicking on the Pencil Tool next to Disability will bring up the Additional tab from the Update Details link as seen above.

- If you have ticked to say the child is disabled a CWD Flag will appear underneath their name in the top left corner.
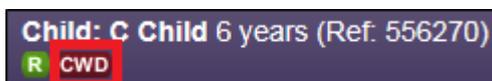
- To record the child's disability click on the blue link below Disabilities that reads Add a Disability.

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.

- 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.

12.2. Categories of Need

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

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:

- 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.

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.

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

- 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

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

12.5. Archived/Paper File

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.

13. Identity

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

13.1. Language/Preferred method of communication

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

- 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:

- 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 recorded 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.

● **Immigration**

No immigration statuses recorded

▸ Add an Immigration Status record

Home Office Registration

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

● **Immigration**

Port Reference

Home Office Registration

Application Registration Card (ARC)

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

Create Cancel **- Create New Immigration Status**

New Immigration Status

Relating To: Child: C Child
Start Date
End Date
Immigration Status
Comments

Adding as much information as possible is beneficial.

13.4. Religion

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

● **Religion**

Religion

☐ Practising

Religion Notes

13.5. Identification

On the right hand side you can enter details regarding identification for the child.
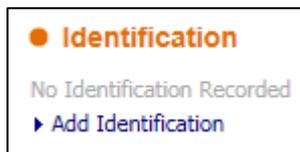
• Click on the hyperlink Add Identification.

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.
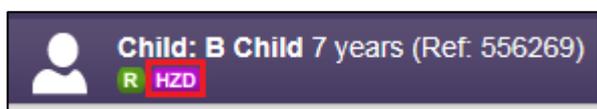
16. Parental Factors

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.

- Click on the factors to record information.

- 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.

17.   Relationships

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

- 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.

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.

- 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:

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

- 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:

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.

- 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.

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 Responibility, are Next of Kin and Emergency Contacts.

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

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.

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:

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.

- 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.

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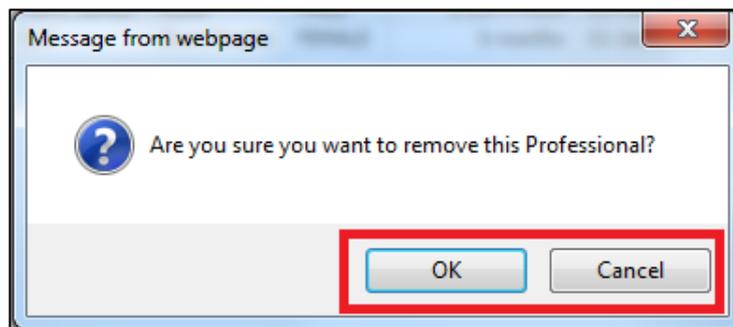
- Clicking on the Reassign Role link will allow you to end the current involvement and add a new professional to take the role.

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 professionals 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.

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'.
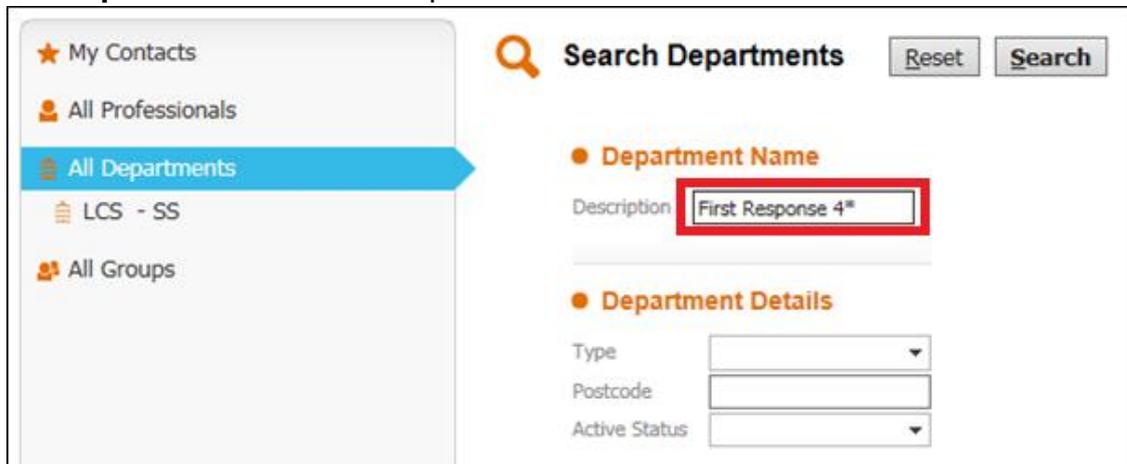
This will bring up two results:
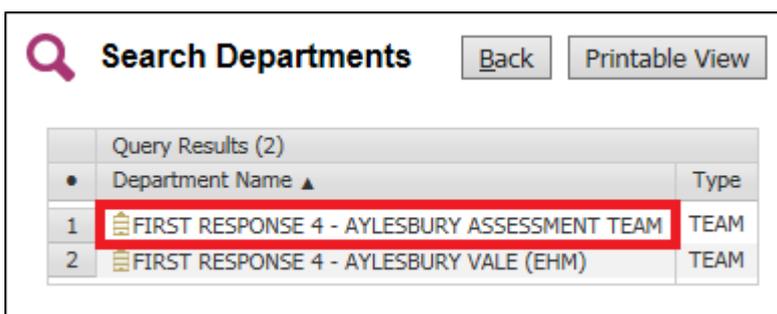
- Always make sure you select the option **without** EHM in brackets at the end.
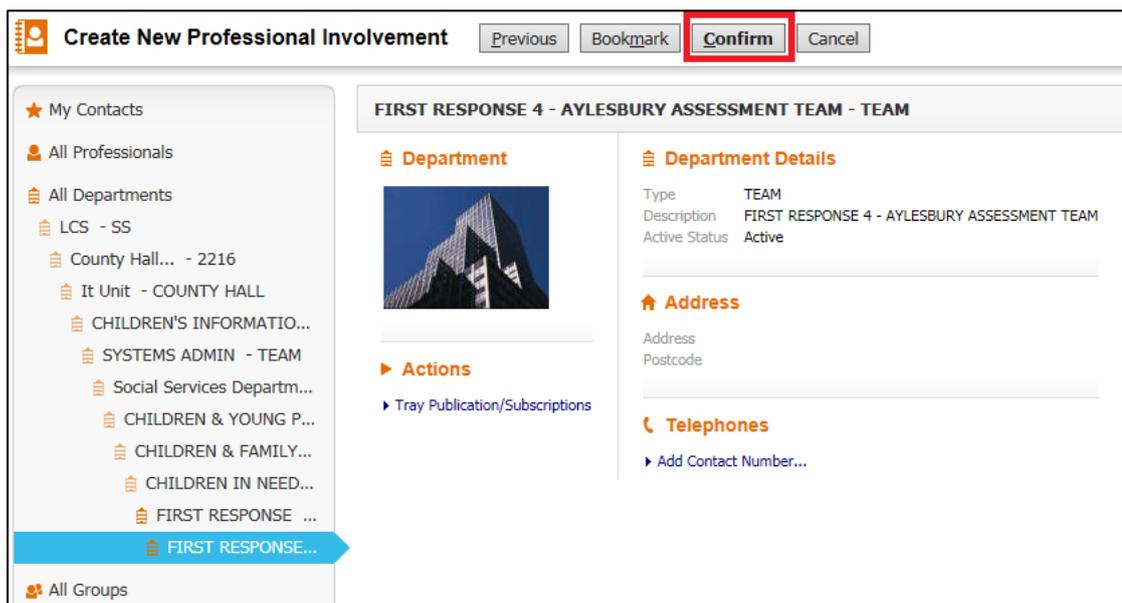
- Select the Team and then click 'Confirm' at the top of the page.

- 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.

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.

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

- 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.
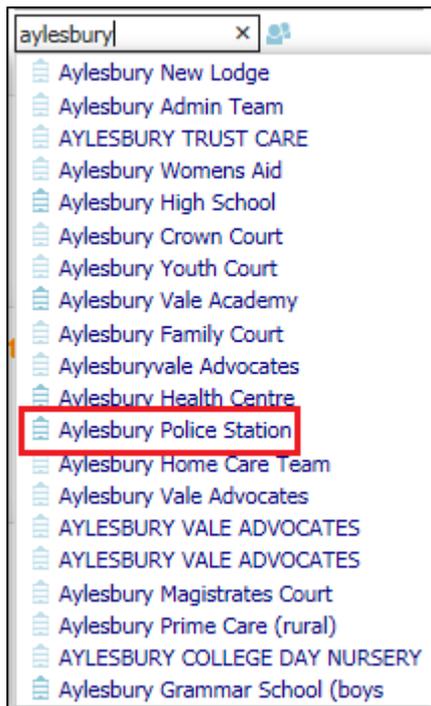
- Select Aylesbury Police Station.

- 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.

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

- 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.

- 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.

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

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.

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.

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'.

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:

- 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:

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'.

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.

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:

- 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.

- 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

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.
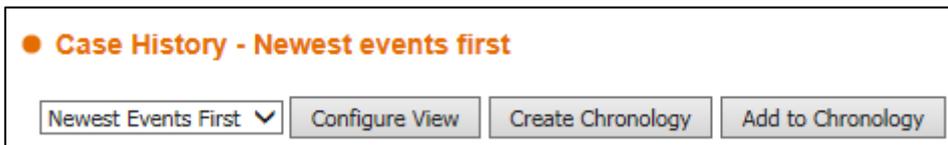
There are four options at the top of the History tab page:

- 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:

- 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.

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:

- 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.

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.

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

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.

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 From 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.
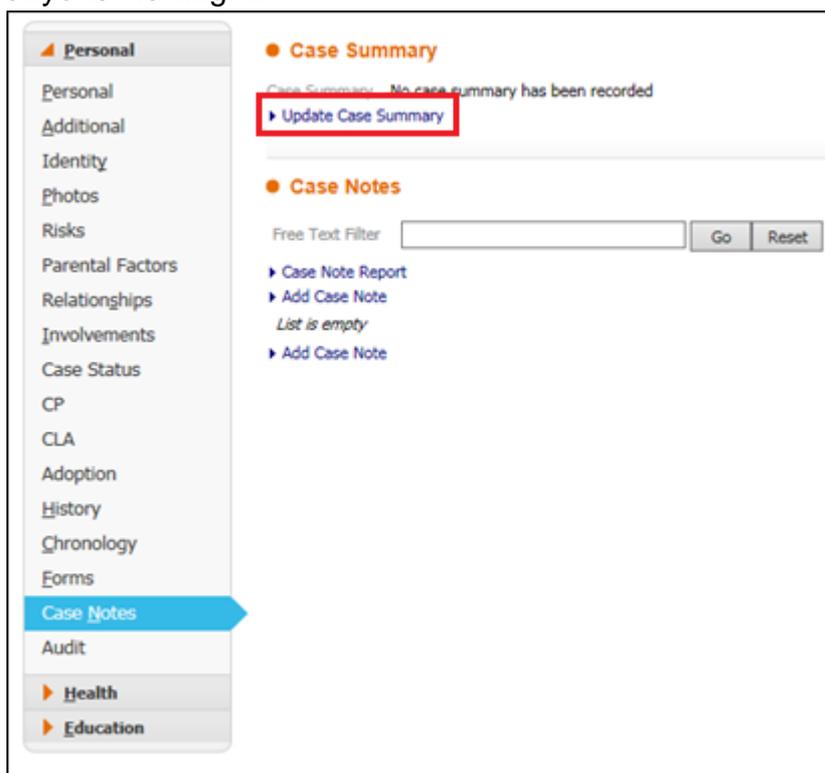
26.1. Updating the Case Summary

- 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:

- 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 reccommended that the four mandetory 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 mandetory fields are shown below:

- 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.

| Finalise | Create | Create and Close | Close |
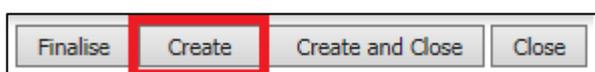
- Once these four fields have been completed, click the Create button to create the Case Note – you can then take your time to add all the relevant information to the Case Note.

- 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 Not 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.

- 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.

- 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:

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

- 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:

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.

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.

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.

27.1.1. Add a Health Condition

- Click the link to Add a Health Condition.

- 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.

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.

27.1.3. Substance Screening Events

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

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.

27.2.1. Health Development Checks

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

- 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 was as Health Development checks shown above.

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.

27.3. Immunisations

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

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:

- 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.

- 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*:

- 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.

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.

- 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:

- 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.

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

The School will then appear under the Educational Establishments heading:
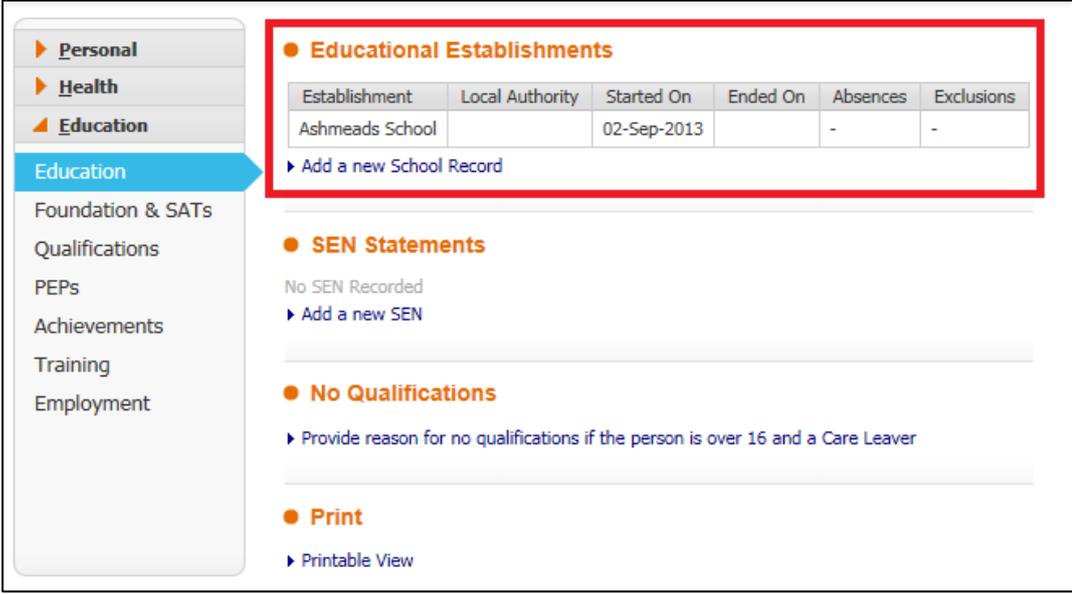
- You are able to follow the hyperlink again to add another school record or you can select the already recorded school to edit information such as absences and exclusions.

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

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:

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

- 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:

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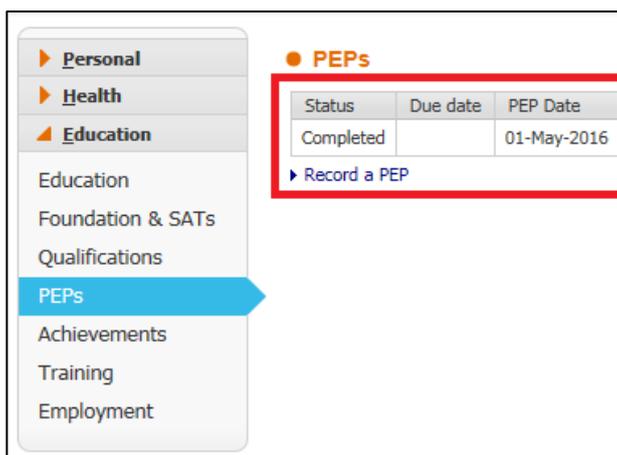
- Using that link will only allow you to record minimal information regarding the PEP:

- 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 **Add or View** the following: (Those marked in **RED** are reportable fields)	Feeds into the NEW CLA forms	Often Missed or Inaccurate	Other Useful Information
Personal	• Title & Full Name – Forename and Surname • Gender • DOB or Approximate Age • Date of Death • Education, Work & Marital status • Identifiers= NHS, NI, UPN, YOT & Court No. • Alias* = Preferred, Legal and Previously used Names • Addresses** = Home, Contact, Temporary & Childminder • Telephone numbers (For the child) • Show Relevant Contact Numbers link*** • E-mail (For the Child) • **View** Main Carers, Important Information & Relationships • Link to start a new 'Contact Record' & Missing Person Record	Full Name Gender DOB & Age Primary Address (Home)	Identifiers = NHS, NI, UPN, YOT & Court No. Addresses = Home, Contact, Temporary & Childminder Telephone numbers	*If Alias' are recorded it will help reduce the creation of duplicate records. **Placement and Foster Carer Addresses MUST NOT be recorded here. **Childminders are recorded as a 'Relationship' to the child and then the Childminder address is added to addresses. *** This gives a full list of numbers for the child's recorded Relationships, Professionals & Key Agencies
Additional	• Is Disabled? & Is on Disability Register? • Disability (Actual Nature or type of Disability) • Category of Need	Is Disabled?	Disability (Actual Nature or type of Disability)	*CLA legal statuses are recorded on the Pathway.

	• Legal status* (Only **non CLA legal** status' can be added) • Paper File Records** • Missing Person Record*** (Including Missing from Care)	Is on Disability Register? Legal status	<mark>Paper File Records</mark>	**Retained Documents should be added as well as historic archived paper files. ***Missing Person Record process under review.
Identity	• Interpreter Required? • Language* (Including Fluency & Understanding) • Ethnicity** • Place of Birth • Nationality • Immigration status*** • Home Office Registration • Religion**** (Tick if they are Practicing or Not) • Identification***** = Birth Certificate, Passport, Driver & Firearms licences, Utility bills, Marriage certificates etc.	Language Ethnicity Religion (Inc: if Practicing or Not) Immigration status	<mark>Language</mark> <mark>Nationality</mark> <mark>Immigration status – UASC</mark> <mark>Identification – Birth Certificate and Passports</mark>	*Languages - Includes PECs, BSL, Makaton & other communication methods. **Ethnicity – Includes 'Info Not Obtained Yet & Refused ***UASC and Refugees must be recorded here. ****Religion – Includes 'No Religion & Refused. *****Identification – **must be recorded here**. In the 'Notes' section, signpost to the original.
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 (**View only**)			* These can only be updated or added by CP Specialist Admin – currently.

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

				The status can be updated and changed as the case develops.
CP	Details of **Current and Previous** Child Protection Plans in Buckinghamshire County Council • Add an Other Local Authority Child Protection Plan • CP Enquiries received. (**View only**)	Previous Plans in Bucks and OLA		
CLA	• Details of **Current and Previous** Episodes of Care in Buckinghamshire County Council • Add Other Local Authority CLA Plans • Add Other Local Authority Pathway Plans • Add Agreed Exceptions*	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	Create, Edit, Print and Export multiple chronologies. • Archive and retrieve any archived chronologies*			*Ensure all Chronologies are Archived (saved).
Basic Demographics Tab	Go here to **Add or View** the following: (Those marked in **RED** are reportable fields)	Feeds into the NEW CLA forms	Often Missed or Inaccurate	Other Information
Forms	List of all LCS forms in a Draft status List of all LCS Completed Forms • List of all LCS Cancelled Forms			**The Case File Audit Tool should be used by UC's for 'General

	• Start New Forms* = Case File Audit Tool, Risk Assessment and Step Down to EIS			Housekeeping' of the Basic Demographics.
Case Notes	Case Summary * Case Note Report • Case Notes** (Reportable for statutory visits Case Notes)			* There is a template for the Case Summary ** There is a template for the Case Management Unit Meeting **Finalise OWN notes only and SAVE and NOTIFY when recording for someone else. **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.
Audit	Audit information (**View only**)			
Health	Identifiers = NHS No. (**View Only**) * Health Conditions** • Other Significant Health Events*** (i.e. A&E, Day visits and Admittance to Hospital, Optician, Audiology, Orthodontics), • Substance Misuse and Screening *(Reportable for CLA children)*	Health Conditions	Health Conditions Other Significant Health Events	* NHS No. is added via Personal tab **Be aware that some conditions are listed under the 'Disability' list – Additional tab. ***Be careful NOT to confuse • Other Significant Health Events. • Development Checks. • Health Assessments.
Treatments	Health Development Checks (from birth to and including Secondary School)			

|				
	• Dental Checks (Reportable for CLA children) • Health Assessments (i.e. Initial and Review Assessments for CLA children) *(Reportable for CLA children)* • Medications****	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) *(Reportable for CLA children)*	Immunisations		*** There is a link to 'Mark All Immunisations as Up-To-Date' or they can be updated individually.
Education	Educational Establishment* (This is often recorded under Basic Demographics, but needs to be recorded here as well) • SEN Statement	Educational Establishment	==Educational Establishment==	*Reports are currently taken from the ONE system used by Education
PEPs	Record a PEP (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.
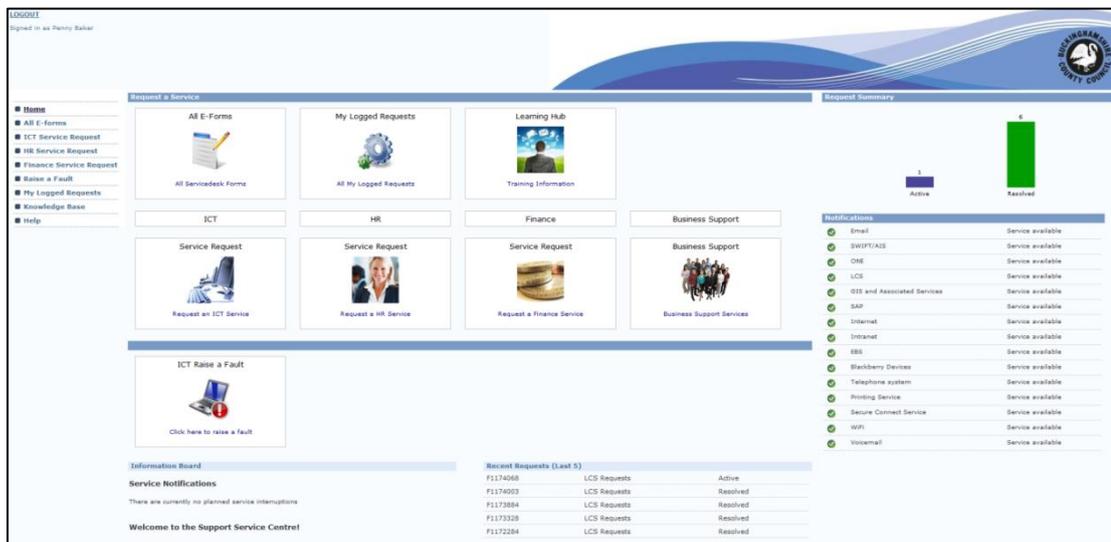
30.1. Locating the Service Desk Portal

- 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.
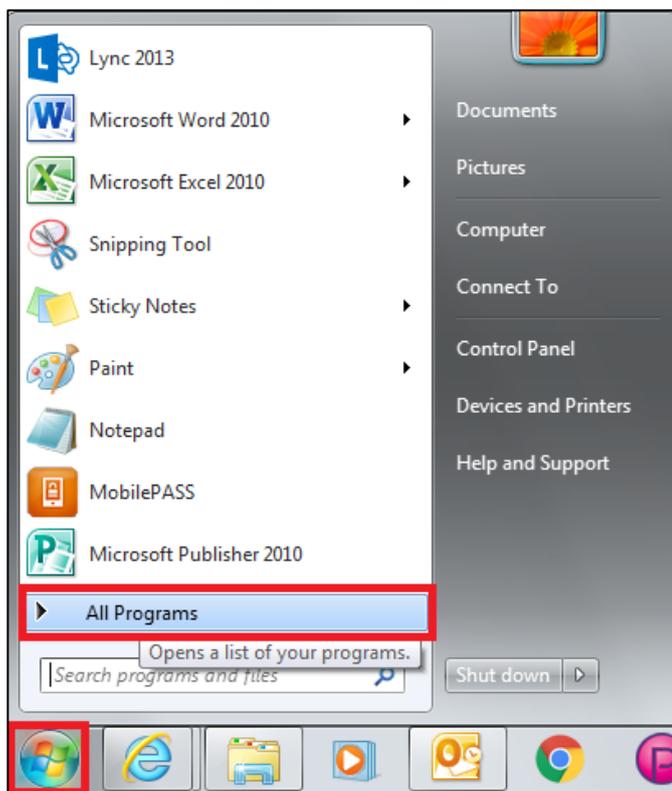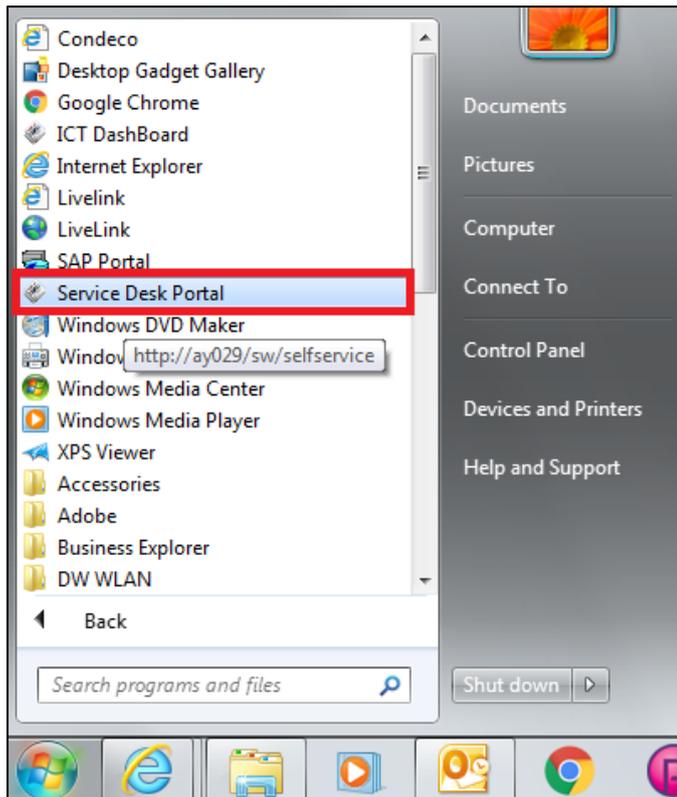
- This will open the SDP:

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.

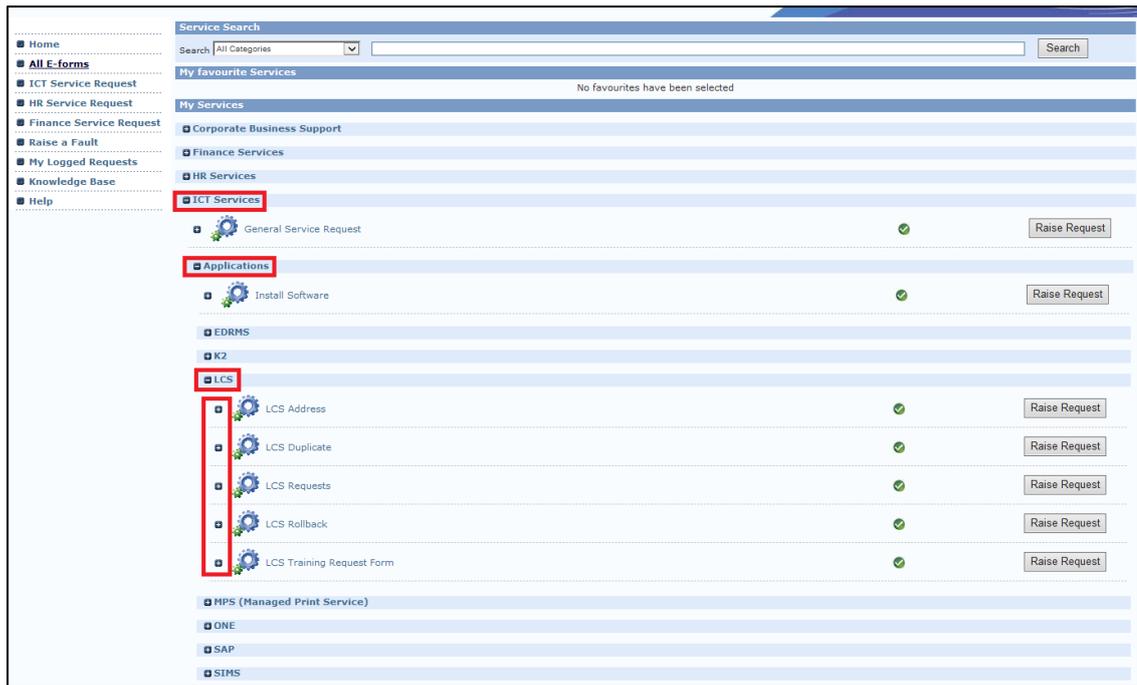- Click on All E-forms in either of the places circled below.

- 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.
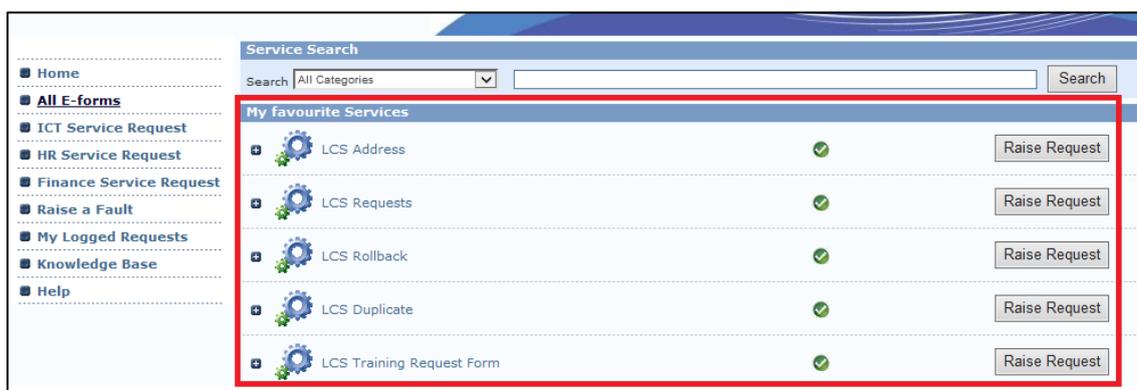

- Follow this pathway to locate the LCS Services:

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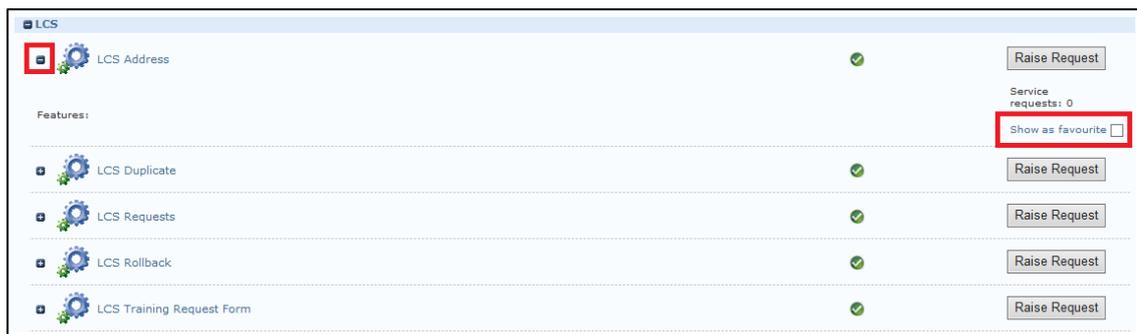
All services logged as favourites will be listed when you click on All E-forms:

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 located them on LCS please contact the Access to Resources team (for agency foster carers) or the First Steps team (for In House foster carers).

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.

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.

- 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.

- 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.

- 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:

- 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.

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.

- 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.
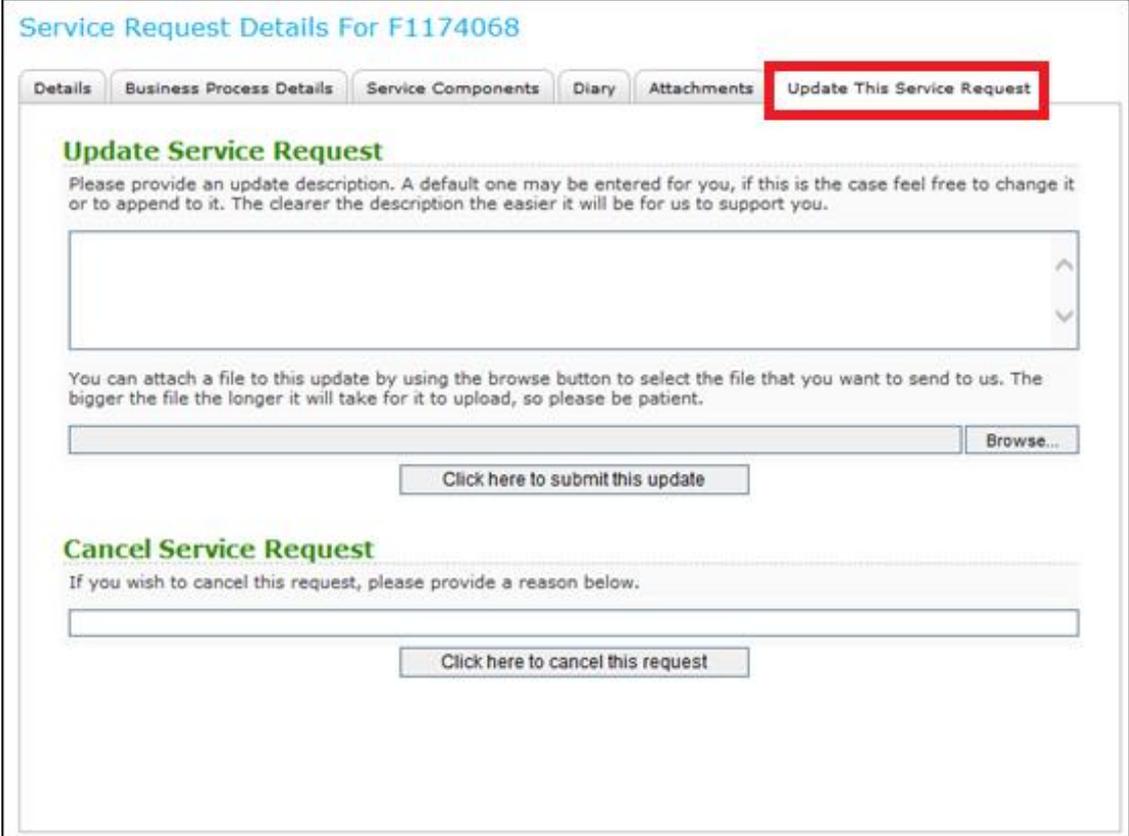
Service Request Details For F1174068

| Details | Business Process Details | Service Components | Diary | Attachments | Update This Service Request |

Rows Per Page : 25   ◄◄ ◄ 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.

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