



LCS / CLA/CP/FGC Reference Guide

Liquidlogic Children's Systems (LCS)

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1 Summary

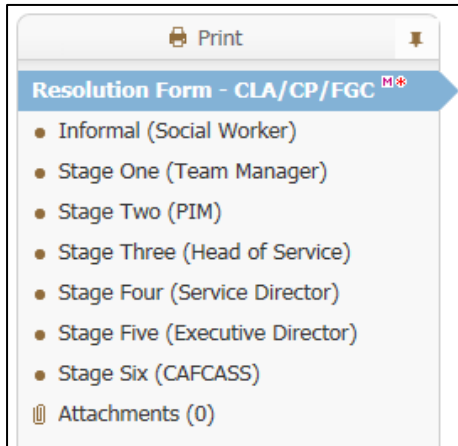
Buckinghamshire Children's Social Care Resolution Process sets out the purpose and procedure for Independent Reviewing Officers (IRO's), Child Protection Conference Chairs (CP Chairs) and Family Group Conference Coordinators (FGC Coordinators) when raising a concern in relation to a child who is receiving a service from Buckinghamshire Children's Social Care. This serves to avoid 'drift' and to ensure that we make timely decisions based on clear assessment.

It is always the intention to seek resolution for any concerns as soon as possible and informally whenever possible.

By replacing the current process that involves sending emails and word document attachments that have to be saved onto LCS case notes and Content Server, this proposal is to have a form on LCS that captures every resolution raised by an IRO, CP Chair or FGC Coordinator. The form would be a 'standalone' form and does not impact on workflow. By using this method we will be able to collate real-time information about the progress of all resolutions, what the resolution was and what impact the resolution had for the child. The concerns are collected into themes so that we can monitor areas for team and service improvement. Because the form includes all responses to through the process of each resolution, it will make it much easier for managers to see what has taken place at the stages before it reaches them.

2 Resolution Form

2.1 Index



A screenshot of a web application menu titled "Resolution Form - CLA/CP/FGC". The menu includes a "Print" button at the top right. Below the title, there is a list of items with bullet points: "Informal (Social Worker)", "Stage One (Team Manager)", "Stage Two (PIM)", "Stage Three (Head of Service)", "Stage Four (Service Director)", "Stage Five (Executive Director)", "Stage Six (CAFCASS)", and "Attachments (0)".

2.2 Resolution Form – Main Heading

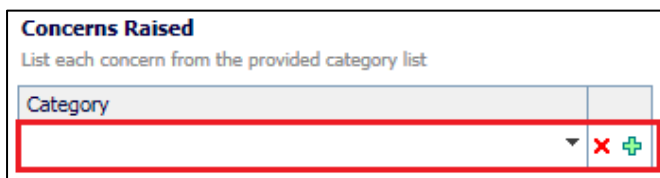


A screenshot of the "Pre Notification" section of the Resolution Form. It features a table with two columns: "LCS Number" and "Child's Name". The first row contains the values "556285" and "Test Case". Below the table, there are several fields for case management details:

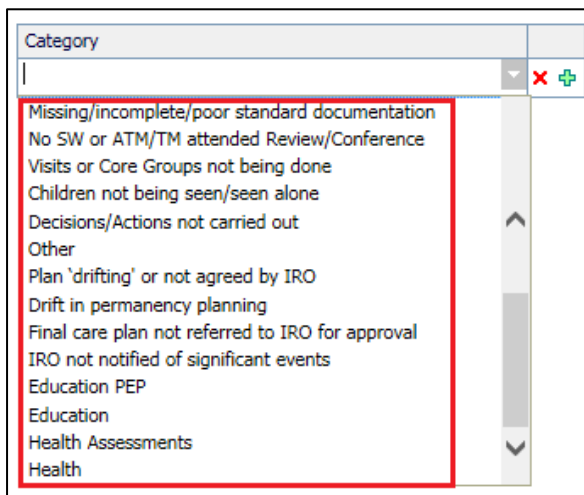
LCS Number	Child's Name
556285	Test Case

Allocated Case Worker: Lee Innell
Involvement Start Date: 01-Jan-2016
TEAM MANAGER: Lee Innell
Involvement Start Date: 17-May-2017
IRO, CP Chair or FGC Coordinator seeking resolution: Lee Innell

Most of the information will be brought in automatically from the child's demographics. If there is no recorded *Team Manager* or *Allocated Case Worker* they will need to be recorded here. This will then feed back into the child's demographics.



A screenshot of the "Concerns Raised" section header. Below the header, there is a text prompt: "List each concern from the provided category list". Below this is a form field with a "Category" label and a dropdown arrow. To the right of the dropdown are red "X" and green "+" icons. The entire form field area is highlighted with a red border.



A screenshot of the "Concerns Raised" category list. The list is displayed in a scrollable area below a "Category" dropdown. The list items are:

- Missing/incomplete/poor standard documentation
- No SW or ATM/TM attended Review/Conference
- Visits or Core Groups not being done
- Children not being seen/seen alone
- Decisions/Actions not carried out
- Other
- Plan 'drifting' or not agreed by IRO
- Drift in permanency planning
- Final care plan not referred to IRO for approval
- IRO not notified of significant events
- Education PEP
- Education
- Health Assessments
- Health

Multiple concerns can be raised by using the green plus icon on the right. The *Concern Raised* can be selected from the *Category* drop down list.

Summary of IRO/CP Chair or FGC Coordinator concerns
including risks to the child if not addressed, and actions they have taken

Outcome Required

The *Escalation* section can be used to activate the various stages needed; either one or more can be selected depending on how many levels of escalation are required.

Escalation

Please Select escalation stages required

Informal Stage Two Stage Four

Stage One Stage Three Stage Five

2.3 Informal (Social Worker) Section

This section is to be delegated to the *Social Worker*. They only need to complete the *Stage 1 - Response from Social Worker* section.

Informal (Social Worker)

Date sent to Social Worker	Latest date for response	Date Response Received

Informal - Response from Social Worker

The Dates will need to be recorded by the IRO, CP Chair or FGC Coordinator.

2.4 Stage One (Team Manager) Section

This section is to be delegated to the *Team Manager*. They only need to complete the *Stage 1 - Response from Team Manager* section.

Stage One (Team Manager)

Date sent to Social Worker	Latest date for response	Date Response Received

Stage 1 - Response from Team Manager

The Dates will need to be recorded by the IRO, CP Chair or FGC Coordinator.

2.5 Stage Two (Head of Service) Section

This section is to be delegated to the *Head of Service*. They only need to complete the *Stage 3 - Response from Head of Service* section.

Stage Two (Head of Service)		
Date sent to Social Worker	Latest date for response	Date Response Received

Stage 2 - Response from Head of Service

The Dates will need to be recorded by the IRO, CP Chair or FGC Coordinator.

2.6 Stage Three (Service Director) Section

This section is to be delegated to the *Service Director*. They only need to complete the *Stage 4 - Response from Service Director* section.

Stage Three (Service Director)		
Date sent to Social Worker	Latest date for response	Date Response Received

Stage 3 - Response from Service Director

The Dates will need to be recorded by the IRO, CP Chair or FGC Coordinator.

2.7 Stage Four (Executive Director) Section

This section is to be delegated to the *Service Director*. They only need to complete the *Stage 5 - Response from Service Director* section.

Stage Four (Executive Director)		
Date sent to Social Worker	Latest date for response	Date Response Received

Stage 4 - Response from Executive Director

The Dates will need to be recorded by the IRO, CP Chair or FGC Coordinator.

2.8 Stage five (CAFCASS) Section

This section is to be recorded by the IRO, CP Chair or FGC Coordinator on behalf of CAFCASS. They will complete the *Stage 6 - Response from CAFCASS* section, using the information provided by CAFCASS

Stage Five (CAFCASS)		
Date sent to Social Worker	Latest date for response	Date Response Received

Stage 5 - Response from CAFCASS

The Dates will need to be recorded by the IRO, CP Chair or FGC Coordinator.

2.9 Resolution Details

At the end of each stage there is a resolution section that is to only be completed by the IRO, CP Chair or FGC Coordinator.

● Resolution Details
To be completed by IRO

Resolved Yes No

If the answer is Yes then the following question is asked

Outcome and Impact of resolution for the child

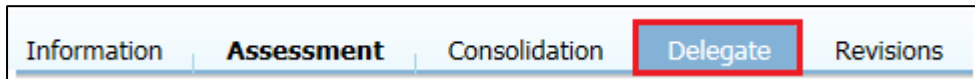
If the answer is No then the following question is asked

If not, why not?

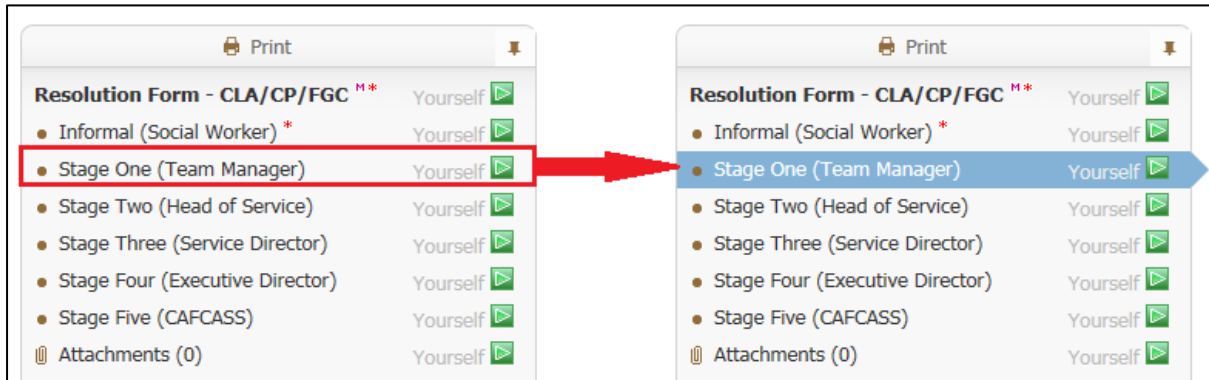
3 Delegating Stages

3.1 Delegating a Section

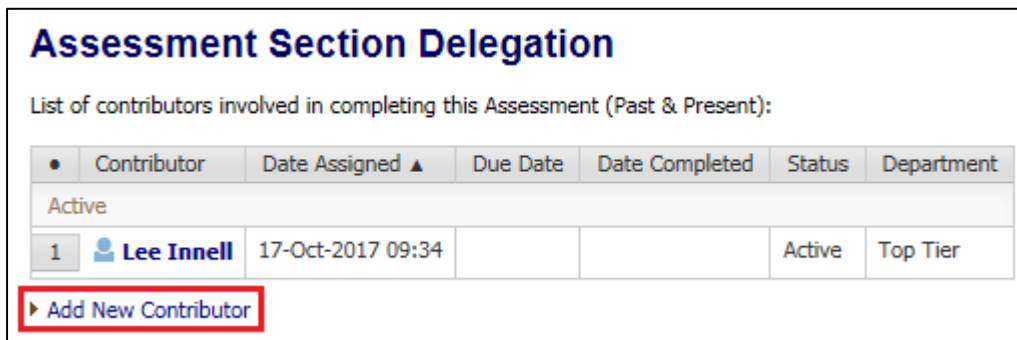
To delegate a section, click on the *Delegate* heading in the banner at the top of the form.



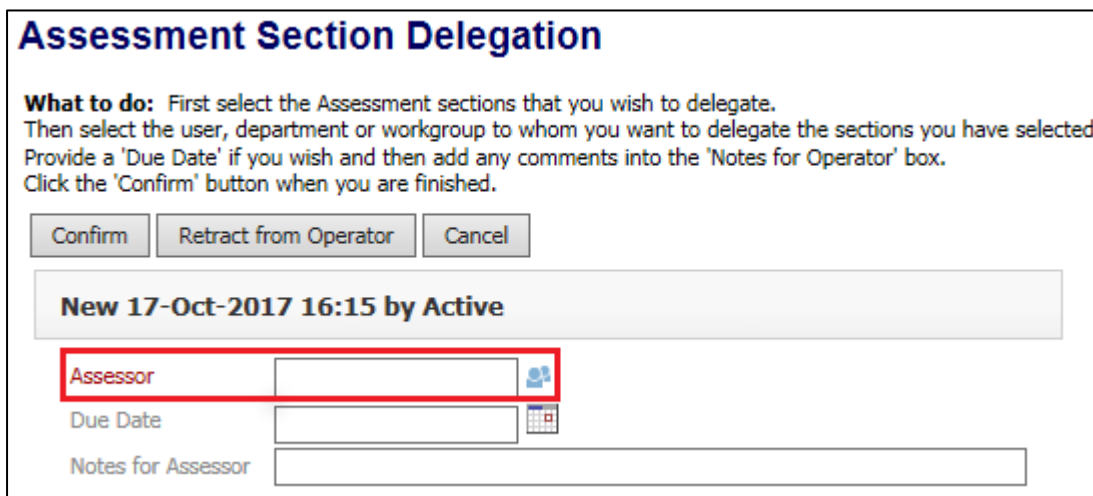
Select the Section that needs to be *delegated* by clicking on it



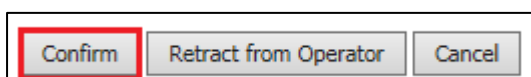
Once the section to be *delegated* has been selected, click on the *Add New Contributor*



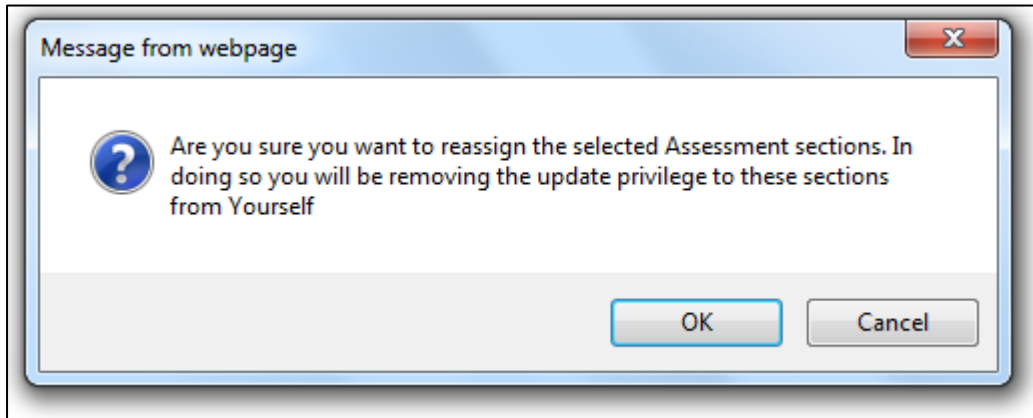
Either enter the name of the person the section is being *delegated* to in the *Assessor* box, or click on little *blue people* to use the address book.



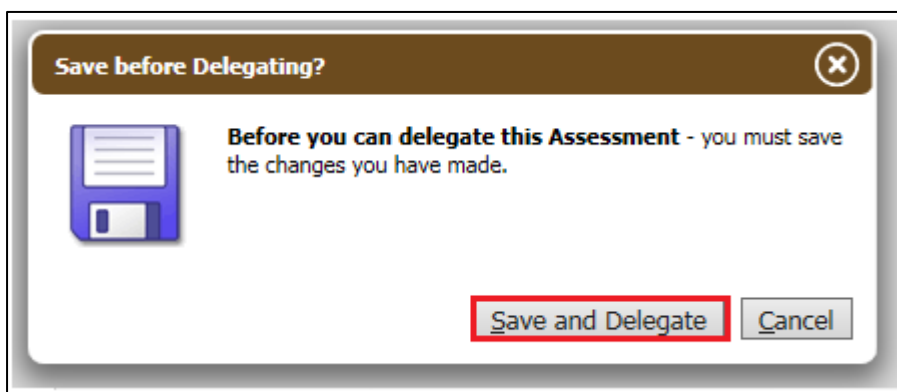
Once someone has been selected click on the *Confirm* button



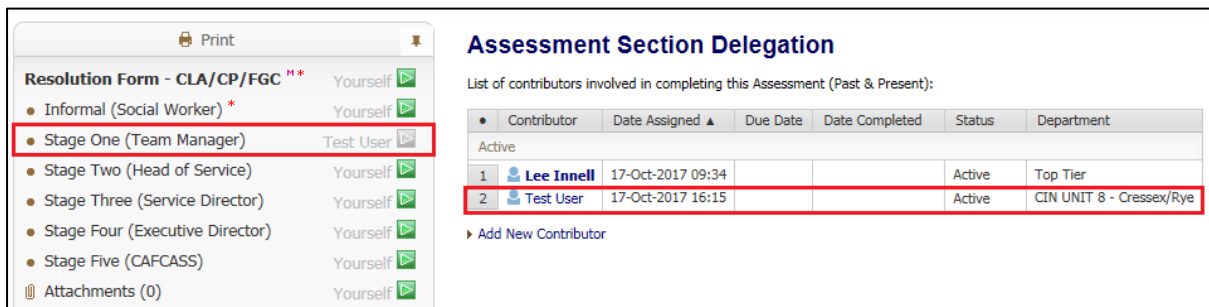
A pop-up message will appear, click on the *ok* button



The following pop-up may also appear, if it does click on the *Save and Delegate* button



The section will now show as assigned to the selected person, and will also show as an active contributor.



Contributor	Date Assigned	Due Date	Date Completed	Status	Department
1 Lee Innell	17-Oct-2017 09:34			Active	Top Tier
2 Test User	17-Oct-2017 16:15			Active	CIN UNIT 8 - Cressex/Rye

Please note that once a section is delegate the only person that can record any information within the section, is the person it is currently assigned to. The owner of the *Form* can recall the delegated section and re-delegate it if necessary.

3.2 Completing a Delegated Section

The delegate section will appear as a task in the selected users work tray

Assessment - Please do the Delegated Assessment: Resolution Form - CLA/CP/FGC

The active section can then be completed.

Stage One (Team Manager)

Date sent to Social Worker	Latest date for response	Date Response Received

Stage 1 - Response from Team Manager

Once the information has been recorded, click on the *Finalise my Assessment Sections*

This will complete the delegated section, and end the active contribution for that user. The delegated section will also show as completed.

Assessment Section Delegation

List of contributors involved in completing this Assessment (Past & Present):

Contributor	Date Assigned	Due Date	Date Completed	Status	Department
Active					
1	Lee Innell	17-Oct-2017 09:34		Active	Top Tier
Completed					
2	Test User	17-Oct-2017 16:15	17-Oct-2017 16:53	Completed	CIN UNIT 8 - Cressex/Rye

▶ Add New Contributor

3.3 Reactivating a Delegated Section

Once a delegated section has been completed, it can no longer be edited. The IRO, CP Chair or FGC Coordinator will need to reactivate the delegated section in order to complete the *Resolution* details.

To reactive a delegated section, click on the *Delegate* tab

The click on the name of the person the section that needs to be reactivated was assigned to

Assessment Section Delegation

List of contributors involved in completing this Assessment (Past & Present):

Contributor	Date Assigned	Due Date	Date Completed	Status	Department
Active					
1	Lee Innell	17-Oct-2017 09:34		Active	Top Tier
Completed					
2	Test User	17-Oct-2017 16:15	17-Oct-2017 16:53	Completed	CIN UNIT 8 - Cressex/Rye

▶ Add New Contributor

Click on the *Activate Complete Sections* to reactivate the completed delegated section

Assessment Section Delegation

Delegated Assessment Session

Details

Assessor Test User
Due Date
Status Completed
Date Completed 17-Oct-2017 16:53
Notes

Activate Completed Sections

< Back to Delegate List

Click on the *Ok* button on the pop-up that appears

Message from webpage

Are you sure you want to activate this completed section and assign it to yourself?

OK Cancel

The previously completed delegated section is now active again, and can be edited

Print

Resolution Form - CLA/CP/FGC ^M

- Informal (Social Worker) * Yourself ✓
- Stage One (Team Manager) Yourself ✓
- Stage Two (Head of Service) Yourself ✓
- Stage Three (Service Director) Yourself ✓
- Stage Four (Executive Director) Yourself ✓
- Stage Five (CAFCASS) Yourself ✓

📎 Attachments (0) Yourself ✓

3.4 Retracting a Delegated Section

If a delegated section needs to be retracted (eg. delegated section not completed in time), click on the *Delegated* tab

On the right hand side of the screen, under the *Assessment Section Delegation* heading, click on any part of the white section for the person that work has been delegated to.

Assessment Section Delegation						
List of contributors involved in completing this Assessment (Past & Present):						
Contributor	Subjects	Date Assigned ▲	Due Date	Date Completed	Status	Department
Active						
1	Lee Innell	CP Pathway Test	24-Apr-2018 14:29		Active	SYSTEMS ADMIN
2	Caroline Ash	CP Pathway Test	24-Apr-2018 14:30		Active	CHILD PROTECTION CONFERENCING TEAM

▶ Add New Professional Contributor

- Note – The status of this section should say *Active*. Also do not click on the name of the person as that will take you out of the form and into the address book.

A *Reason* and *Note* must be recorded before the section can be retracted

● Reason

Reason

Notes

Once both questions have been answered, click on the *Retract from Operator* button

Assessment Section Delegation

Delegated Assessment Session

● Details

Assessor Caroline Ash
Due Date
Status Active
Date Completed
Notes

What to do: If you want to remove delegated sections and take them back for yourself, click on the 'Retract from Operator' hyperlink and then click on 'OK' in the alert message.

Update 24-Apr-2018 14:30, Caroline Ash by Active

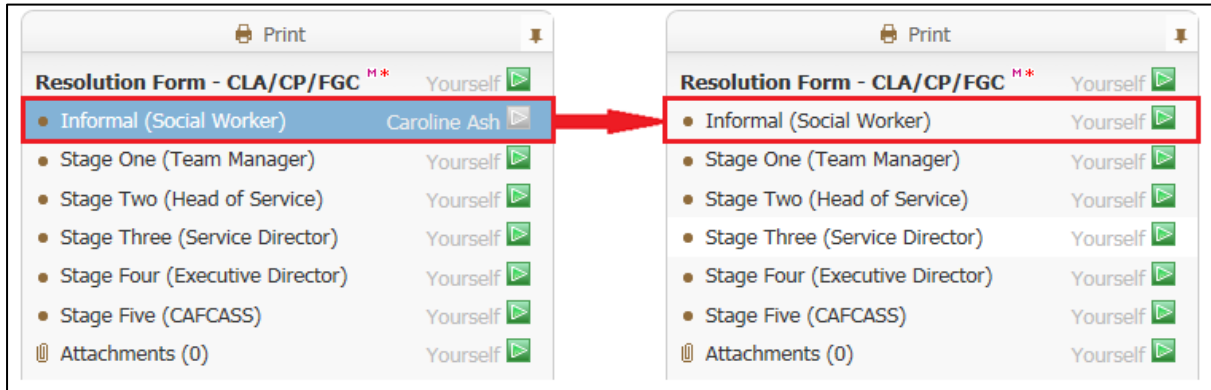
Assessor Caroline Ash

● Reason

Reason

Notes

The Delegated section will now be returned to you



The previously delegated section will now show as having a status of *Retracted*

Assessment Section Delegation

List of contributors involved in completing this Assessment (Past & Present):

Contributor	Subjects	Date Assigned ▲	Due Date	Date Completed	Status	Department
Active						
1	Lee Innell	CP Pathway Test	24-Apr-2018 14:29		Active	SYSTEMS ADMIN
Retracted						
2	Caroline Ash	CP Pathway Test	24-Apr-2018 14:30	24-Apr-2018 14:46	Retracted	CHILD PROTECTION CONFERENCING TEAM

► Add New Professional Contributor

4 Miscellaneous / Troubleshooting

4.1 Missing Information after Retracting un-finalised delegated section

An assessment section has been delegated out to a worker. The worker fills in their answers but doesn't click the *Finalise My Assessment Sections* button. You decide to retract the delegated section, as you need to finish off the *Resolution Details* section. When retracted all of the answers are blanked out, and it appears that the question has not been answered.

Question answered by user but not finalised

Informal (Social Worker)

Date sent to Social Worker	Latest date for response	Date Response Received

Informal - Response from Social Worker

Response from worker

Resolution Details
To be completed by IRO/CP Chair or FGC Coordinator

Resolved

Question after an un-finalised section has been retracted

Informal (Social Worker)

Date sent to Social Worker	Latest date for response	Date Response Received

Informal - Response from Social Worker

Resolution Details
To be completed by IRO/CP Chair or FGC Coordinator

Resolved Yes No

4.1.1 Solution

Ask the person who has the delegated section to Finalise it. Only retract the delegated section if you are prepared to lose the information recorded.

If the section has already been retracted there is unfortunately nothing that can be done to get the information back.

4.2 Resolution Form not updating

When viewing the Resolution form you are not able to see that answers to the questions, when the delegated person has written something and finalised the form. It appears as if the question hasn't been answered, but if anyone else looks at the form the answers can clearly be seen.

Question answered by Delegated worker

Informal (Social Worker)

Date sent to Social Worker	Latest date for response	Date Response Received

Informal - Response from Social Worker
This is my response

Resolution Details
To be completed by IRO/CP Chair or FGC Coordinator

Resolved

This is what you see

Informal (Social Worker)

Date sent to Social Worker	Latest date for response	Date Response Received

Informal - Response from Social Worker

Resolution Details
To be completed by IRO/CP Chair or FGC Coordinator

Resolved

The question appears blank even though it has been answered. Looking at the Delegation tab it also appears that the worker hasn't finalised their section

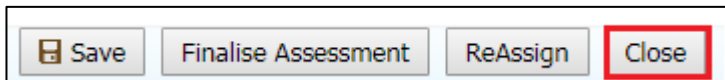
Assessment Section Delegation

List of contributors involved in completing this Assessment (Past & Present):

Contributor	Date Assigned ▲	Due Date	Date Completed	Status	Department
Active					
1	Lee Innell	21-Mar-2018 10:29		Active	SYSTEMS ADMIN
4	Caroline Ash	21-Mar-2018 11:07		Active	CHILD PROTECTION CONFERENCING TEAM

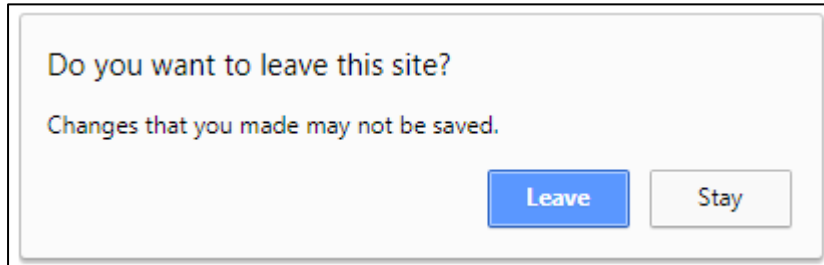
4.2.1 Solution

Go into the form, and then click the *Close* button



Once clicked if you then go back into the form, all the recorded information will show.

This happens if you click on the *Home* button or just leave the page. If you do this the following message will pop-up



If you click on the *Leave* button, it will take you out of the form, but also leaves the form cached the way it was. This means any changes made by the person the form is delegated to will not be seen. In order to prevent this from happening you must always click the *Close* button after you have delegated the form.