

Liquidlogic Children's System and Livelink Guidance

Overview:

LCS is computer application that manages workflow processes and holds casenotes.

Livelink is an Electronic Documents & Records Management System (EDRMS) which acts as a storage repository for all the documents that Children Services hold in relation to a particular child. Livelink also integrates with LCS and IES information.

[Click here for LCS User Guides](#)

Please also read in conjunction with [Case Recording Procedure](#).

AMENDMENT

This chapter was updated in September 2019 to add a link to the related chapter.

1. What is the Integrated Children's System (LCS)?

Essentially, LCS is an integrated, framework of records for children from the point of Referral (to Children's Services) to Closure. Information received prior to contact/referral on LCS will be recorded on the Liquidlogic Early Help Module (EHM).

The key purpose of LCS is to provide frontline staff and managers with a tool to record, collate, analyse and output key information about children/young people and their families. It provides a business process to support practitioners and managers in undertaking the key tasks of assessment, planning, intervention and review in accordance with legislation.

2. LCS - Why has it Been Developed?

LCS has been developed in response to the findings of inspections, research and inquiries and this is an ongoing process.

The use of information required for recording the facts and events of children's lives, and for assessing the needs of children and monitoring their developmental progress is fundamental to good, safe practice and better outcomes. Central to many of the inspection findings into children's social care has been the failure to record, retrieve and understand the significance of information about children.

3. The Aims of LCS

The aims of LCS are that:

- Information on the child is available to workers, managers and Performance Management colleagues simultaneously;
- Assessments of children in need should be completed with the necessary detail and within the required timescales;
- Case-based information can be aggregated to support service planning moving forwards and to enable Hertfordshire to meet its statutory reporting obligations to the Department for Education.

4. Who Uses LCS?

LCS is primarily used by social work teams across children's services including social workers, their managers, children's practitioners, adult workers and support officers. Other stakeholders including education, health and police colleagues will also have limited access to LCS or the information within it, to ensure that information is shared in an effective way with external agencies.

5. Guidance and Training to Use LCS

New starters will be given read-only access to LCS until they have completed the necessary training for their role. All new users must undertake online iLearn+ training – on completion of the module(s), they will then be given appropriate write-access to the system. Other modules are available for staff depending on their role and team and these are delivered face-to-face in a classroom setting. Information on the various modules available is accessible on the intranet at this address:

[Click here to view the LCS Guidance on the Intranet.](#)

Within this page, there is a tool in the form of an interactive Excel spreadsheet which enables workers to identify what modules they should be completing depending on the role and team.

There is a full library of guidance manuals on the different areas of LCS available on the intranet at this address:

[Click here to view the LCS Guidance.](#)

Guides are presented under the following section headings:

- Adoption;
- Child in Need;
- Child Looked After and Care Leavers;
- Child Protection;
- Demographics;

- Family Safeguarding;
- Fostering;
- General;
- Health;
- Short Breaks.

6. Livelink - What is it and How it Should be Used

Livelink is Hertfordshire's corporate electronic document records management system (EDRMS).

It is the only storage repository for all documents and records relating to a children/young people with records on LCS, EHM or IES.

A Livelink child client file is automatically created at the point of which a Contact or a Single Service Request (SSR) is finalised in LCS or IES respectively.

Templates used within LCS and IES have been mapped so that a copy is automatically saved in the appropriate Child file subfolder in Livelink. Forms and templates generated in LCS and IES will remain there, but a duplicate copy will map across to Livelink.

Livelink iLearn training, quick reference guides, generic business processes and FAQ's are available at: [Children's Services Livelink Homepage](#).

