

## STAFF BRIEFING - Access to Child Records - March 2017

**This briefing tells you about new access to children’s records, reminders about controls and tips for using your access. It is for staff working with children and their families employed by CCC.**

### Contents

1.1 Overview .....	1
1.2 User Responsibilities and Controls.....	2
1.3 CCC Code of Conduct .....	3
2. DETAILED STAFF FACTSHEET .....	4
2.1 Who should have access .....	4
2.2 Tips on Using your Enhanced Access: .....	4
2.3 Navigating the system:.....	6

### 1.1 Overview

We want to help our staff do their jobs well, by providing them with access to the right information at the right time about the children and families they are supporting. Children’s Change has provided a good opportunity to review the levels of access staff employed by the County Council have to information. Our aim is to facilitate shared working across teams and to support having a single record for a child.

From 21st March, all staff working with children and young people who use the Capita ONE system for case recording (those within Children’s Social Care and those previously within Enhanced and Preventative Service), will be given ICS Enhanced Access if they do not already have it. The details of what this means, and how to navigate to the right records in Capita ONE can be found in the staff factsheet below.

In addition we are planning to roll out the use of the WISDOM EDRM (Electronic Document and Records Management) system to the Early Help Hub and District Early Help teams. This will eventually replace the use of network folders for documents related to case work with a child. Children’s Social Care are already using WISDOM. The current file path and structure in use in Children’s Social Care will be adopted and used by District Early Help teams. All staff in the Hub and the District teams will therefore be able to see all documentation relating to an individual child and folders will in effect be shared. We will let staff know when Early Help services will start using WISDOM. This will not happen until staff have had training and is unlikely to be before May because of upgrades to the existing system.

These arrangements have been approved by:

- Theresa Leavy, Interim Service Director Children’s and Families,
- Sue Grace, Senior Information Risk Officer and
- Claire Bruin, Caldicott Guardian.

## 1.2 User Responsibilities and Controls

We would like to remind you that there is a responsibility for all users to ensure that they do not breach data protection principles by sharing information inappropriately or by failing to making contact with the relevant caseworkers when the information about a child/YP/Family requires closer working relationships. Please note that:

- All new staff will be required to undertake ONE training before they are given access to the system
- Information recorded may have been superseded if circumstances change, therefore caution must be maintained when making judgements based on any data recorded in the system if you are not the child's lead professional
- There is a mandatory requirement for all staff to complete information security training. This is being monitored. If audit reveals that a staff member has not completed this training their access to ONE will be temporarily suspended until they have completed the training. Training is accessed via Learning Pool <http://lgss.learningpool.com/> and by navigating via "essential training" then "CCC" to "Information Security".
- All staff are required to adhere to best practice in regard to safe handling of information. This is laid out clearly within our CCC code of conduct, provided at the start of employment with CCC (relevant sections below). Any member of staff who contravenes the code of conduct will have disciplinary action taken against them.
- Some records will have ACL applied. If you need to view a record you will need to request access by following the process described here : [http://camweb/intranet/info/7/children\\_families\\_and\\_adults](http://camweb/intranet/info/7/children_families_and_adults)
- WISDOM does not allow the application of ACL to documents but our naming convention will identify this in the name of a document – staff must not view ACL labelled documents in WISDOM unless they have access to the child's record in Capita ONE. WISDOM records an audit trail of which users have accessed which documents.
- All staff have a duty to use the Whistleblowing procedure to alert a manager if they think information has been accessed or used inappropriately
- All staff must abide by the policies within the Information Policy Framework here [Information Governance](#)
- Managers must ensure that when staff move roles they retain only the access rights that they need for their current role.
- Enhanced DBS checks are not necessarily required for staff to have access to information
- Compliance with these requirements will be tested. Any breaches may lead to disciplinary or legal action. However if anyone has any concerns or questions the Information and Records team can support and advise. Email : [data.protection@cambridgeshire.gov.uk](mailto:data.protection@cambridgeshire.gov.uk)

### 1.3 CCC Code of Conduct

CCC staff have responsibilities under the code of conduct

#### **You must:**

- 12.1 Comply with the information management and IT security policies, including the protective marking policy, mobile device policy and information security incident policy
- 12.2 Protect our information, in whatever form, from unauthorised access.
- 12.3 Get to know what information we are/ aren't open about and consult the Information Governance Team for guidance if you are in doubt.
- 12.4 Use personal data held on computer in line with the principles of the Data Protection Act. Information on the principles of the data protection act and data protection policy can be found on LGSS Direct (the LGSS intranet site).
- 12.5 Comply with the Freedom of information policy and the Freedom of Information Act in releasing information in response to requests for information made by members of the public.

#### **You must not**

- 12.6 Disclose confidential information to anyone who is (or may become) one of the Council's competitors.
- 12.7 Use any information obtained in the course of your employment for personal gain and should not pass it on to others who might use it in this way.
- 12.8 Send, request or access confidential information via the internet as it is not secure to do so.

## 2. DETAILED STAFF FACTSHEET

### 2.1 Who should have access

Access to social care information (exemplars) is linked by 2 key access groups, ICS BASIC and ICS ENHANCED.

Access Group	What does this mean?	Who has this access?
ICS BASIC	Your access is primarily read summary to social care information	<ul style="list-style-type: none"> <li>Staff using the CSS (Children’s support services module) not directly employed by CCC.</li> </ul>
ICS ENHANCED	Your access gives you a higher level of access to social care information, it allows some drill down into social care documentation, which has been approved by Social Care Management	<ul style="list-style-type: none"> <li>All Social Care teams (including staff in MASH)</li> <li>Contact Centre</li> <li>Information Governance Team</li> <li>All Children Centre Managers / Deputy Managers</li> <li>All staff in District teams, Early Help Hub, FIP, YOS, MST, ESLAC, Education CP, TFF, SENDSS</li> <li>System administrators / IS Coaches/Audit staff / Business Support staff in Children’s and Families Services</li> </ul>

\*if a post you hold is not in this list, please contact the IT & Digital Service (previously known as Information Management Service (IMS))

### 2.2 Tips on Using your Enhanced Access:

Because some staff will now have access to records they are not familiar with here are some brief pointers to help you find information you might need to see:

- To see which teams are or have been involved with a child, view the “involvements” list. To see both current and past involvements toggle the “Active” box to remove any tick or cross. All involved teams will have an involvement
- To see an entire record for a child navigate to their chronology. All communication logs, involvement forms, exemplars and case notes will be listed here and can be opened from here, depending on access rights. If you need to find a particular record in the chronology, such as a plan or exemplar, start typing the name of the item you need to find in the ‘Contains’ box at the top of the ‘Event’ column in the chronology. The “Chronology – Significant events” and the “Child’s Journey” reports provide useful overviews if needed.
- Note that social care records are mainly made in case notes and exemplars. Practitioners previously in Enhanced and Preventative services have usually recorded in communication logs. Logs made by a particular service are viewable by opening the involvement of interest

and then selecting communication log. Logs made by all services are viewable by navigating to the communication log directly from the child's involvement list. Some communication logs which are relevant only to carers of the child in question will be attached to the carer's record only so if you need to find these, you will need to search for the carer as a person.

- Some services also make records as Activities. These include attendances at Children's Centres and other groups, Education Welfare contacts, contacts by some staff (eg Early Intervention Family Workers)
- To find information about school attendance/exclusion always use student search but remember that this information is only refreshed when schools send data to the CCC and may not always be entirely up to date.

Detailed recording guidance can be found on Camweb at the links below:

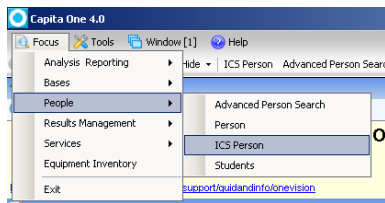
[http://camweb/intranet/info/18/childrens\\_social\\_care/25/childrens\\_social\\_care\\_guidance\\_processes\\_and\\_procedures/6](http://camweb/intranet/info/18/childrens_social_care/25/childrens_social_care_guidance_processes_and_procedures/6)

[http://camweb/intranet/info/21/strategy\\_and\\_commissioning/52/cfa\\_information\\_management\\_service/9](http://camweb/intranet/info/21/strategy_and_commissioning/52/cfa_information_management_service/9)

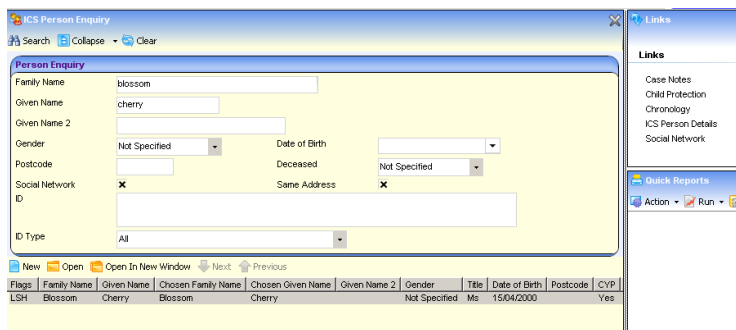
## 2.3 Navigating the system:

### ICS Enhanced

#### FOCUS MENU – to open ICS PERSON SEARCH



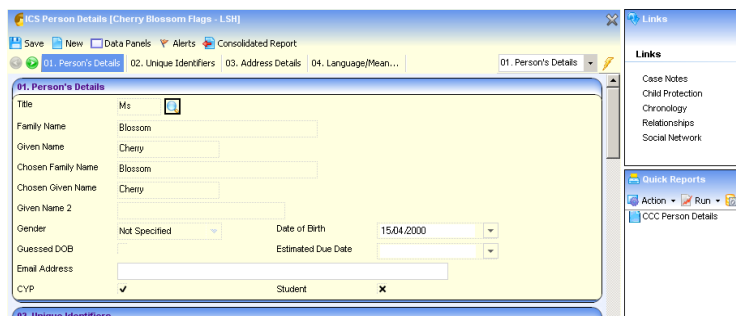
#### ICS PERSON DETAILS SEARCH ENQUIRY



Flags	Family Name	Given Name	Chosen Family Name	Chosen Given Name	Given Name 2	Gender	Title	Date of Birth	Postcode	CYP
LSH	Blossom	Cherry	Blossom	Cherry		Not Specified	Ms	15/04/2000		Yes

You have the access to undertake an ICS Person Search. On completing the search you are able to open the ICS Person Details and view appropriate information recorded.

#### ICS PERSON DETAILS



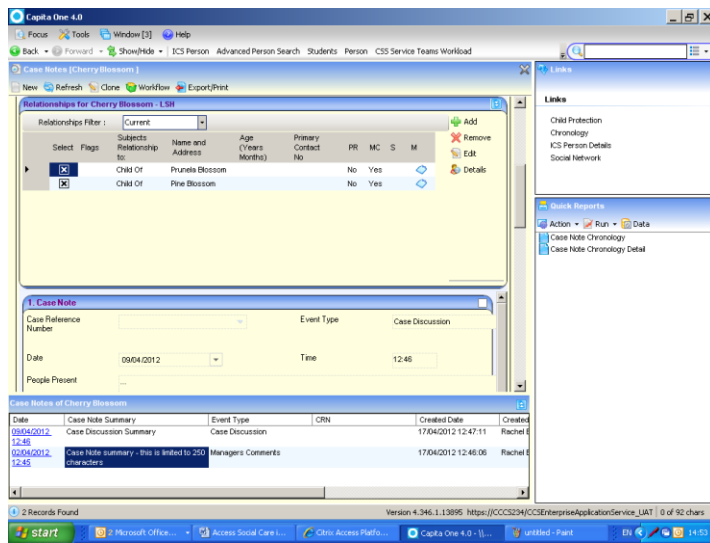
Flags	Family Name	Given Name	Chosen Family Name	Chosen Given Name	Given Name 2	Gender	Title	Date of Birth	Postcode	CYP
LSH	Blossom	Cherry	Blossom	Cherry		Not Specified	Ms	15/04/2000		Yes

The ICS Person Details layout is different to Student Details and Person Details.

From the links panel you can navigate to:

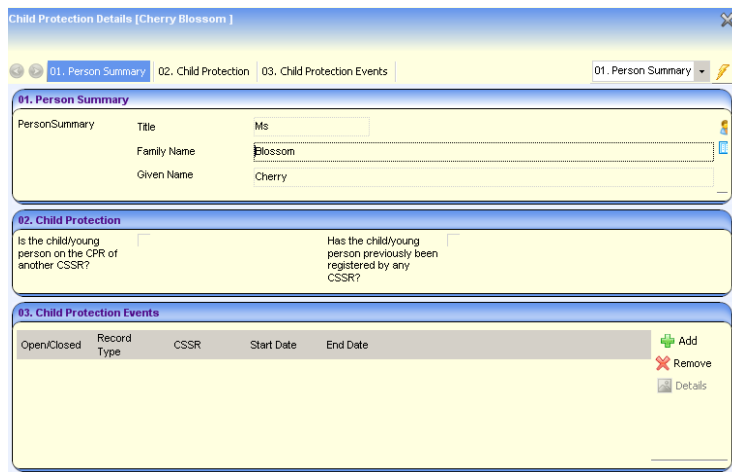
- **Case Notes**
- **Child Protection**
- **Chronology**
- **Relationships**
- **Social Network**

## CASE NOTES SUMMARY



If you select Case Notes, this access allows you to view the Case note summary and drill down into selected case notes.

## CHILD PROTECTION HISTORY



If you selected Child Protection from the links panel, this access would allow you to view the Child Protection summary and drill down into details to see the reason they have been made the subject of a CP Plan.

However, the detail behind a CCC episode would be recorded in the chronology in the appropriate Child Protection or Review exemplars. This screen would show OLA CP history where it was known to CCC.

## ICS Chronology

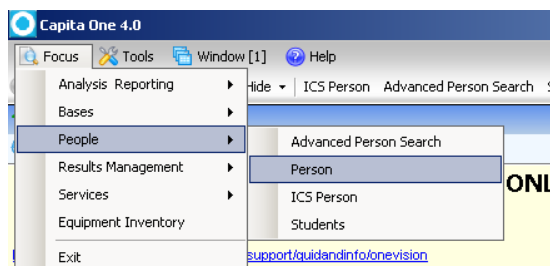
Date	Updated By	Case Note Key Event	Case Note Event Type	Linked File
07/02/2017 07:48:40	Rachel Bolt (BM368)	<input type="checkbox"/>	Contains:	No
11/02/2017 00:00:00	Rachel Bolt (BM368)	<input type="checkbox"/>		No
01/02/2017 00:00:00	Rachel Bolt (BM368)	<input type="checkbox"/>		No
15/04/2016 00:00:00	System Administrator (SYSADMIN)	<input type="checkbox"/>		No

If you selected Chronology from the links panel, this access would allow you to view the Chronology summary and drill down into details of specific exemplars displayed using the hyperlinks available.

Not all exemplars are viewable – see Appendix A at the end of this document for details of what exemplars are shared with this access group.

You can also open CSS Referrals that are displayed and navigate to communication log etc.

## Focus Menu – PERSON SEARCH



Within your normal access you can complete a Person Search. On completing the search you are able to open the Person Details and view appropriate information recorded.

From the links panel you can navigate to:

- **Activities**
- **Calendar**
- **Case Notes**
- **Child Protection**
- **Chronology**
- **Communication Log...**
- ...
- **Equipment**
- **Involvements**
- **Provision**
- **Risks**



- **Social Network**

## PERSON DETAILS

## INVOLVEMENT SUMMARY

Involvement Form	Status	Start Date	End Date	Service Team	Casework
Contact and Referral	S17 - Single Assessment	01/02/2017	01/02/2017	Contact Centre ...	
Social Care	SC - Open - Allocated	01/02/2017		Social Care	

If you navigate to the INVOLVEMENTS, then you will see a list of active involvements. For Social Care there are 2 types of involvement form.

### Contact and Referral

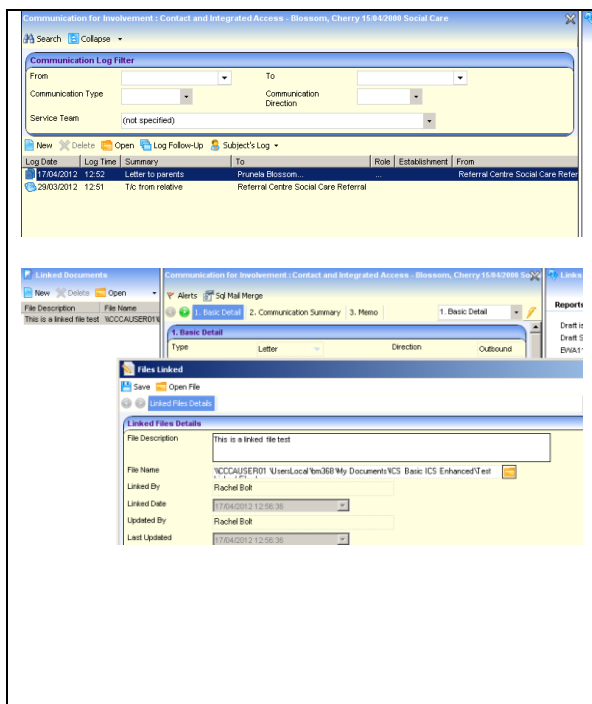
Involvement form captures content recorded by the Contact Centre / MASH and EHH. This could result in a referral to social care or a referral to Locality Teams. This can be a group contact. This is a restricted access involvement due to the sensitivity of information recorded as part of a referral.

## CONTACT AND REFERRAL Involvement Form

## COMMUNICATION LOG from Contact and Referral Involvement

**Social Care** involvement form denotes when the referral has progressed as an open case to social care and they are actively working with the child/young person.

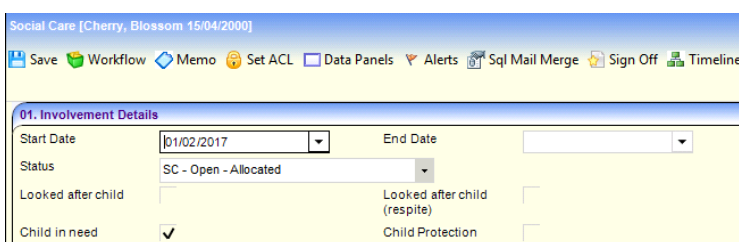
Within the ICS Enhanced Access, users in this group are



able to open the Contact and Referral Involvement and navigate to the communications log.

You are able to view the summary and open communication log entries and their associated linked documents where recorded.

### SOCIAL CARE Involvement Form



If from the Involvements summary you had opened the Social Care involvement then you would be able to see information.

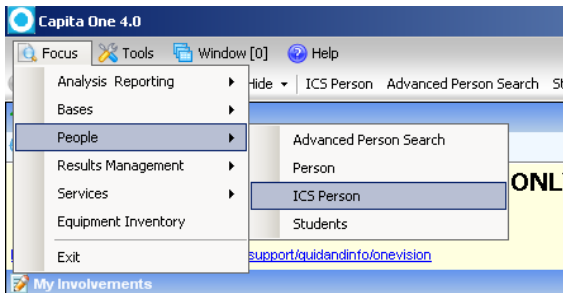
This involvement form is open to all CSS module users and is not a restricted document.

You can view communication log entries linked to the Social Care involvement, however, there is limited content as this information is just to support Statutory Data collection. The content behind assessments etc are found in the ICS Chronology via exemplars.

## ICS BASIC

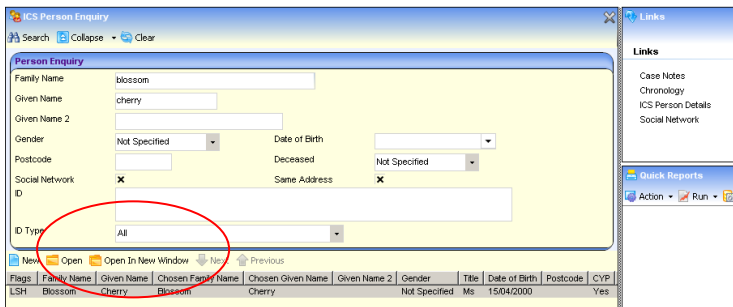
The key differences between ICS Basic is that you are restricted from viewing key areas of the system and content.

## FOCUS MENU – ICS PERSON SEARCH



Within this access you have the access to undertake an ICS Person Search. On completing the search you are able to open the ICS Person Details and view appropriate information recorded.

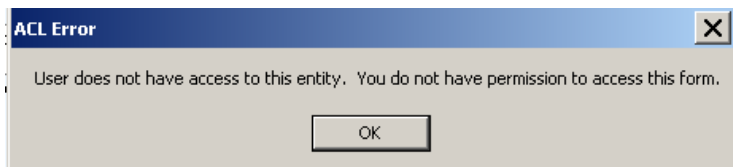
## ICS PERSON SEARCH ENQUIRY



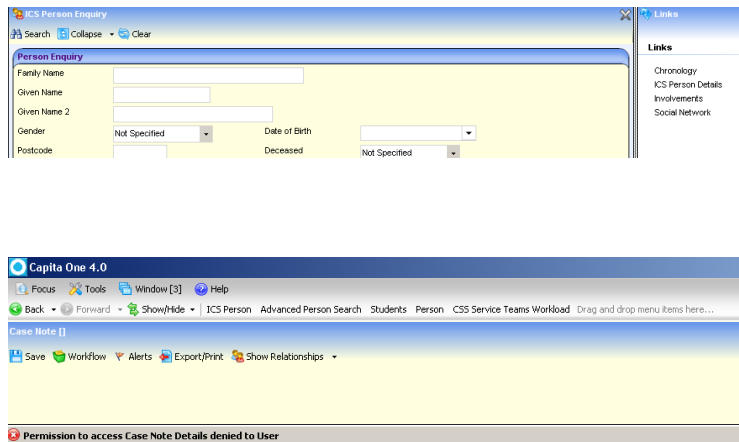
On completing a search and the selecting to open the record, you will receive the following pop up

### ACL Error

**User does not have access to this entity. You do not have permission to access this form.**



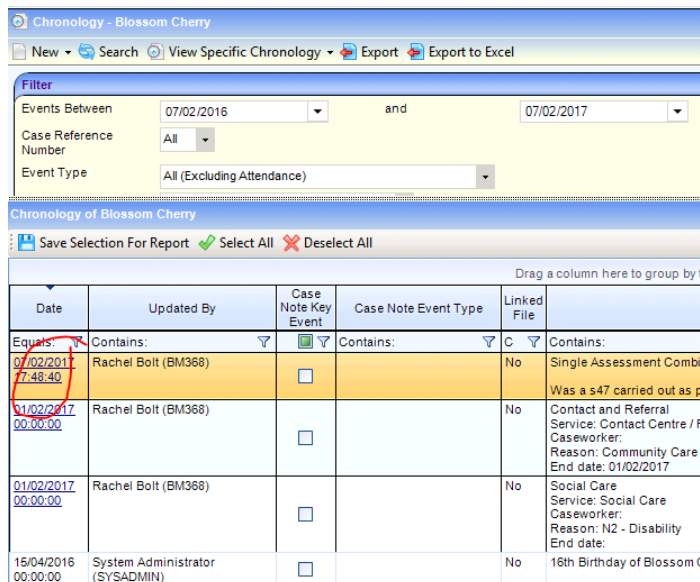
## CASE NOTES



CASE NOTES LINK IS NOT AVAILABLE to users in this access group.

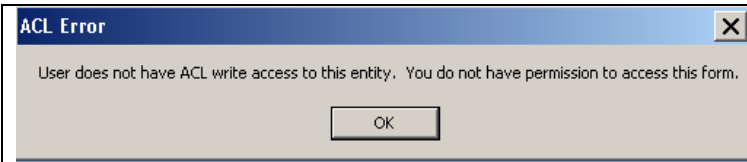
However, if a user attempts to open a case note from the chronology view where they do not have access, they will receive an error message and blank screen as shown in image to the left.

## ICS CHRONOLOGY

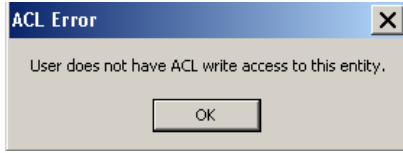


Within your access rights you are able to see the chronology, but you will be unable to drill down into the content of an exemplar.

If you try to edit and save you will get this warning message:



Or



**ACL Error**

**User does not have ACL write access to this entity. You do not have permission to access this form.**

Or

**ACL Error**

**User does not have ACL write access to this entity.**

## PERSON SEARCH

Person Enquiry

Search [Collapse] [Clear]

Name: cherry blossom

'Sounds Like' Search:  Include Name History:

Gender: Not Specified Date of Birth:

Person ID:  Active:

Deceased: Not Specified Postcode:

Age Range: Not Specified

Base Name:

Role:

Flags: Family Name | Given Name | Chosen Family Name | Chosen Given Name | Given Name 2 | Gender | Title | Date of Birth | Postcode

LSH	Blossom	Cherry	Blossom	Cherry	Not Specified	Ms	15/04/2000	
-----	---------	--------	---------	--------	---------------	----	------------	--

You can undertake a normal person search.

## INVOLVEMENT SUMMARY

Involvement Summary [Blossom Cherry]

Search [Collapse]

1. Involvement Filters

Active:  My Involvements

Service:

Involvement ID:

New [Delete] [Open] [Open In New Window] [Next] [Previous]

Involvement Form	Status	Start Date	End Date	Service Team	Casework
Contact and Referral	S17 - Single Assessment	01/02/2017	01/02/2017	Contact Centre ...	
Social Care	SC - Open - Allocated	01/02/2017		Social Care	

You will be able to view all involvements at the summary level, but you will not be able to open the Contact and Referral Involvement as this is restricted access. Refer to page 1 for those posts that have been granted access.

## Appendix A – Exemplar Access Rights

There are 3 types of ACL permissions applied to an exemplar, Edit, Read and Read Summary.

**Edit** – this is given to the teams who are allowed to create/amend/delete exemplars

**Read** – this is given to teams who are allowed to read the content of an exemplar

**Read Summary** – this is given to teams to alert them to exemplars that may have been completed for a child/young person, but it does not allow them to view the content, instead a user will need to contact the caseworker to raise/discuss any concerns if they believe they have a shared interest in the case concerned.

**No Access** – No current permissions apply, therefore you will not have access to view these exemplars and may not see them on the chronology.

Title	Template Version Start Date	Enhanced	Basic
3+ Placement Moves Meeting	13/08/2016	Read	Read Summary
Access to Resources Case Recording	06/10/2016	Read	Read Summary
ACL Exemplar	01/10/2016	Read Summary	no access granted
Adoption Case Recording	14/07/2014	no access granted	no access granted
Adoption Support Assessment	14/07/2014	Read	Read Summary
Adoption Support Plan	14/07/2014	Read	Read Summary
Agency Decision	01/07/2016	Read Summary	Read Summary
Carer Approval Summary	27/07/2016	Read Summary	Read Summary
Carers Assessment	01/04/2016	Read	Read Summary
Case File Audit Tool	13/08/2016	Read Summary	no access granted
Child Sexual Exploitation	01/03/2016	no access granted	no access granted

<b>Title</b>	<b>Template Version Start Date</b>	<b>Enhanced</b>	<b>Basic</b>
Investigation (with strat)			
Child/Young Person's Care Plan	13/08/2016	Read	Read Summary
CIN / Core Group Minutes and Plan	08/09/2016	Read	Read Summary
Clinician Recording	02/03/2016	no access granted	no access granted
Closure Exemplar	01/04/2016	Read	Read Summary
CP Flag Initial	03/05/2016	Read	Read Summary
CP Flag Review	03/05/2016	Read	Read Summary
CP Meeting Minutes and Plan	15/07/2016	Read	Read Summary
Emergency Care Plan	14/07/2014	Read	no access granted
Family Group Conference	01/11/2016	Read	Read Summary
Financial Allowances	01/04/2016	no access granted	no access granted
Fostering Case Recording	27/07/2016	Read Summary	Read Summary
Fostering Transfer	08/02/2016	Read Summary	Read Summary
Initial Placement Planning Meeting	12/10/2016	Read	Read Summary
IRO Alerts & Issues	26/08/2016	Read	Read Summary
Keeping Children Safe Disclosures	13/08/2016	Read Summary	no access granted
LAC Review	18/07/2016	Read	Read Summary
LAC Review Invitation and Distribution	03/11/2016	Read	Read Summary
Legal Planning Meeting Advice	13/08/2016	Read	Read Summary



<b>Title</b>	<b>Template Version Start Date</b>	<b>Enhanced</b>	<b>Basic</b>
MASH Enquiry	22/12/2016	Read	Read Summary
MASH Restricted Non-Disclosable Information	22/12/2016	Read Summary	Read Summary
Missing from Home	01/02/2017	Read	Read Summary
Multi Agency Parenting Skills Meeting	13/08/2016	Read	Read Summary
Needs Led Assessment	13/08/2016	Read	Read Summary
Paper & Electronic Files	27/07/2016	Read	Read Summary
Pathway Plan	13/08/2016	Read	Read Summary
Placement Information Record	13/08/2016	Read	Read Summary
Placement Search	06/10/2016	Read	Read Summary
Pre ICS Chronology	13/08/2016	Edit	no access granted
Preparing for Adulthood	13/08/2016	Read	Read Summary
Private Fostering Report	28/04/2016	Read Summary	Read Summary
Provider Approval Summary	07/10/2014	Read	Read Summary
Record of Strategy Discussion	16/09/2016	Read	Read Summary
Referral Exemplar	13/08/2016	Read	Read Summary
Regulation 24	05/01/2017	Read	Read Summary
Request for Strategy Discussion/CP Conference	19/05/2016	no access granted	no access granted
Risk to Children	13/08/2016	Read Summary	no access granted
Safety Plan	27/07/2016	Read	Read Summary
SCIP Disability Register	16/09/2016	no access granted	no access granted

<b>Title</b>	<b>Template Version Start Date</b>	<b>Enhanced</b>	<b>Basic</b>
Self Directed Support – Early Help Personal Budget Support Plan	13/09/2016	Read	Read Summary
Short Care Breaks	13/08/2016	Read	Read Summary
Single Assessment Combined	05/12/2016	Read	Read Summary
Supervision Record	13/08/2016	no access granted	no access granted
Threshold and Resource Application	19/04/2016	Read	Read Summary
Transitions Information Visit	14/07/2014	Read	Read Summary
Transitions Request for Service	14/07/2014	Read	Read Summary
Transitions Specialist Assessment	14/07/2014	Read	Read Summary
Unit Meeting Minutes / Case Supervision	20/06/2016	Read	Read Summary
Viability Assessment	13/08/2016	Read	Read Summary

Exemplars starting “ZZ” are no longer in use.