



Liquidlogic

**Business Process**

For

**The Childrens' Portal**

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## Section 1 – Wigan Council Childrens' Portal

The Childrens' Portal can be accessed via either of these links:

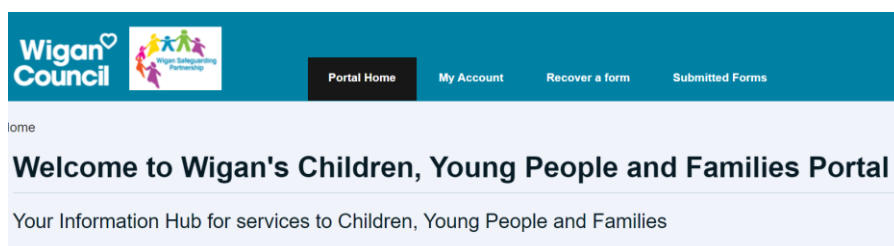
<https://childrensportal-lcs.wigan.gov.uk>

<https://childrensportal-ehm.wigan.gov.uk>

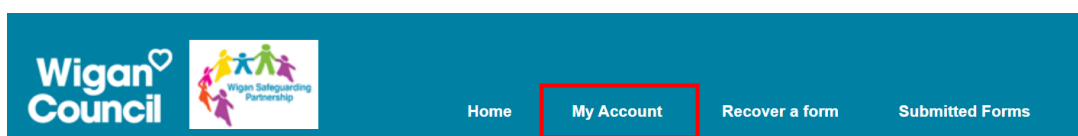
The main purpose of the Childrens' portal is to allow for professionals and/or members of the public to refer through to Social Care/Startwell for an array of reasons. This includes, raising safeguarding concerns, or requesting Early Help support.

### Section 1.1 – Setting up a Portal Account

When accessing the Portal via the links in the previous section, you will be taken to the below screen:



Select the **My Account** along the top:



You will be navigated to the Portal login page shown below:

## Secure login - step 1

New to Wigan Children's Services Portal? [Register for an account here](#) or use the button below.  
Already using Wigan Children's Services Portal? Sign in below.

<b>Existing users</b>  Email <input type="text"/>  Password <input type="password"/>  <small>For additional security, we will confirm your account by sending an authentication code to your email address.</small>  <input type="button" value="Submit"/> <input type="button" value="Cancel"/>	<b>New users</b>  <small>If you're new to Wigan Children's Services Portal, sign up for an account here</small>  <input type="button" value="Register for new account"/>
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Upon the first time of visiting the portal please click on

You will be taken to the below screen:

## Register a new account - step 1

Forename * <input type="text"/>
Surname * <input type="text"/>
<input type="checkbox"/> Is this account being used in a professional capacity?
Property name <input type="text"/>
House no <input type="text"/>

Fill out the registration form appropriately with your details. Any sections with a red asterisk (\*) are mandatory fields.

When you have filled in the fields, click

You will be taken to the second step of the registration process:

## Register a new account - step 2

Email address \*

Password \*

Confirm password \*

You need to ensure your correct email address is added here so you can validate the email address during the next stage.

Click [Next](#)

You will now be taken to the third step of the registration.

## Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the **back** button below if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code \*

This stage requires you to confirm the email address you have provided. You will be sent an email with an 8 digit code. This is the two-factor authentication and is used to verify that you should be accessing the information sent to you.

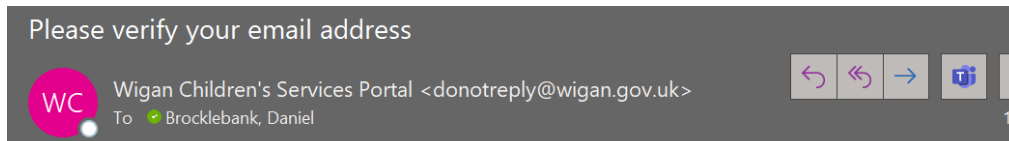
You will receive an email from the sender **Wigan Children's Services Portal** exemplled below:

Wigan Children's Services Portal  
<donotreply@wigan.gov.uk>

When creating a new account, the title of the email will be as follows:

Please verify your email address

The bulk of the email will contain your 8 digit code need to access your account:



CAUTION External E-Mail: Take extra care before clicking links, attachments and actioning requests. Think Before you Click

Dear Dan Professional,

Thank you for using Wigan Children's Services Portal. Please enter the following code on the email verification page:

8611 5885

Kind regards

**Note:** If you cannot see the email above in your Inbox, be sure to check your Junk folder in case the email has been sent here.

Copy the code from the email and navigate back to the portal page.

Enter the code into the provided **Code** field:

If you can't find this email, it may be in your spam/junk email folder.

Code \*

Back Next Cancel

[Please send me a new code](#)

Click **Next**

Finally, you will be taken to the Terms and Conditions page for the portal:

### Terms and Conditions Professional Portal

The use of the Professional Portal is subject to the following:

- I agree to only access information within my role and accept that I am responsible for protecting my account against unauthorised or unlawful processing and against accidental loss, destruction or damage.
- I agree to only process and view the data I need to carry out my role and will ensure that I maintain confidentiality and will not communicate or otherwise disclose any information obtained in the course of my role to any third party for any unauthorised reason.
- I undertake that I shall refer to or use the records of Wigan Council only for the purpose in respect of which I am authorised and that I ensure that all such records, and other information will, except where I need to discuss them with another similarly authorised person, remain confidential to me.
- I acknowledge I will have an account and a link to enable access to the portal. I acknowledge these details are secure and unique to me and should not be written down for others to view or be disclosed to anyone else.
- I must keep all information relating to the children/families concerned, both written and electronic, including any notes, safe and secure at all times and will not download them to another system without prior permission from Wigan Council.
- Should my role change and I no longer require access, I will inform Wigan Council staff /other Team members immediately.
- I confirm that I will not discuss any personal data outside my workrole.
- I acknowledge that it is a criminal offence under Section 170 Data Protection Act 2018 to recklessly obtain, disclose or procure personal data without the consent of the data controller and I may be liable to prosecution if I do not abide by this Agreement.

I agree to these Terms and Conditions

Previous Cancel

Carefully read through this page and when ready, select the checkbox next to **'I agree to these Terms and Conditions'**.

Click 

Registration will now have been completed:



### Registration completed

Your registration has been completed successfully. Click **Continue** to carry on with your session.



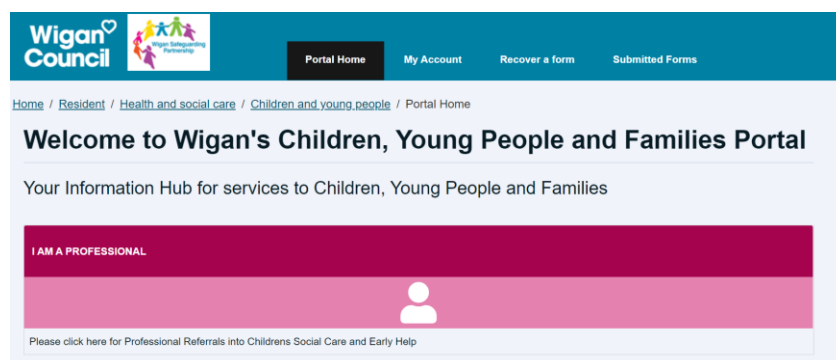
Finally, click  to be taken back to Childrens' Portal.

## End of Section 1

## Section 2 – The Childrens' Portal

### 2.1 – Completing a Form

You will already be on the Childrens' Portal homepage shown below. If not, select one of the hyperlinks at the top of the Section 1.



Select the **'I am a Professional'** button on the screen.

Next, select the relevant form you wish to complete.

You will be taken into the form. *The example screenshots below are of the 'Child/Young Person Safeguarding Concern' portal form:*




## Professional Child / Young Person Safeguarding Concern

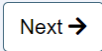
The screenshot shows the 'Overview' section of the form. On the left is a navigation menu with 8 items: 1 Overview (highlighted), 2 Professional's Details, 3 Child / Young Person's Details, 4 Consent, 5 Additional Child / Young Person's Information, 6 Contact Information, 7 Supporting Documentation, and 8 Declaration & Submit. The main content area is titled 'Overview' and contains the following text: 'What to do if you are worried about a child? What does Safeguarding Children' followed by a paragraph explaining that safeguarding children means protecting a child's (aged 17 and below) right to live in a safe environment free from abuse and neglect. It lists forms of abuse: physical, sexual harm, exploitation, and neglect. It states that professionals working together prevent or stop abuse and neglect. Any agency providing care, a member of the public can complete this form, please complete it with as much information as is available. Below this is another paragraph: 'All professionals who make a Children First Partnership Hub enquiry/referral about children should be aware that the r not automatically result in a Child Protection investigation and/or Social Work Assessment and some situations potentially harmful to a child may be dealt with, initially, by offering support to the child and family.' At the bottom of the main content area, there is a red heading 'Immediate Safeguarding Concerns' followed by the text: 'Immediate safeguarding concerns should be made by telephone and followed up by a professional referral form'.

**WARNING:** At this point, a timer will be set whereby, if you remain idle for 10 minutes, you will 'kicked out' of the form, and any work which has not been saved will be lost.

Be sure to save your work at regular intervals to ensure nothing is lost.


Click on  at the bottom of the form.

Selecting the above button will also allow for you to come back and complete the rest of the form later. To resume a partially completed form, follow **Section 2.2**.

When you have read the Overview page, click  at the bottom of the page.

**Note:** If you were not already logged into the Childrens' Portal prior to starting the form, you will be asked at this point to login or register for an account before you can progress the form.

The screenshot shows the 'Professional's Details' section of the form. It contains a light blue box with the text: 'In order to progress with this form you must either log in or then continue to complete this form. This will enable you to'. Below this text are two buttons: a dark blue 'Login or Register' button and a white '← Previous' button.

Click on  and complete the login process.

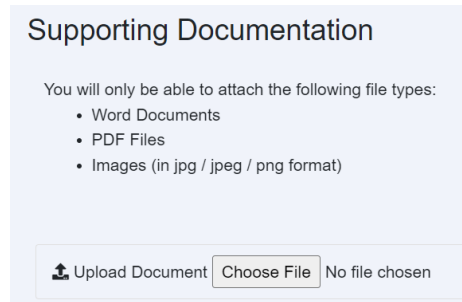
If you do not have a Childrens' Portal account, you will need to register for one which is covered in Section 1.

Once you have logged in, you will be navigated back to the form.

You can now work your way through the form completing all sections appropriately. Any fields which have a red asterisk (\*) against them are mandatory.

**Note:** Any boxes which require you to enter a telephone number cannot contain spaces. Ensure the telephone number is entered as one continuous number.

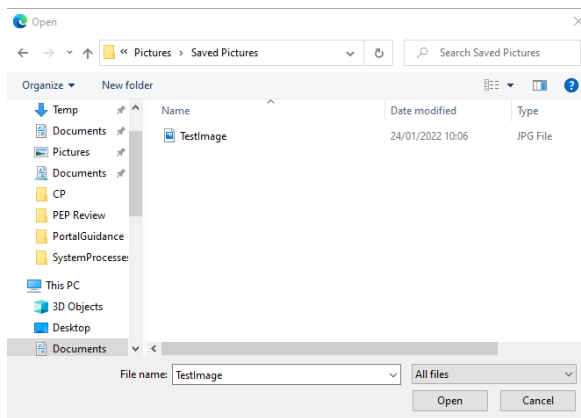
When you reach the **Supporting Documentation** section, you have the option to attach documents to your form submission.



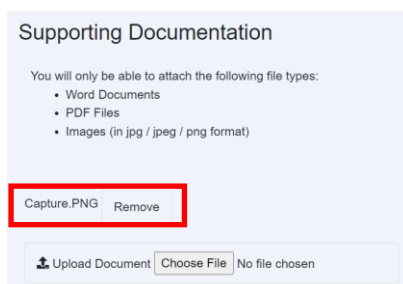
**Note:** It is not currently possible to attach Excel Spreadsheets to this section. Word documents and images however can be attached.

If you wish to upload any supporting documentation, from the above screen, select :

You will be taken to your File Browser:



Locate the relevant file in the above explorer. When you have found the file, select it, and click **Open**.

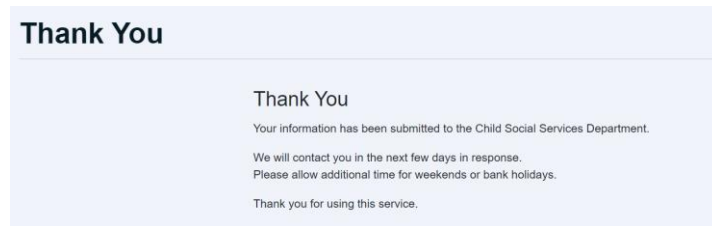


The file will then have been attached to the Portal as exemplified above.

If you wish to add any further files, select the:  button again and repeat the above steps.

When all information has been entered, on the **Declaration & Submit** page, click on  and  to the popup message.

The form will now have been submitted to the Local Authority:



You will also receive an email with confirmation of your submission.

#### Confirmation of form submission

Thank you for submitting a form to us via the [Wigan Children's Services Portal](#).

Many Thanks

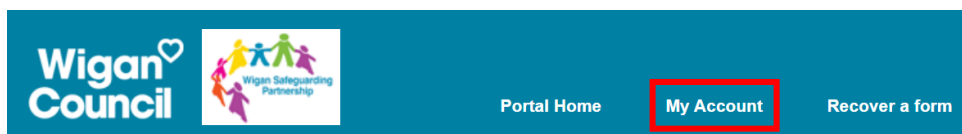
Wigan Children's Services

## Section 2 – The Childrens' Portal

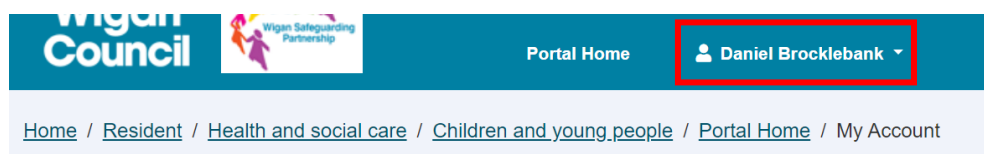
### 2.2 – Resuming a Saved Form

If you previously chose to save a form to complete later, you can resume the saved form from within your account.

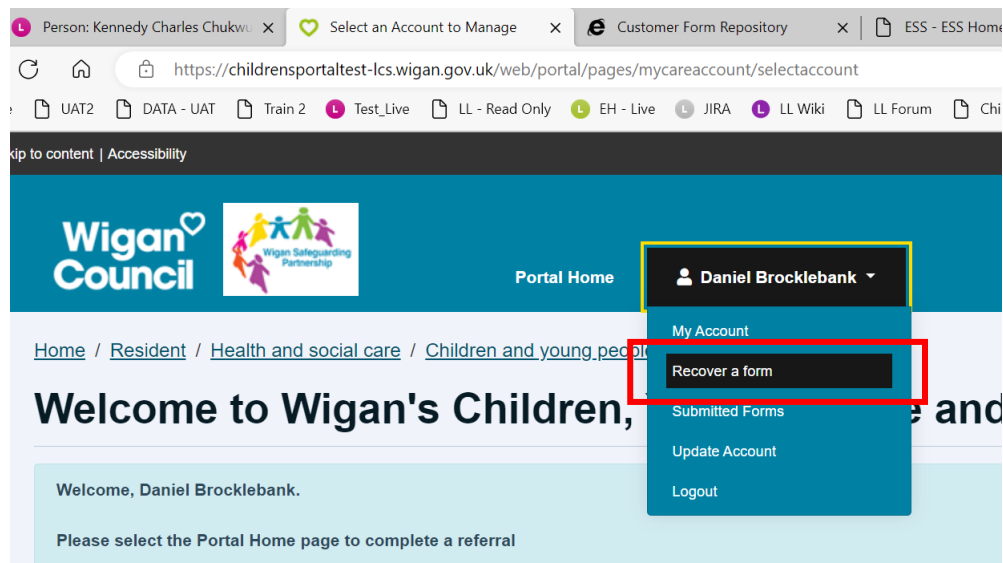
You will already be logged into your account. If not, click on **My Account** from the portal homepage to be taken to the login screen and complete the login process:



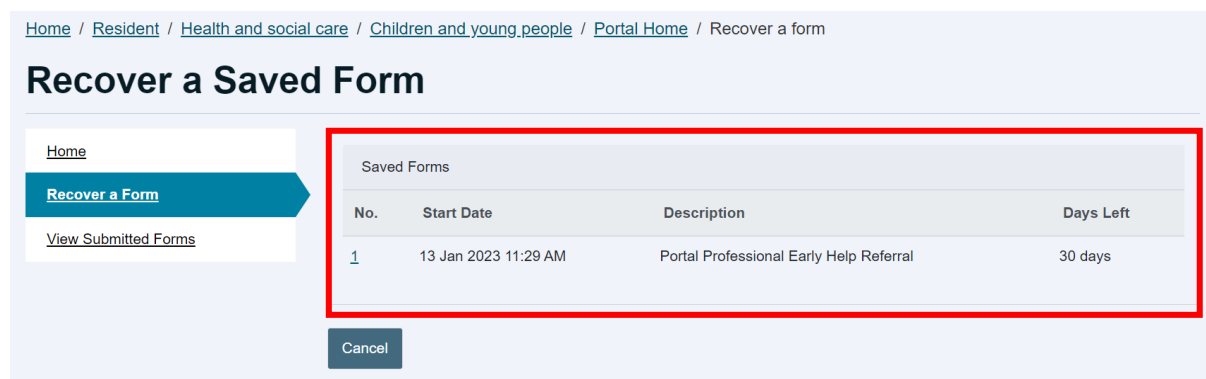
When you are logged in, select the dropdown list next to your name on the top bar:



From the dropdown list provided, select **Recover a Form**:



You will be taken to screen displaying any active forms you have which have been saved form later completion within the last 30 days:



**Note:** Saved forms will only be saved for 30 days before they are automatically deleted.

If a form is not visible and has exceeded the 30-day time limit, you will need to complete the form from scratch. Follow **Section 2.1** to do this if required.

Select the appropriate form you wish to resume.

You will be taken into the form. Any work previously saved will still be present.

You can follow **Section 2.1** to complete a form if required.

## Section 2 – The Childrens’ Portal

### 2.3 – Responding to Further Information Requests

There may be instances whereby you submit a form to the Local Authority and it is deemed that further information is needed from yourself before appropriate action can be taken by the LA. If this happens, the LA will return the form to your portal account requesting further information from yourself.

If a form is sent back to you for further information, you will receive an email from the Wigan Childrens’ Portal requesting this:

You recently submitted a form using the Wigan Children's Services Portal. This has been reviewed by the Local Authority and has been sent back to you for more information.

Please log in to the [Wigan Children's Services Portal](#) to review the feedback and re-submit the form.

Many Thanks

Wigan Children's Services

>>Corporate Logo<<



Select the blue hyperlink within the email to be taken to the login screen for the Childrens’ Portal. Complete the login process and you will be navigated into the Childrens’ Portal.

You will automatically be taken into the **Submitted Forms** section of your account.

#### Submitted Forms

<a href="#">Home</a>	Forms requesting more information				
<a href="#">Recover a Form</a>					
<a href="#">View Submitted Forms</a>					
Form	Name	Date Requested	Detail	Comments	
<a href="#">Portal LADO Referral</a>	Daniel Brocklebank	07 Nov 2022	Insufficient Detail	Add info	<a href="#">Previous Form</a>

The table will display **'Forms requesting more information'**. Locate the appropriate form in this section:

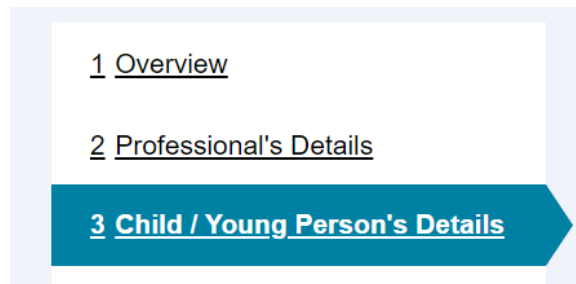
<a href="#">Portal Professional Safeguarding Concern</a>	Daniel Brocklebank	13 Jan 2023	Insufficient Detail	Can you please provide further information regarding this referral?	<a href="#">Previous Form</a>
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The form will detail the main reason why it has been returned to you e.g., 'Insufficient Detail' (shown above); comments will also be provided next to this advising of the changes required by the LA.

In order to update the form, select the form name on the far left:

<a href="#">Portal Professional Safeguarding Concern</a>	Daniel Brocklebank	13 Jan 2023	Insufficient Detail	Can you please provide further information regarding this referral?	<a href="#">Previous Form</a>
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**Note:** To ensure you are updating the correct form for the appropriate child, you will need to access the form to check the child's details are right. Select the hyperlink shown above to be taken into the form. Next, select **Child/Young Person's Details** tab on the left-hand side:



Review the child's details to make sure you are updating the correct form. If this is the incorrect child, select the 'Back' button at the top left of your screen and check another form. Repeat this process until the correct child is located.

*You can also view the form you previously submitted by selecting **Previous Form** on the far right.*

You will be taken into the form.

Update the relevant sections appropriately and resubmit the form back again for review.

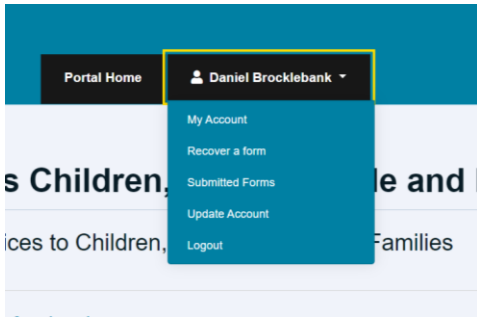
## Section 2 – The Childrens' Portal

### 2.4 – Creating a PFD of Completed Forms

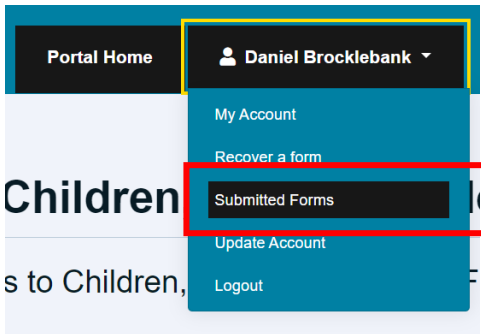
You can view and PDF forms that you have previously submitted if these are needed for reference.

Make sure you are logged into your account in the Childrens' Portal.

Select your account name at the top:



From the dropdown list, select **Submitted Forms**



On the next screen, you will be able to view all forms which you have submitted in the last 30 days. *You may need to scroll down to the bottom of the page if there are forms which have been returned to you for further information which will be at the top of the page:*

Recently Submitted Forms (Last 30 Days)			
Details	Name	Date	Response
<a href="#">Portal Professional Safeguarding Concern</a>	Dan Test	13 Jan 2023	No response posted
<a href="#">Portal Professional Safeguarding Concern</a>	Dan Test	13 Jan 2023	No response posted

Select the relevant form you wish to view/create a PDF for using the blue hyperlink under the **Details** column.

This will open the form as a PDF document and display all answers which were given:

Wigan Council

**Wigan Council**

All Departments

Tel:  
Fax:

**Overview**


What to do if you are worried about a child? What does Safeguarding Children mean?


[Immediate Safeguarding Concerns](#)

**Professional's Details**

**(Portal User)**

First Name	Daniel
Last Name	Brocklebank
Role	Teacher
Organisation	Wigan Council
Email	d.brocklebank@wigan.gov.uk
Telephone	
Building	

You can choose to save the PDF document to your PC if desired by selecting the save  icon and choosing a location on your PC to save this form too. The location of this icon will differ depending on what browser/browser version you are using.

You can also choose to print the form as well by selecting the print button .

**End of Process**