

Kent Children's Portal User Guidance:

WHAT AND WHY?

The Kent integrated Children's Services Portal is intended to enable information to be received directly into our children's information system. This will lead to a faster and more efficient service. It remains the case that the portal Request for Support form is intended to be used by professionals making requests for children and families requiring intensive or specialist support at levels 3 and 4 only. Any referrals that do not meet the criteria should be referred to the appropriate service for additional or universal services or **consideration given as to whether the identified needs can be met within the referrer's own service. Please refer to the Kent Support Levels Guidance for further advice.**

<https://www.kscmp.org.uk/guidance/kent-support-levels-guidance>

BEFORE COMPLETING THE PORTAL FORM

A discussion with the parents/carers, and with the children/young people where appropriate should be undertaken wherever possible before making any Request for Support to ensure that they are aware of any worries or concerns that you have and to be given the opportunity to discuss solutions with you. This should inform your decision as to whether to complete a Request for Support form with their consent or whether there are alternative sources of support available that might be more suitable.

TO CONSIDER WHEN COMPLETING THE FORM

Every effort must be made to complete the form as fully as possible as this will make it easier for decisions about the eligibility and urgency of the referral to be made. Insufficient information may lead to delay.

Information about third parties should only be included if it is directly relevant to the referral and there is agreement to do so.

Parents and children's views may be included and are helpful in being able to determine what service may be appropriate, but care must be taken not to 'interview' either parents or children about the substance of any concern where it is possible that a criminal offence may have been committed. Those completing the Request for Support Form should be aware that the contents may be used should legal proceedings be instigated.

ACCESSING THE PORTAL

Links to the Portal can be found on the KSCMP and Kelsi websites.

<https://www.kelsi.org.uk/>
<https://www.kscmp.org.uk/>

You will be directed initially to a holding page.



Gateway to the Kent Integrated Children's Services Portal

[Access the Children's Portal here](#)

This page will time out after 20 minutes of inactivity

[About this website](#)

[Contact us](#)



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Then, upon accessing the Children's portal as directed, the main KCC menu page will be displayed as below:

Welcome to the Kent Integrated Children's Services Portal

Your hub for services for Children, Young People and Families

[Request for Support](#)

[Occupational Therapy
Request](#)

[Fostering and Adoption](#)

[Information and Advice](#)



Worried about a child?



Occupational therapy equipment and
adaptation services



Information about fostering and
adoption



Links to more information

[FAQ](#)



Frequently Asked Questions

You will see here that there are separate options for making a request for support and for making an Occupational Therapy Request. The account that you set up will be the same to access both, and the form for both is structured in a very similar way. The difference is that the Occupational Therapy form asks some additional, more detailed questions about the Child or Young Persons' health needs or disabilities that will help the receiving team to be able to consider the request more efficiently. This Guidance can be used for both.

Select '**Request for Support**' or '**Occupational therapy request**'.

Selecting '**Request for Support**' will take you to the next page as follows;

Are you a professional or a member of the public?

A Professional



A member of the public



Select '**A Professional**' then on the next page, the most appropriate option 1) Urgent or 2) Standard.

What type of referral is this?

[Urgent](#)



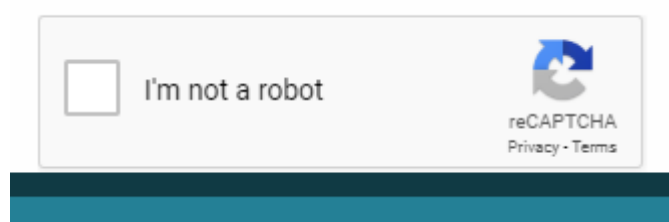
[Standard](#)



Please note that both of these forms are the same in terms of the content and both will be received by the Front Door Service, however, the urgent requests are flagged and treated as priority therefore **it is important that this is only selected when a child is at immediate risk**. It is also important to note that where urgent safeguarding action is required outside of normal working hours (from 5 pm - 8.30 am on weekdays, weekends and bank holidays) **the Out of Hours Team should be contacted on 03000 419191 as your submitted form will not be picked up by the Front Door Service day team.**

The first page after selection of the above is a 'human test'. You will be asked to select a tick box and sometimes also to select specific images to demonstrate that you are not an automated system – this is necessary to ensure that the site is not compromised in any way.

If you have selected '**Occupational Therapy Request**' from the menu, this will be the first page you are taken to.



When you have been verified as a human user, you will next be taken to a page that gives some instructions as to how you can work your way through the form and how to print or save for later. Select 'Next' to move on to the next page.

Child/Young person's details: **At this point you will need to Log in - or for new users, register for an account.**

Registering for an account:

Select the login or register button.

Login or Register

Click on the 'register for new account' button.

New Users

If you're new to KCC Children's Integrated Services Portal, sign up for an account here

Register for new account

Step 1: enter your name as requested (select 'next' to move on)

Step 2: enter your email address, create a password conforming to the requirements as stated – then confirm the password (select 'next' to move on)

Step 3: A code will be sent to your given email address. Enter the code in the field provided (select 'next' to move on).

You will then see a message advising that your registration was successful. select 'continue'

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

Continue

This will take you to a page where you will need to agree to the terms and conditions to continue – tick as appropriate and select 'continue' again. This will take you back to the form.

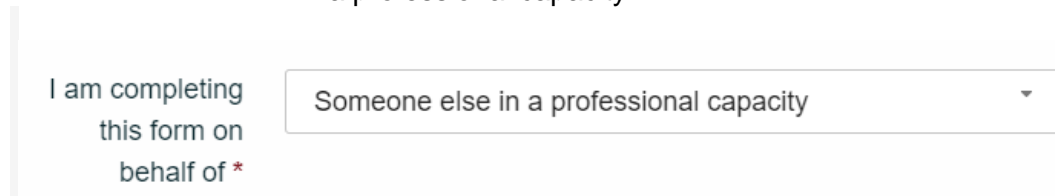
(When you are registered you can use the same account for any subsequent requests – you will always receive an authentication code, however this is received quickly and ensures security of the information submitted).

When you return to the 'Child/young person's details' page, you will see that your portal user details will have pulled through to the top of the page and that there are some further fields to complete below.

Under the subheading **'Who is this form for?'**

On this page: Please enter details for the 'Key' (main) child, or if more than one child in the family is being referred, please enter details for the youngest child. Details for additional children will be requested later in the form.

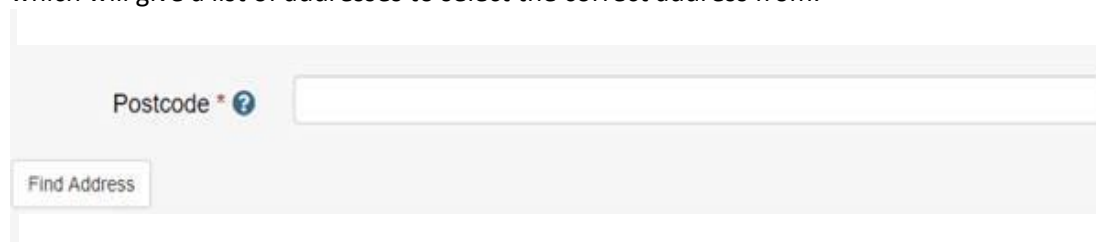
When answering the question about who the form is being completed on behalf of, select 'Someone else in a professional capacity'



Then enter your relationship to the person(child) as requested, i.e.: Class Teacher, Health Visitor etc.

Then enter the 'Key' child's details in the following fields (First name, Last name, DOB, Gender, Ethnicity, any contact details as appropriate/necessary and address).

Address details can be located easily using the Postcode field and selecting 'find address' which will give a list of addresses to select the correct address from.



When complete, Select 'Next' to move on to the next page.

Additional child/Young person details: This page allows you to enter any additional details as necessary such as any disabilities and the school setting for the Key child.

If you are completing an [Occupational Therapy Request](#), there are some additional questions in this section to complete about the Child's Disabilities and Medical background.

When complete, select 'Next' to move on to the next page.

Additional family details - children at same address:

If you need to enter the details of any other children living at the same address, select the 'yes' radio button which will reveal the table allowing you to do so.

You can add additional children by selecting the 'yes' radio button at the bottom of the page.

When the details of all children at the same address are entered, select 'Next' and move on to the next page.

Additional family details - other people at the same address

In this section you can add details of any other people who live at the address - such as the parents, step parents, adult siblings, lodgers, grandparents etc.

Select the 'yes' radio button which will reveal the table allowing you to do so.

You can add additional people by selecting the 'yes' radio button at the bottom of the page.

When the details of all other adults living at the same address have been entered, select 'Next' and move on to the next page.

Additional family details - People at a different address

If you need to enter the details of any other relevant people (adults or children - such as another parent, half siblings or grandparent) living at another address, select the 'yes' radio button which will reveal the table allowing you to do so.

You can add additional people by selecting the 'yes' radio button at the bottom of the page.

When the details of all relevant people living at any other address have been entered, select 'Next' and move on to the next page.

Family agreement to engage with services:

This section is required to note whether parents and carers are aware of the request being made and whether agreement to engage has been obtained. If it has not been obtained you must enter an explanation upon being prompted.

Is/are parent(s) /
carer(s) aware of
contact? *

Yes

Has agreement to
engage been
obtained? *

No

Please provide
explanation

This section of the form also allows for consent to be confirmed regarding registration with a KCC Kent Family Hub. Advice as to how the information is used is recorded on this page and can be shared with the family. When complete, select 'Next' to move on to the next page.

Reasons for support:

Please enter the relevant primary reason for support, selecting an option from the 'pick list' provided. There is also an option for a secondary need to be entered if you are aware of one. When complete, select 'Next' to move on to the next page.

Request details:

Please enter details of the reason for request in the fields provided. Please ensure that your information is clear in terms of what you are worried about, complicating factors and positive factors. Avoid using lots of unnecessary detail so that it is clear to whoever reads it, exactly what you are worried about and what has prompted you to complete the request today.

Please consider all risks and needs including those outside of the family home. If your concerns indicate that a child or young person is being exploited, please complete the exploitation identification tool to submit with your request for support which can be found via this link: <https://www.kscmp.org.uk/guidance/exploitation>

When complete, select 'Next' to move on to the next page.

Referrer details:

Please enter all information requested including details about any prior consultation with your safeguarding lead. When complete, select 'Next' to move on to the next page.

Other agencies involved with the child/young person or family:

If you have the details of any other agencies - select the 'yes' radio button which will reveal the table allowing you to do so.

Please add the details of any known agencies working with the family or with any family members. This information assists when further enquiries need to be made in respect of a case and gives an indication of what support may already be in place.

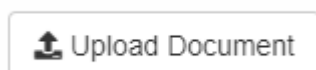
You can add additional agencies using the 'Yes' radio button at the bottom of the page.

When all known agencies have been added, select 'Next' to move on to the next page.

Supporting documentation:

you can upload any supporting documents from this page – such as any additional reports, body maps etc.

Select the 'Upload Document' button to browse through your files.



When you have selected the appropriate document, it will be visible on the page with the option to remove it if incorrect.

TEST document.docx Remove

When completed, select 'Next' to move on to the next page.

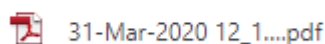
Submit form:

This is the final page. Please note the help text urging you to **save before submitting** so that the form can be printed and shared with a family before finally submitting if this is required.

You will need to scroll to the bottom of the page to see the options for saving and printing:



When you select the PDF option - a PDF icon will appear on the bottom left hand side of your screen.



When you select this, a PDF version of your fully complete form will be available to you which you can print or save.

When you are confident that you have entered all of the information, and have saved/printed the form as necessary select:

Send Report to Kent Integrated Children's Services

You will see a warning message advising that no other changes can be entered once submitted.

Finally select the submit button to send to form to the Front Door Service.

When your form has been submitted you will see the following page.

Thank you for using this service. Your information has been submitted to Kent Integrated Children's Services Portal.

We will contact you in the next few days in response. Please allow additional time for weekends or bank holidays.

Please note

Where urgent safeguarding action is required and your request is submitted outside of normal working hours (from 5pm – 8.30am weekdays, weekends, bank holidays) please contact the Out Of Hours Service on 03000 419191

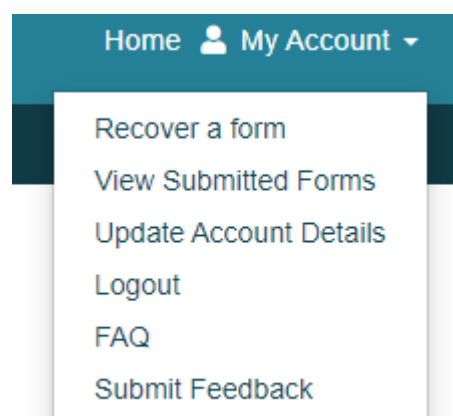
PLEASE NOTE: You may also see a message advising that a 'response is pending' please be aware that messages will not be received via your portal account and this issue will be rectified in the coming weeks.

You will also receive a confirmation email – please check that this is received.

Following the above, the process is complete.

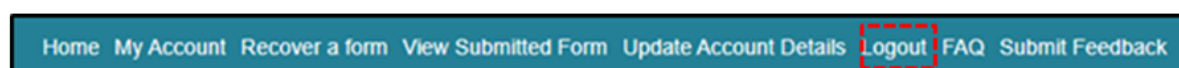
Other features/tips:

Forms are kept within your account site for 30 days. You can view submitted forms or recover a saved form from your account menu located in the top right-hand corner of the page:



This Menu also gives you the option to update your account or password details when necessary and to submit any feedback that you might have. Whilst we will read all feedback and consider suggestions, we are not able to respond to individuals and may not be able to make specific changes due to technical limitations. We will however endeavour to take feedback into account when further developing and updating the Portal.

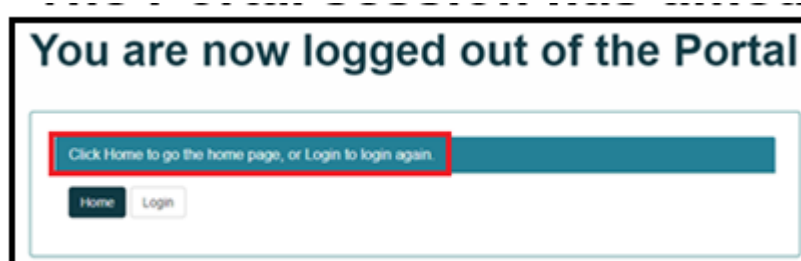
If you are experiencing problems with logging back onto the portal:



Firstly, check the toolbar for options:

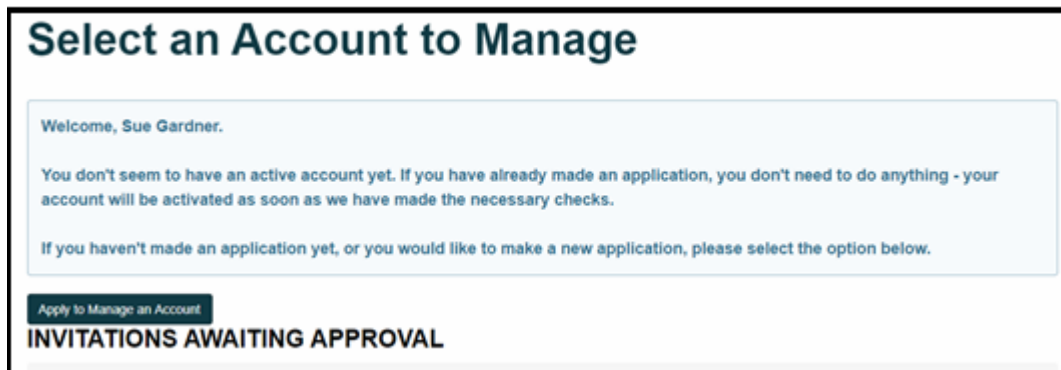
- If **Logout** is available, this indicates you are still logged in.
- Click either **Home** or **Recover** a Form

If the Portal session has timed out and you cannot log back in:



- Click **Home** or **Log in**

If you still cannot log in, you may see the following image. Do not click anything on this page,



- Click either **Home** or recover a **form**.

This is a known issue that we are in the process of trying to resolve.

There is a short video available that takes users through the above process which can be found via the following link:

<https://www.youtube.com/watch?v=zganVVc5-bY>