

Liquidlogic Help Guide Children’s Portal for Partner Agencies

Version #	Version of EHM	Date Updated	Updated by
1.0	14.0.9	8 th October 2020	Julie Savill
2.0	14.0.11	16 th October 2020	Julie Savill
3.0	14.0.11	16 th October 2020	Matthew Sutherland

This guide contains guidance on how to register and make referrals to Early Help and Safeguarding Hub (EHaSH) via the Liquidlogic Children’s Portal.

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1.1 Submitting a Referral to EHASH

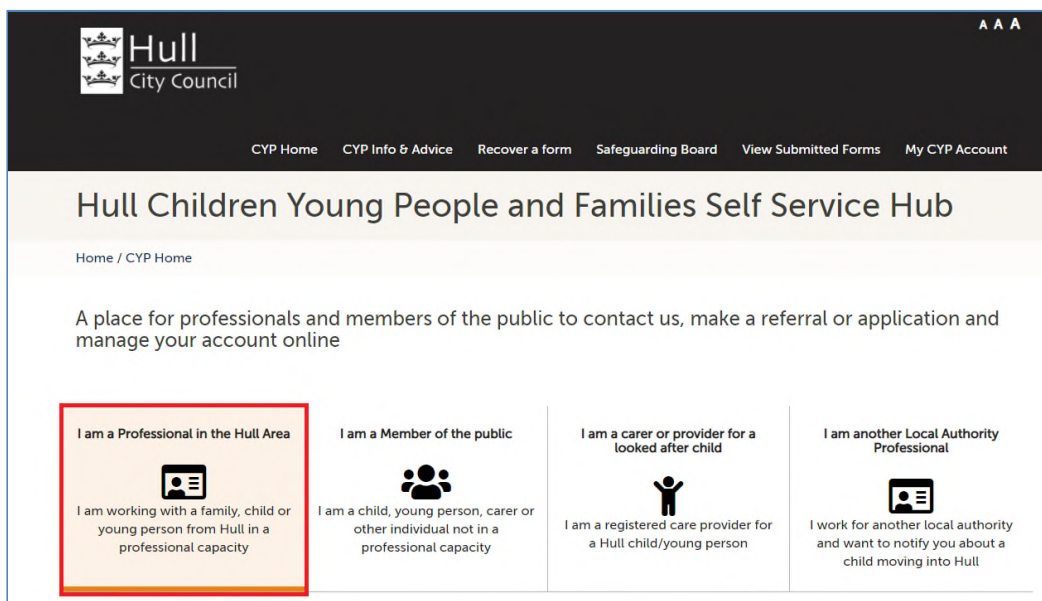
If you have reported a concern for the safety of a child by making a telephone call to EHASH, you will be guided by the call-taker as to whether:

- a) EHASH will be taking immediate action in response to your phone call but require you to submit a written referral via the multi-agency referral form for professionals requesting children's social care that is available on the website; or
- b) You need to submit a portal referral to trigger the triage process by EHASH.

The Liquidlogic Children's Portal can be accessed from the Hull City Council 'Worried about a child' internet page, as below.

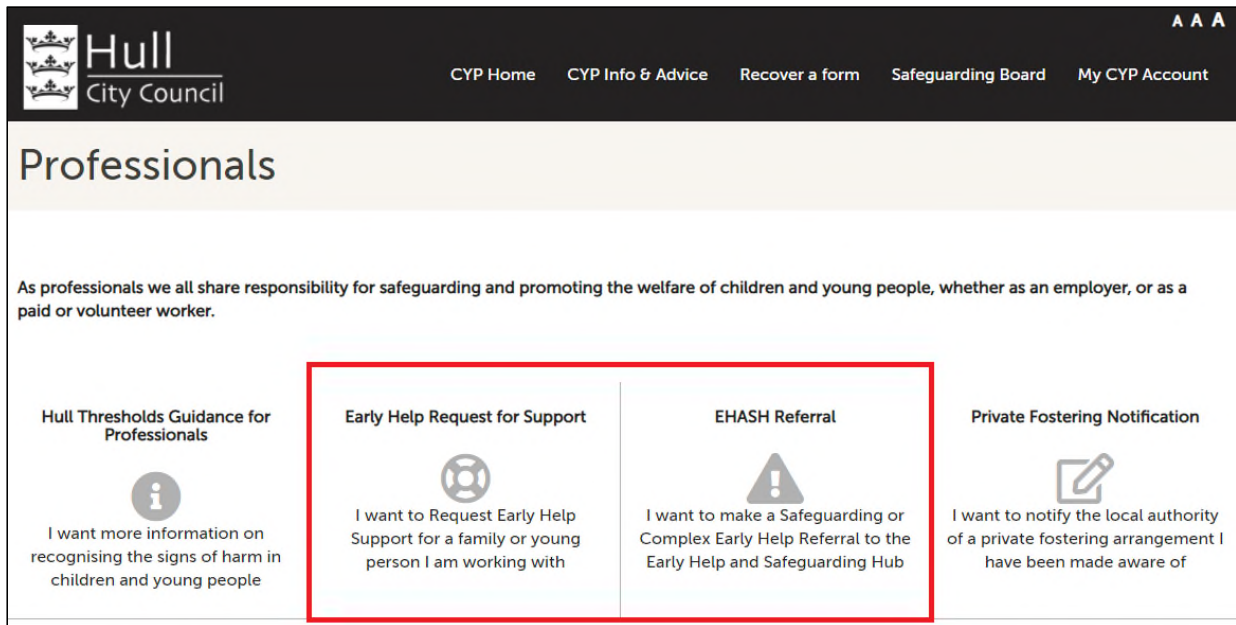
[Hull City Council - Worried About a Child Page](#)

If you are a professional wanting to make a referral into Hull Children's Services select the 'I am a professional in the Hull Area' button on the children's portal.



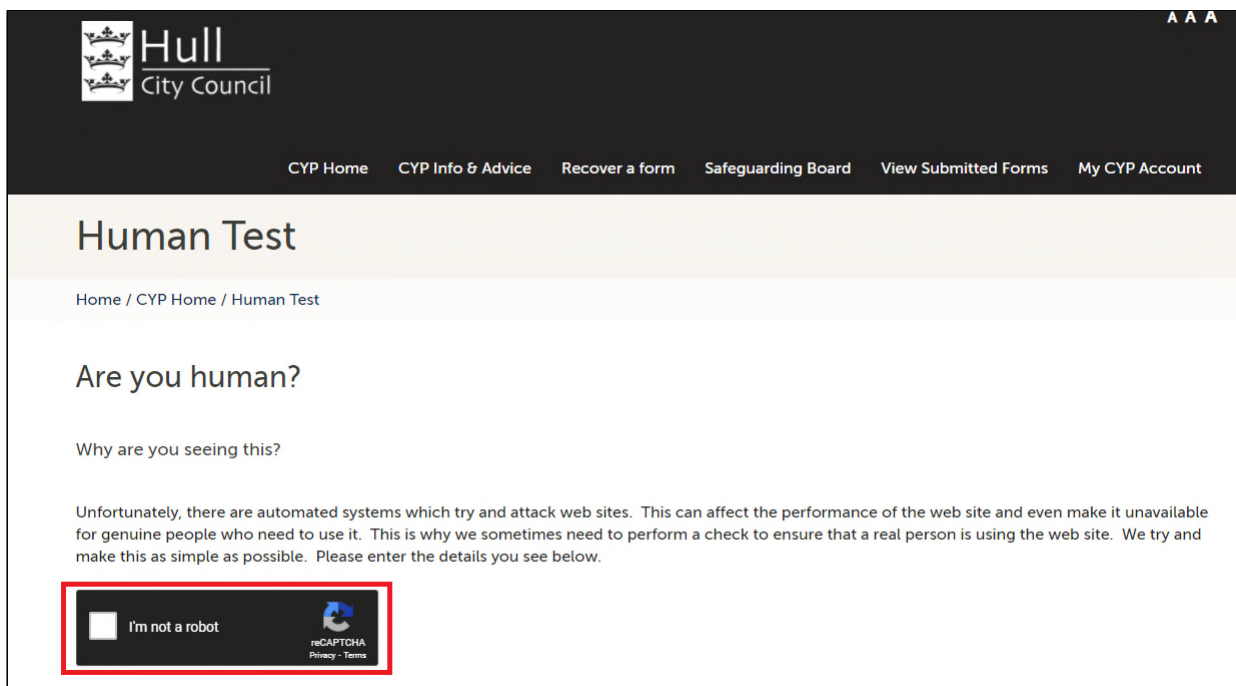
If an Early Help Service is required select the 'Early Help Request for Support' button and if a Social Care Service is required select the 'EHASH Referral' button. All submissions, via whichever route, are received by EHASH.

Please note: If there is any doubt about which service is required please select the 'EHASH Referral' button.

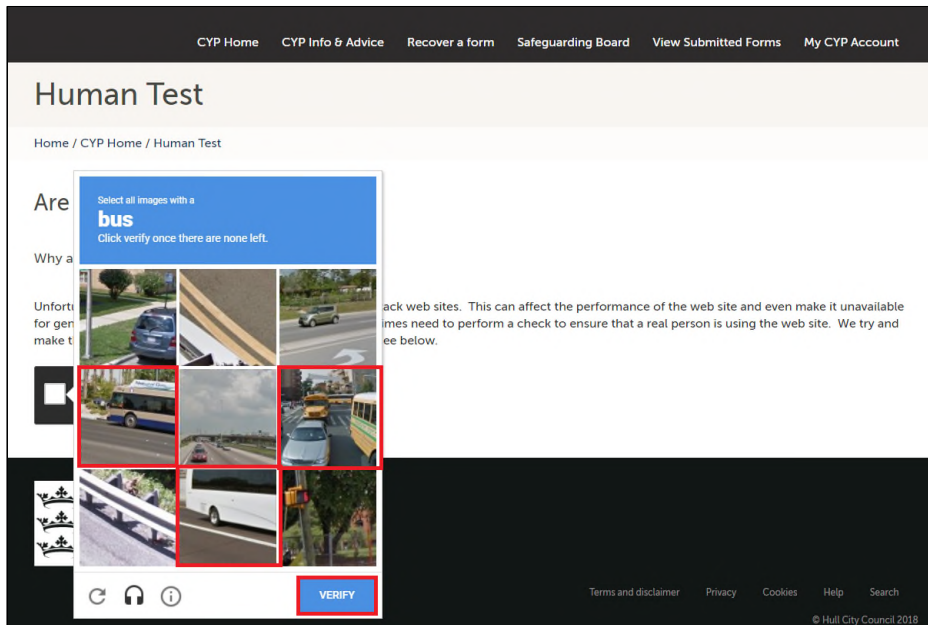


The children's portal has various security features so you will be asked to confirm you are a human as opposed to an automated bot trying to randomly access software.

Tick the 'I'm not a robot' option



Select the appropriate pictures and select the 'Verify' button

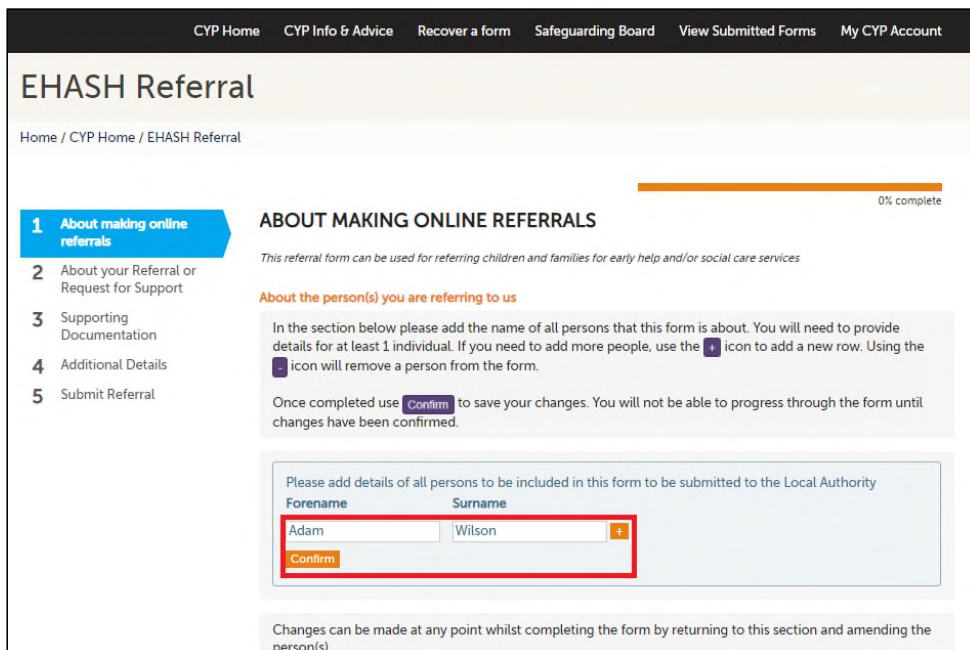


The EHASH Referral form is now displayed.

Enter the child/children's name(s) in the Forename and Surname fields below, using the '+' button to add multiple children.

Then select 'Confirm' to save.

Please note: If the child's name is unknown please enter this in the Forename and Surname fields.



The remainder of this page will provide information on how to navigate the form. There are also a number of buttons in the page footer as follows: -

- 'Print' – Allows the form to be printed
- 'Save for Later' and 'Close' – Using the 'Save for later' and 'Close' options the form can be saved and closed for later input in case it cannot be completed in one session
- 'Cancel' – Allows the form to be cancelled

Select the 'Next' button to continue

The screenshot displays a form with two input fields: 'Forename' containing 'Adam' and 'Surname' containing 'Wilson'. A small orange '+' button is next to the Surname field. Below these fields is an orange 'Confirm' button. A light grey box contains the text: 'Changes can be made at any point whilst completing the form by returning to this section and amending the person(s). You will be asked for more details about the child later in the form.' Below this is a section titled 'How does this tool work?' with instructions: 'Click on the **numbered sections** on the left hand side of the window or use the Next → and ← Previous options to move through the pages. Don't use the Browser 'Back' button'. A 'Questions' section follows, stating 'You **DO NOT** need to answer every question, you need only complete what is relevant.' and 'Select the option(s) that best describe your situation.' Below this, a note says 'This symbol * indicates that the question is mandatory and must be answered in order to continue.' The 'Save the Form' section explains 'Use the Save for Later option to Save the form to return to at any time.' The 'Print the Form' section explains 'Use the Print option to Print a copy of the form if required.' At the bottom right, a 'Next →' button is highlighted with a red box. The footer contains buttons for 'Print', 'Save for later', 'Close', and 'Cancel'.

Complete the 'About your Referral or Request for Support' page. Select 'Next' to continue.

There is also a 'Previous' button to return to the previous page, if required.

EHASH Referral

Home / CYP Home / EHASH Referral

1 About making online referrals

2 About your Referral or Request for Support

3 Professional Referral for Children's Social Care Services

4 Supporting Documentation

5 Additional Details

6 Submit Referral

ABOUT YOUR REFERRAL OR REQUEST FOR SUPPORT 17% complete

About You

Which of these roles best describes who you are in contacting us? *

What type of service are you requesting? *

If you are unclear about whether you are asking for an Early Help or Social Care Service, please refer back to our website pages where this is explained in detail.

Referrer Tel No

Referrer Email

Include role and organisation details

How would you like us to provide you with feedback?

[← Previous](#) [Next →](#)

Print Save for later Close Cancel

Complete the 'Professional Referral for Children's Social Care Services' or the 'Professional Referral for Early Help Service's' page depending on which service was selected on page 2.

Select 'Next' to continue.

There is also a 'Previous' button to return to the previous page, if required.

EHASH Referral

Home / CYP Home / EHASH Referral

33% complete

PROFESSIONAL REFERRAL FOR CHILDREN'S SOCIAL CARE SERVICES

1 About making online referrals

2 About your Referral or Request for Support

3 Professional Referral for Children's Social Care Services

4 Supporting Documentation

5 Additional Details

6 Submit Referral

Are you worried that this child or young person is currently at risk of harm and requiring immediate protection? *

No

Worries

What have you seen or heard that you are worried about? *

What have you seen or heard that you are worried about?

If you have identified any contextual safeguarding risks for this child or young person, please tick all those that are relevant

- Gang Membership/Serious Youth Violence
- Missing
- Child Criminal Exploitation
- Harmful Sexual Behaviours
- Child Sexual Exploitation
- Trafficking
- Radicalisation
- Other

About Consent

Does the family know you are making this referral to us? *

Yes

Have they given consent? *

No

Please explain your rationale for making a referral without parental consent *

Please explain your rationale for making a referral without parental consent

← Previous

Next →

Print Save for later Close Cancel

If you have not already logged in or registered then this is the point this needs to be completed.

Select the 'Login or Register' button and refer to section 1.2 of this guide for further information.

EHASH Referral

Home / CYP Home / EHASH Referral

50% complete

- 1 About making online referrals
- 2 About your Referral or Request for Support
- 3 Professional Referral for Children's Social Care Services
- 4 Supporting Documentation**
- 5 Additional Details
- 6 Submit Referral

SUPPORTING DOCUMENTATION

This is your opportunity to attach any supporting documentation, this may include any assessments you have completed.

You will only be able to attach the following file types:

- Word Documents
- PDF Files
- Images (in jpg / png format)

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

Login or Register

← Previous Next →

Print Save for later Close Cancel

Once the user has logged in, any supporting documentation can be uploaded to accompany the referral to EHASH using the 'Upload Document' link.

Notice there is also a new 'Create PDF' button available

Select 'Next' to continue

EHASH Referral

Home / CYP Home / EHASH Referral

50% complete

- 1 About making online referrals
- 2 About your Referral or Request for Support
- 3 Professional Referral for Children's Social Care Services
- 4 Supporting Documentation**
- 5 Additional Details
- 6 Submit Referral

SUPPORTING DOCUMENTATION

This is your opportunity to attach any supporting documentation, this may include any assessments you have completed.

You will only be able to attach the following file types:

- Word Documents
- PDF Files
- Images (in jpg / png format)

Upload Document

← Previous **Next** →

Print Save for later **Create PDF** Close Cancel

Complete the 'Additional Details' page and select 'Next' to continue.

EHASH Referral

Home / CYP Home / EHASH Referral

67% complete

- About making online referrals
- About your Referral or Request for Support
- Professional Referral for Children's Social Care Services
- Supporting Documentation
- Additional Details**
- Submit Referral

ADDITIONAL DETAILS

About you (the person completing the referral)

First Name * Julie

Last Name * White

Email * julie_white@hotmail.com

Telephone 0743253253

Who is this about?

I am completing this form on behalf of: * Someone else in a professional capacity

Your relationship to person * Class Teacher

First Name * Adam

Last Name * Wilson

Date of Birth * 02-08-2014

Estimated DOB?

Gender * Male

Ethnicity White British

Email

Telephone

NHS Number

To submit the referral to EHaSH select the 'Send Referral to EHaSH' button

EHASH Referral

Home / CYP Home / EHASH Referral

83% complete

- About making online referrals
- About your Referral or Request for Support
- Professional Referral for Children's Social Care Services
- Supporting Documentation
- Additional Details
- Submit Referral**

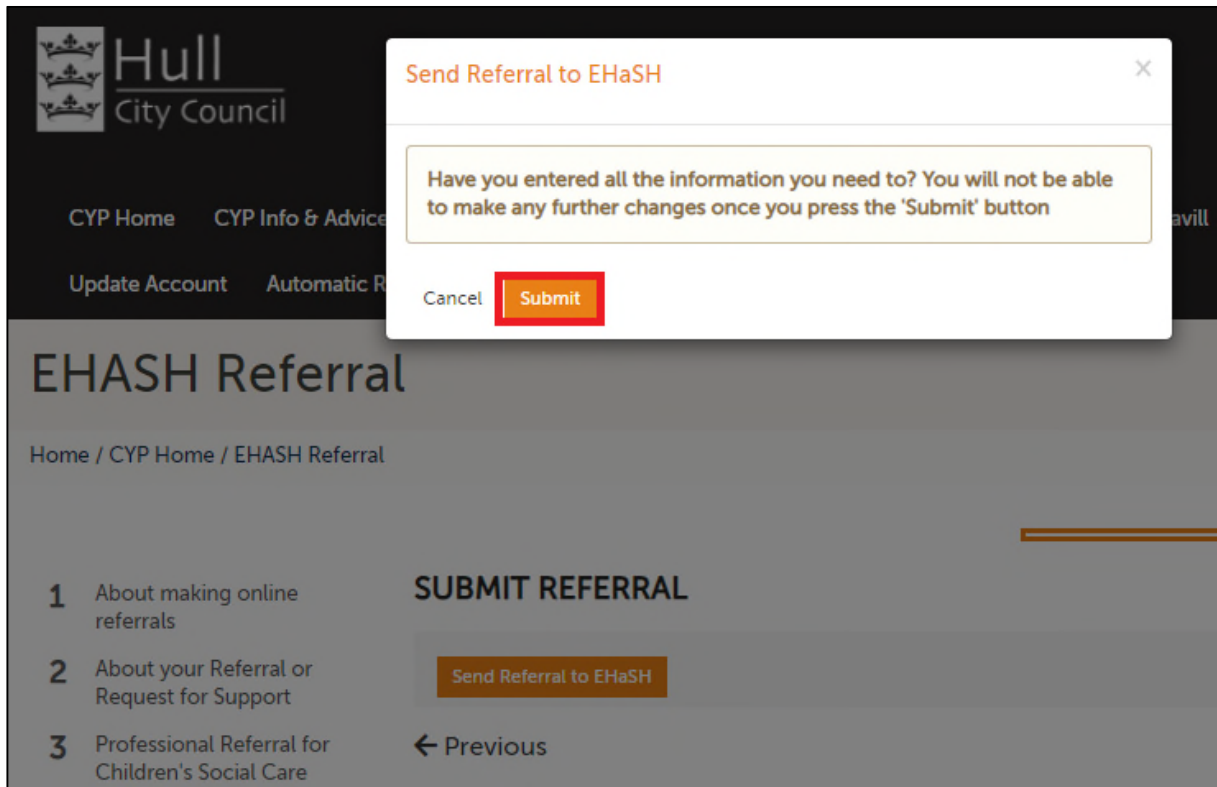
SUBMIT REFERRAL

Send Referral to EHaSH

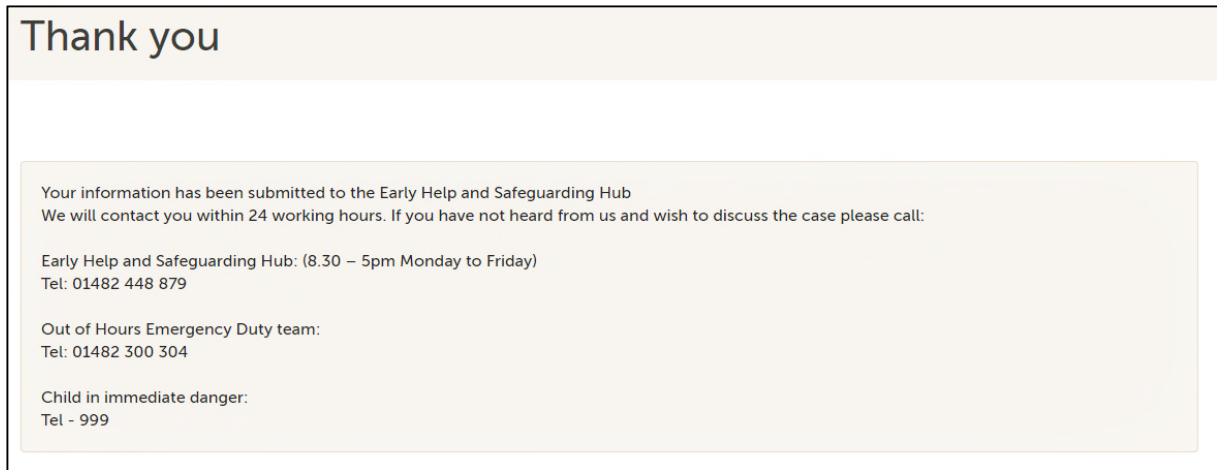
← Previous

Print Save for later Create PDF Close Cancel

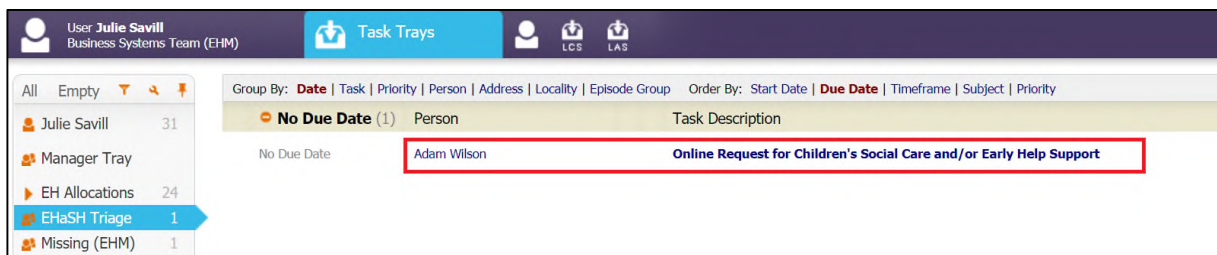
Confirm the submission by selecting the 'Submit' button.



The referral is now submitted and a confirmation email will be received too.



Immediately the referral is received by EHaSH directly into Liquidlogic.



1.2 Children's Portal Registration

If you are navigating from the Children's Portal Home page select 'My CYP Account'.

Hull City Council CYP Home CYP Info & Advice Recover a form Safeguarding Board **My CYP Account**

Hull Children Young People and Families Self Service Hub

A place for professionals and members of the public to contact us, make a referral or application and manage your account online

- I am a Professional in the Hull area**
I am working with a family, child or young person from Hull in a professional capacity
- I am a Member of the public**
I am a child, young person, carer or other individual not in a professional capacity
- I am a carer or provider for a looked after child**
I am a registered care provider for a Hull child/young person
- I am another Local Authority Professional**
I work for another local authority and want to notify you about a child moving into Hull

Otherwise if you are navigating from the EHASH Referral form select 'Login or Register' button.

EHASH Referral

Home / CYP Home / EHASH Referral

50% complete

- About making online referrals
- About your Referral or Request for Support
- Professional Referral for Children's Social Care Services
- Supporting Documentation**
- Additional Details
- Submit Referral

SUPPORTING DOCUMENTATION

This is your opportunity to attach any supporting documentation, this may include any assessments you have completed.

You will only be able to attach the following file types:

- Word Documents
- PDF Files
- Images (in jpg / png format)

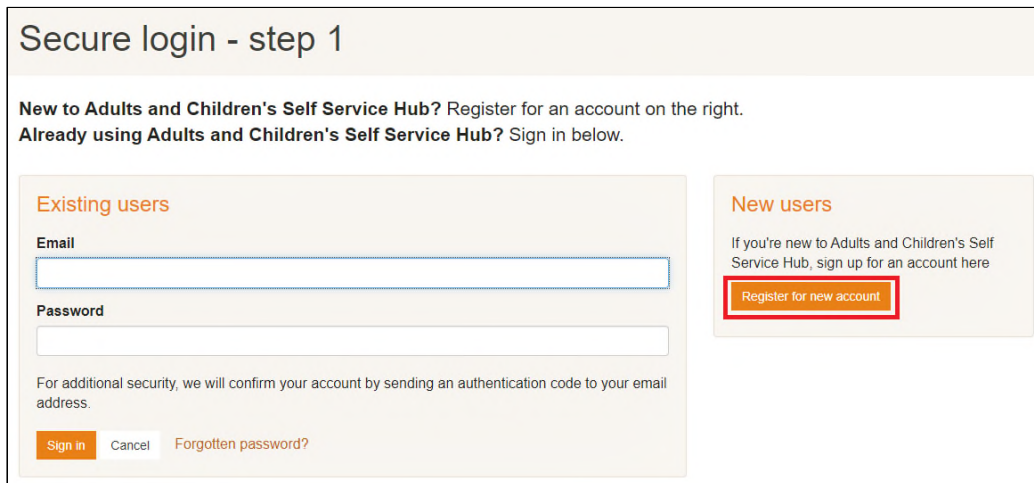
In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

Login or Register

← Previous Next →

Print Save for later Close Cancel

Select the 'Register for new account' button.



Secure login - step 1

New to Adults and Children's Self Service Hub? Register for an account on the right.
Already using Adults and Children's Self Service Hub? Sign in below.

Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

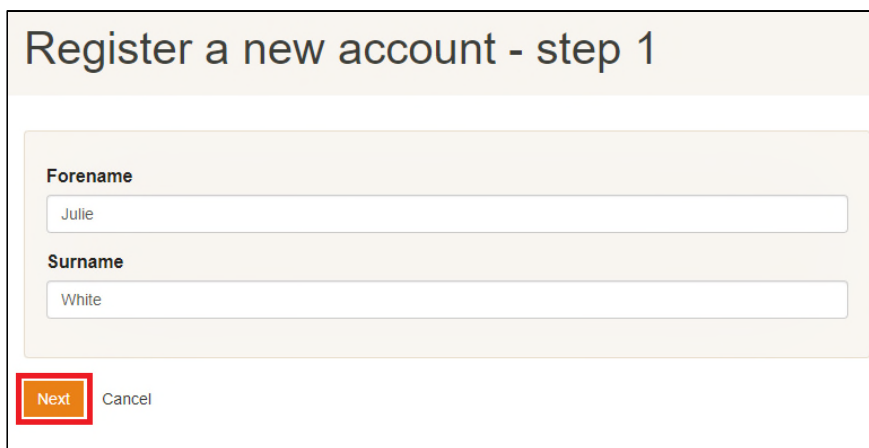
[Sign in](#) [Cancel](#) [Forgotten password?](#)

New users

If you're new to Adults and Children's Self Service Hub, sign up for an account here

[Register for new account](#)

Provide your Forename and Surname and select 'Next' to continue



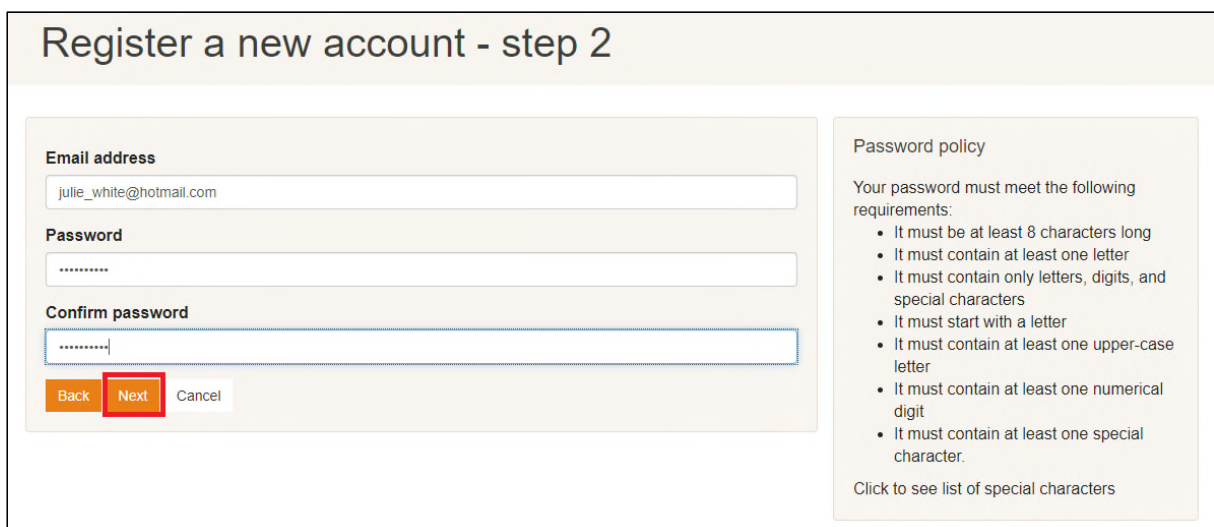
Register a new account - step 1

Forename

Surname

[Next](#) [Cancel](#)

Provide your email address and enter your required password twice. Select 'Next' to continue.



Register a new account - step 2

Email address

Password

Confirm password

[Back](#) [Next](#) [Cancel](#)

Password policy

Your password must meet the following requirements:

- It must be at least 8 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must start with a letter
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.

[Click to see list of special characters](#)

You will now receive an email with a verification code. Enter the code here and select 'Next' to continue.

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. Hit **back** 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

[Please send me a new code](#)

Tick to agree to the privacy notice and then select the 'Continue' button

Terms and Privacy Notice

How Hull City Council processes personal information

Terms and disclaimer

We seek to provide high quality information on this website and aim to make sure it is accurate and up to date, however this is not guaranteed. We disclaim liability for injury, loss or damage arising from inaccuracies, omissions or interpretation of its content.

Although we aim to provide constant, uninterrupted access to this website, we do not guarantee this. We accept no responsibility or liability for any interruption or delay.

Virus protection

We make every effort to virus check any downloadable files on this website. We cannot accept any responsibility or liability for any loss or damage which may happen from the use of downloaded material. We recommend that you run an anti virus program on any material you download.

Security

To maintain a secure site, we monitor network traffic to detect or investigate -

- unauthorised uses such as attempts to upload or change information

I agree to these terms and privacy notice

1.3 Consolidated Records for Siblings

Referrals to EHASH can be submitted for multiple siblings in a single form.

Select the '+' and '-' buttons to add and remove siblings as required. Select 'Confirm' to finalise the names of the siblings required in the form.

1 About making online referrals

2 About your Referral or Request for Support

3 Supporting Documentation

4 Additional Details

5 Submit Referral

ABOUT MAKING ONLINE REFERRALS

This referral form can be used for referring children and families for early help and/or social care services

About the person(s) you are referring to us

In the section below please add the name of all persons that this form is about. You will need to provide details for at least 1 individual. If you need to add more people, use the + icon to add a new row. Use the - icon will remove a person from the form.

Once completed use **Confirm** to save your changes. You will not be able to progress through the form changes have been confirmed.

Please add details of all persons to be included in this form to be submitted to the Local Authority

Forename	Surname
Ben	Brown
Bridget	Brown

Confirm + -

For consolidated siblings each question response provided can be for all siblings as below.

EHASH Referral

Home / CYP Home / EHASH Referral

1 About making online referrals

2 About your Referral or Request for Support

3 Supporting Documentation

4 Additional Details

5 Submit Referral

ABOUT YOUR REFERRAL OR REQUEST FOR SUPPORT

About You

Which of these roles best describes who you are in contacting us? *

Professional

Answer for: Ben Brown Bridget Brown

Or an individual response can be provided separately for each of the siblings (as below).

Select one of the siblings to duplicate the question, one for each child.

EHASH Referral

Home / CYP Home / EHASH Referral

20% complete

- About making online referrals
- About your Referral or Request for Support**
- Supporting Documentation
- Additional Details
- Submit Referral

ABOUT YOUR REFERRAL OR REQUEST FOR SUPPORT

About You

Which of these roles best describes who you are in contacting us? *

Professional

Answer for: Ben Brown **Bridget Brown**

The question is now duplicated. Once for the first sibling and again for the second sibling.

20% complete

- About making online referrals
- About your Referral or Request for Support**
- Supporting Documentation
- Additional Details
- Submit Referral

ABOUT YOUR REFERRAL OR REQUEST FOR SUPPORT

About You

Which of these roles best describes who you are in contacting us? *

Professional

Answer for: Ben Brown + Include

Which of these roles best describes who you are in contacting us? *

Professional

Answer for: Bridget Brown + Include

To re-consolidate the duplicated question to provide a single response for all siblings, hover on the '+ Include' button and select the child you wish to include to re-consolidate the siblings.

20% complete

- About making online referrals
- About your Referral or Request for Support**
- Supporting Documentation
- Additional Details
- Submit Referral

ABOUT YOUR REFERRAL OR REQUEST FOR SUPPORT

About You

Which of these roles best describes who you are in contacting us? *

Professional

Answer for: Ben Brown + Include

Bridget Brown

Which of these roles best describes who you are in contacting us? *

Professional

Answer for: Bridget Brown + Include

The question is now re-consolidated for all siblings

EHASH Referral

Home / CYP Home / EHASH Referral

20% complete

- About making online referrals
- About your Referral or Request for Support**
- Supporting Documentation
- Additional Details
- Submit Referral

ABOUT YOUR REFERRAL OR REQUEST FOR SUPPORT

About You

Which of these roles best describes who you are in contacting us? *

Professional

Answer for: ? Ben Brown Bridget Brown

1.4 Viewing Completed Forms

Select the 'View Completed Forms' link to access all saved and submitted forms in the last 30 days.

CYP Home CYP Info & Advice Recover a form Safeguarding Board **View Submitted Forms** Julie Savill My CYP Account

Update Account Automatic Replies Logout

Submitted Forms

Home / CYP Home / View Submitted Forms

Submitted Forms

Recently Submitted Forms (Last 30 Days)

Details	Name	Date
Portal Request for Early Help and Social Care	Julie Savill	17 Sep 2020
● Response: Pending...		
Portal Request for Early Help and Social Care	Andrew Abbott	17 Sep 2020
● Response: Pending...		

1.5 Out-of-hours / Emergency Duty Team Referrals

In the event of an out-of-hours emergency requiring a response from children's social care, the most appropriate route to ensuring the right support at the right time is to ring the Emergency Duty Team on 300304. Referrals via the portal will not be routinely accessed out-of-hours. However, if you have made a portal referral outside of normal working hours and feel that an emergency response is required, you must contact the Emergency Duty Team on 300304 to alert them to this. The Emergency Duty Team will have the appropriate access to the information and will respond to risk accordingly.

1.6 Getting Help

If you require assistance completing the referral form to EHaSH please refer to EHaSH in the first instance.

If you have a technical issue with registering and/or logging into the portal please contact EHaSH on 01482 448 879 option 4 or EHASH@hullcc.gov.uk