Liquidlogic Help Guide
Children's Portal for Partner Agencies

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

Contents

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.
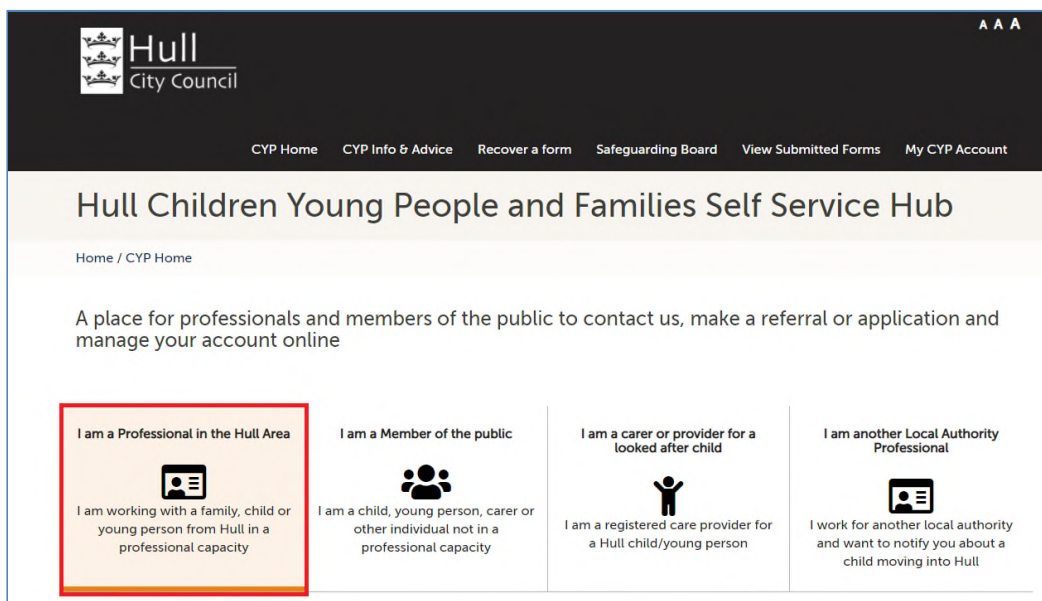

If an Early Help Service is required select the 'Early Help Request for Support' button and if a Social Care Service is required select the 'EHASH Referral' button. All submissions, via whichever route, are received by EHaSH.

Please note: If there is any doubt about which service is required please select the 'EHASH Referral' button.
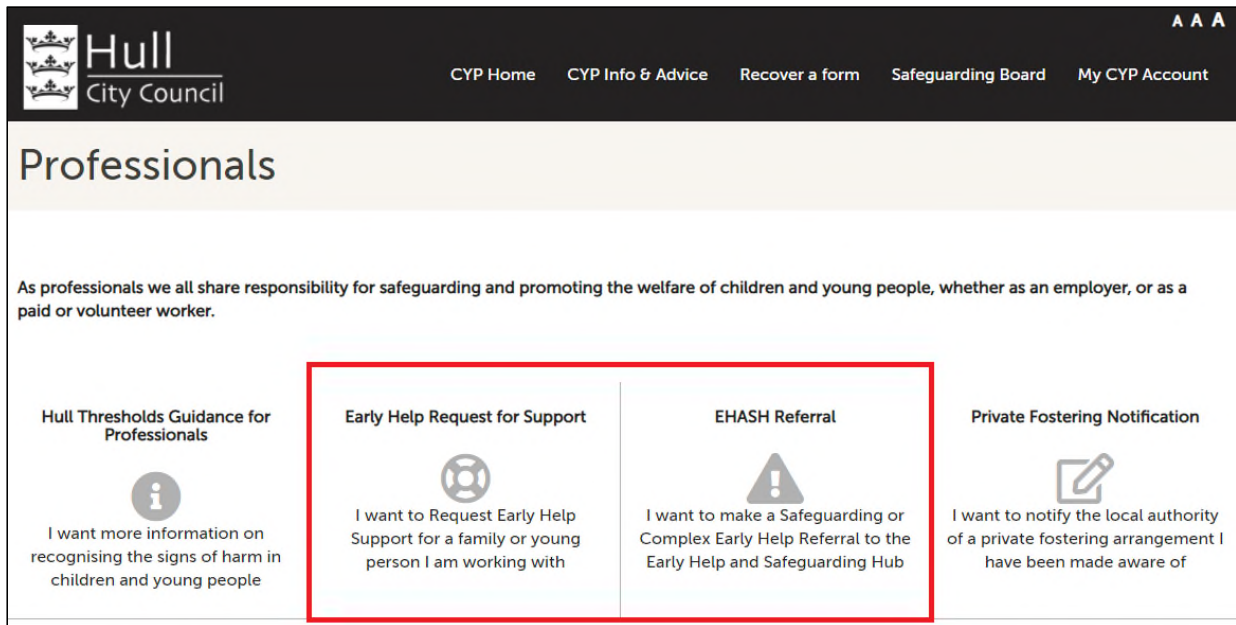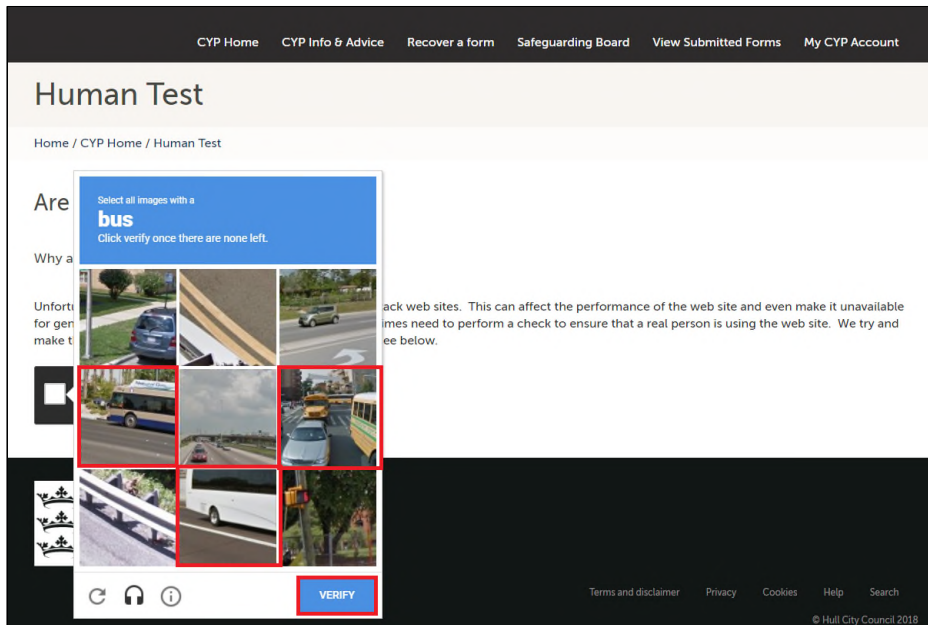
The children's portal has various security features so you will be asked to confirm you are a human as opposed to an automated bot trying to randomly access software.

Tick the 'I'm not a robot' option
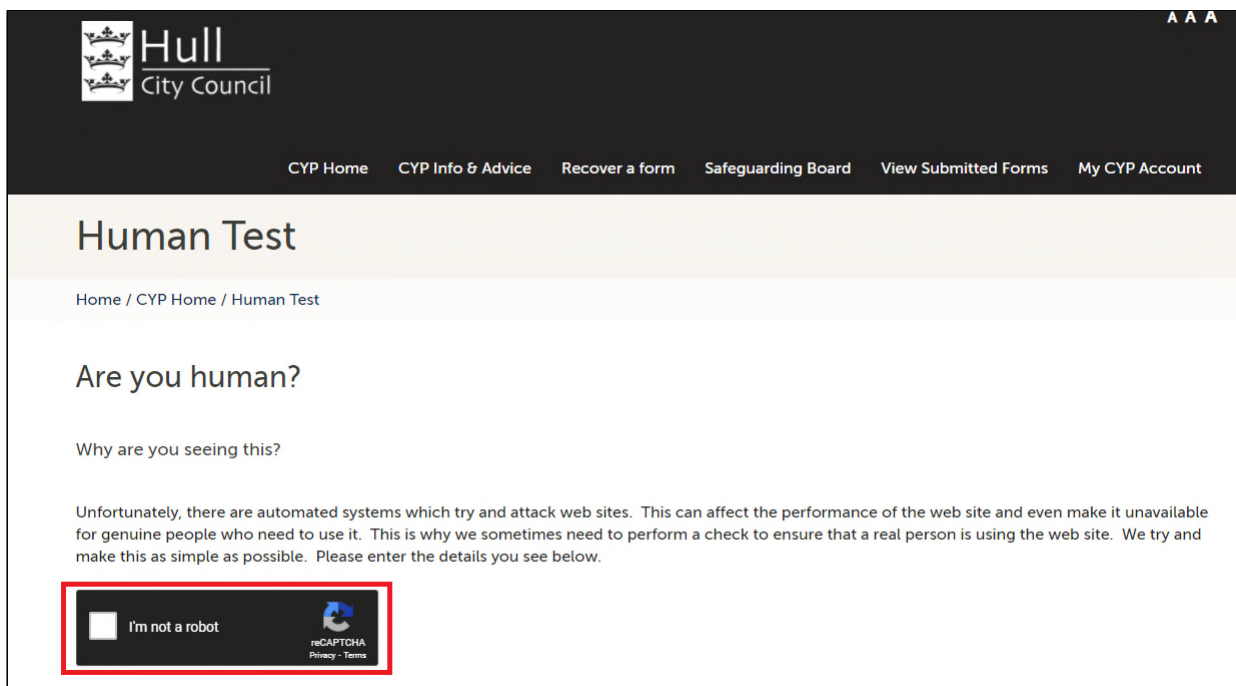
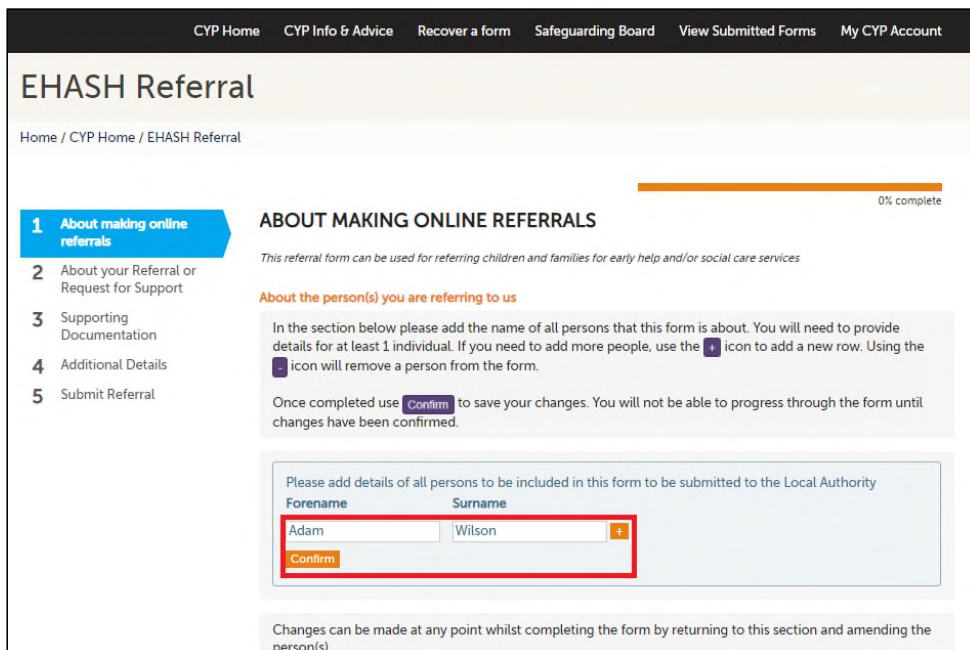Select the appropriate pictures and select the 'Verify' button

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

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.

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.

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.

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

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

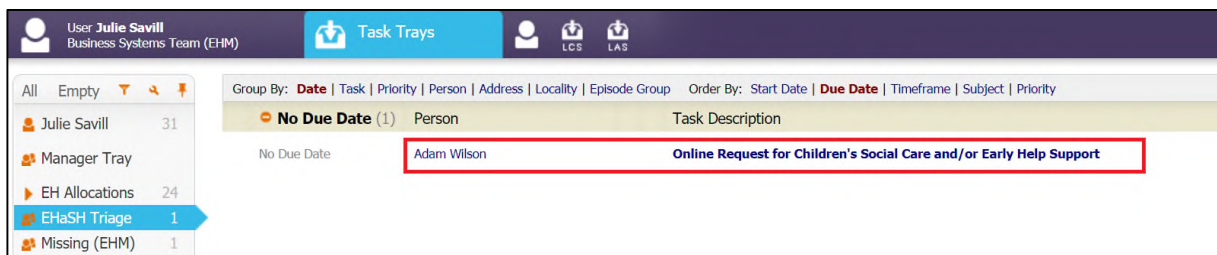To submit the referral to EHaSH select the 'Send Referral to EHaSH' button

Confirm the submission by selecting the 'Submit' button.
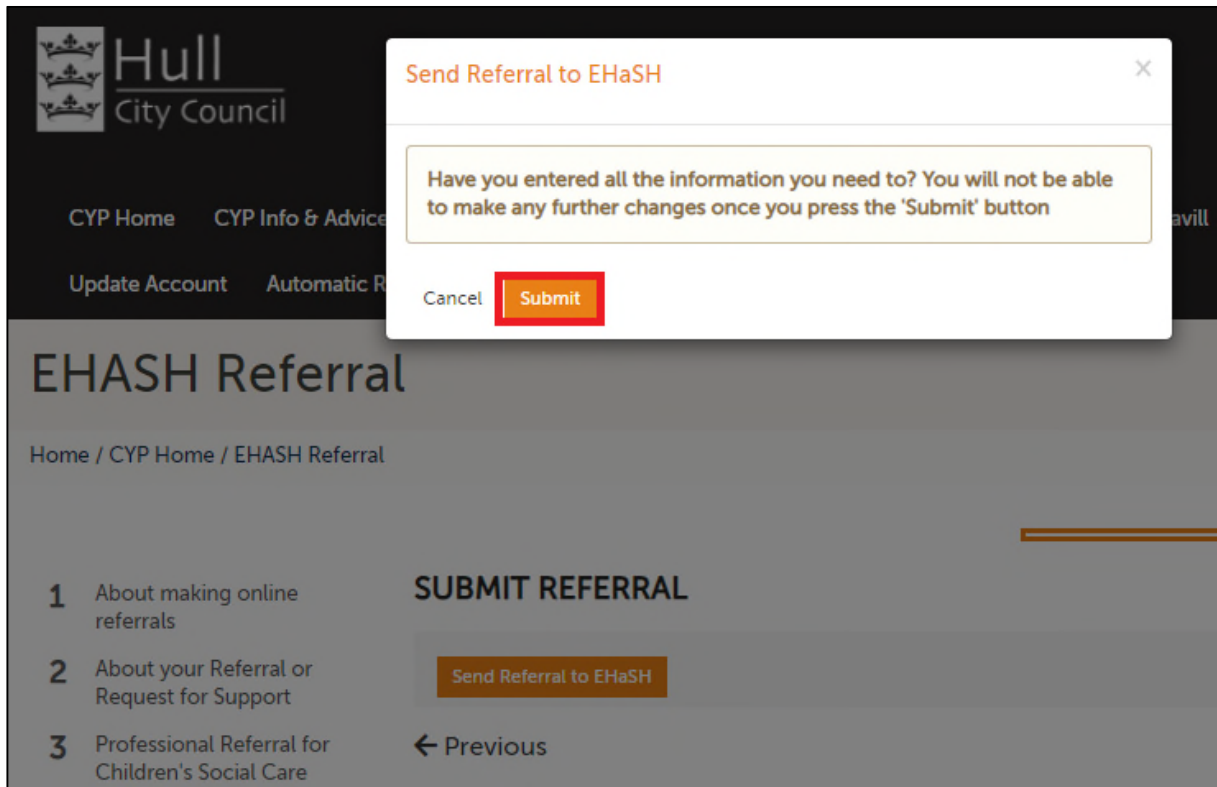
The referral is now submitted and a confirmation email will be received too.
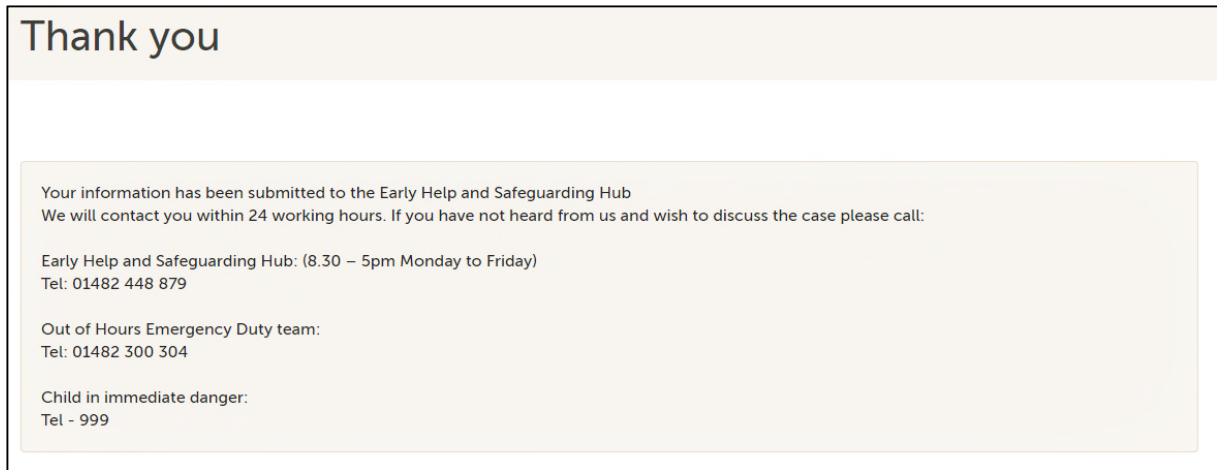
Immediately the referral is received by EHaSH directly into Liquidlogic.

1.2   Children's Portal Registration

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

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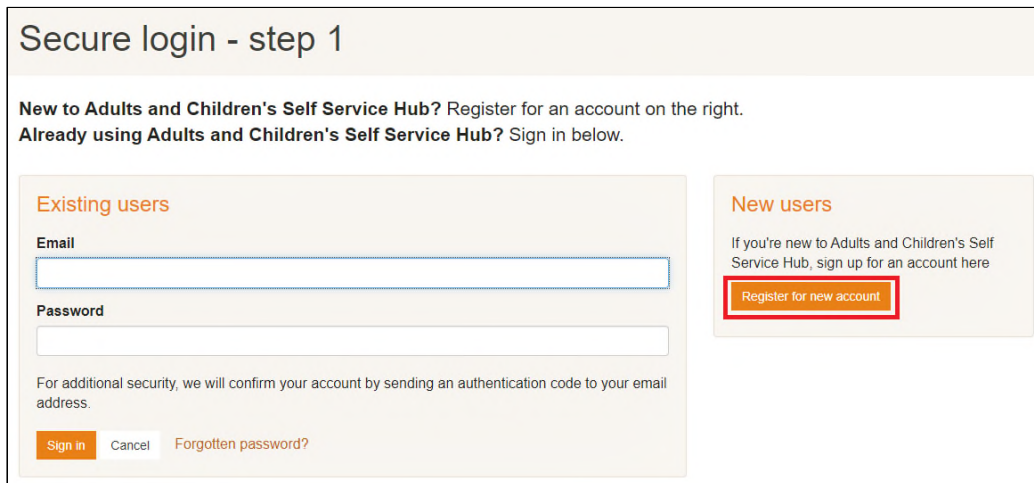
Select the 'Register for new account' button.

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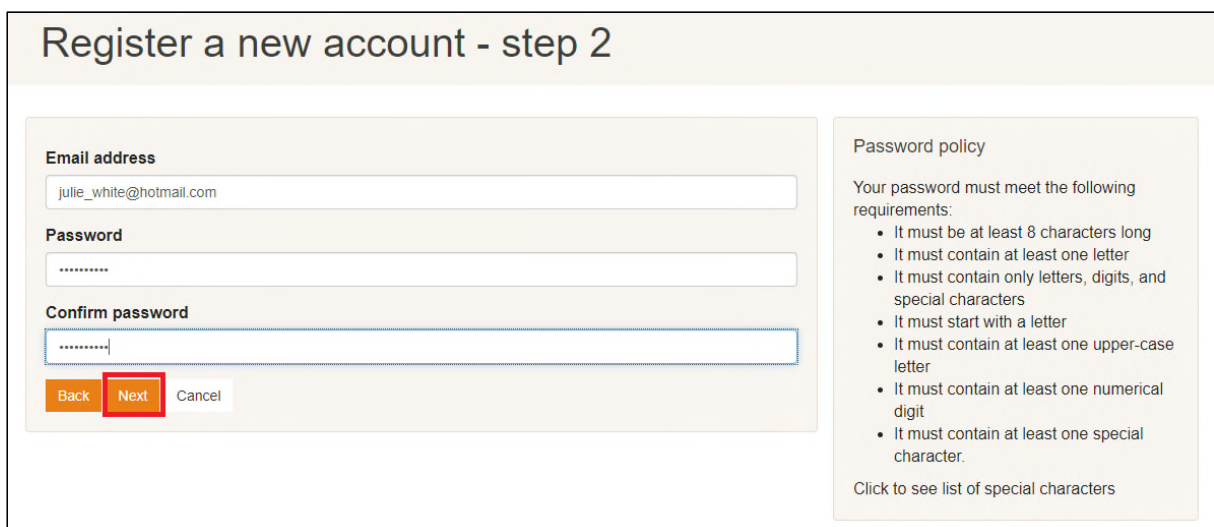
Provide your email address and enter your required password twice. Select 'Next' to continue.

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

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

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.

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

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.

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

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.

The question is now re-consolidated for all siblings

1.4   Viewing Completed Forms

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

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