

Children's Social Care

last updated for the One Summer 2015 (3.57)
release

Product Notes

These notes list all the strategic changes in the CHILDREN'S SOCIAL CARE module, since June 2011, and are intended to brief all users about the system.

Capita Children's Services take the security of the software supplied and access to data extremely seriously. The accompanying release has been through a thorough penetration testing process undertaken by an independent third party security consultancy and no major issues have been reported. If for any reason any security vulnerability is found in our software by a customer via their own penetration testing process against a production environment this should be reported to the One Service Desk in the first instance. This will then be escalated immediately to the appropriate Product Manager as a high priority case for review and, if appropriate, resolution.

To contact the Service Desk:

Please log a case via [My Account](#)

Please ensure that all the relevant sections are distributed to the appropriate section heads.

For those using the One Online Web Server(s): Please allow advance notice of at least three (3) working days for One Technical Services to apply the new One Online software release to the Web-Server(s). Please raise an upgrade request through the One Service Desk stating when you are planning your One upgrade, the version you are upgrading to and whether this is for Test or Live. One Technical Services will schedule this work for you and get in touch leading up to the change to ensure that all is in place to go ahead.

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
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Reference Guides

A number of reference guides have been produced to assist you with the processes in **v4 | Children's Social Care**. These reference guides can be found on the **One Publications** website (<http://www.onepublications.com/705786/reference-guides.html>) and on **My Account**. A list of current reference guides and resource numbers can be accessed via **My Account | Knowledge Base | Sticky Items**.

 As we are working on the latest reference guides it may be necessary to make amendments to existing ones, so it is advisable to check that you have the latest version available. For example:
This guide is based on the version of the software (3.57) in use at the time of publication.

ICS Reference Guides

Adoption

- RG_Adoption_Adoption Application
- RG_Adoption_Adoption Placements
- RG_Adoption_Adoption Register
- RG_Adoption_Fostering Adoption Enquiry

Chronology

- RG_Chronology_Case Notes
- RG_Chronology_Using the Chronology

Fostering

- RG_Fostering_Fostering Application
- RG_Fostering_Fostering Placements
- RG_Fostering_Foster Register
- RG_Fostering_Fostering Adoption Enquiry

Form Definitions

- RG_Administration_Printing ICS and EHCP Forms
- RG_Administration_Question Definitions

Relationships

- RG_Relationships_Case Notes
- RG_Relationships_Contact Record
- RG_Relationships_Exemplars
- RG_Relationships_Social Network

Social Network

- RG_Social Network

Children's Social Care Summer 2015 Release (3.57)

New Functionality

Case Notes - Service Team/Establishment

From the One Summer 2015 release (3.57), **Service Team/Establishment** is now a mandatory field when adding a case note. This enables the ICS user or the ICS Administrative Office to obtain a better understanding of the owner of the case note.

Case notes for Children's Social Care are used to record details of events, meetings and communications between people.

Case notes can be added by various professionals who are also One users. A case note displays which service team/establishment it relates to and provides details of who created the case note.

Access to the **Case Notes** functionality for ChSC is via the **Chronology** link in the **Links** panel.

Children's Social Care Spring 2015 Release (3.56)

New Functionality

CP-IS

The Children's Social Care module has been updated to comply with the Child Protection - Information Sharing (CP-IS) project. The CP-IS project is designed to help the most vulnerable children by encouraging the health services and local authority children services to share key data in a secure system.

The new system will provide health professionals, such as those working in hospitals, walk-in centres and out-of-hours GPs, with prompt and easy access to key social care information. Children services professionals will also be able to see if a child has frequently attended emergency departments or urgent care centres over a period of time, which might indicate neglect or abuse. Details about changes to **Looked After Child** and **Child Protection** statuses will be sent from One to the NHS Spine automatically via the CP-IS framework.

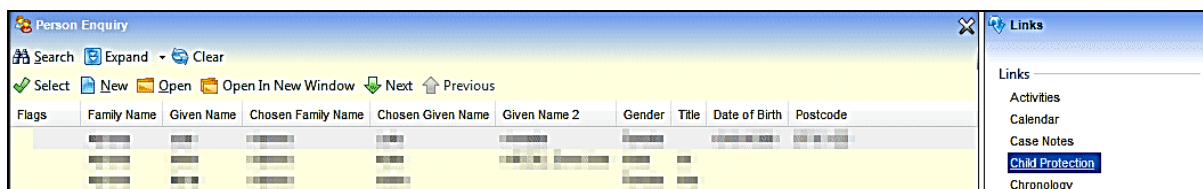
Children's Social Care Autumn 2014 Release (3.55)

New functionality for ChSC Users

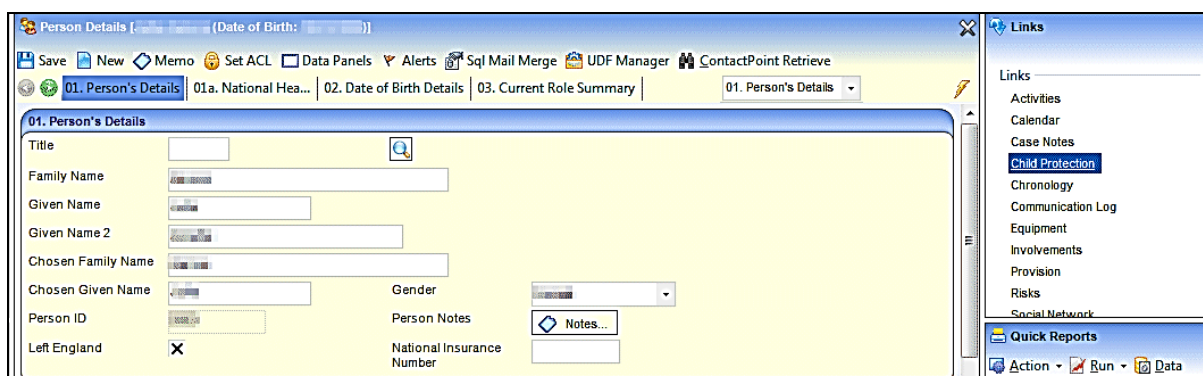
The changes to the Children's Social Care module for the One Autumn 2014 Release (3.55) are detailed below:

Access to Child Protection Link

The **Child Protection** page is accessed via the **Child Protection** link located in the **Links** panel on the **Person Enquiry** or **Student Enquiry** page:



or the **Person Details** or **Student Details** page:



Child Protection Records

A new record type of **CP** has been introduced. This record can be created manually for children who are the responsibility of the local authority using One.

One checks if the CSSR (Council with Social Services Responsibility) selected in the record is the same as the CSSR recorded as running the One system. If this is the case, then the system defaults **CP** into the **Record Type** field.

NOTE: If a child has a child protection record type **CP**, then when a user undertakes a **Child Plan Protection Enquiry** via **Focus | Contact Record | New Contact Record**, One displays a message that the child has an active child protection record.

Permissions

An additional permission is included in this release that is set via **Tools | Permissions | User Group Permissions | User Group Permissions Editor**:

All Secured Services | Child Protection | Delete a Child Protection Event

To make the **Child Protection** link available from the **Person/Student Enquiry** page or the **Person/Student Details** page, the following permission should be set in **Tools | Permissions | User Group Permissions | User Group Permissions Editor**:

All Secured Services | Child Protection

Resolved Knowledge Base Issue

KB405087

ChSC / SEND Date Filters are Retaining Last Date Entered even when this is not Searched For or Saved

Each time a user enters a student's chronology, the date criteria is reset to include up to today's date so that new information can always be seen.

Childrens Social Care Summer 2014 Release (3.54.212)

ChSC (ICS)

KB405997

Unable to save Exemplar Forms due to error message that appears.

Childrens Social Care Summer 2014 Release Service Pack 1 (3.54.100)

ChSC (ICS)

KB405012

ChSC When Filter Dates on Chronology Were Changed, These were Saved even though User had not Searched Using Them

Focus | People | ICS Person | Chronology

The filter dates on the Chronology can be changed, but these were being saved even though the user had not searched using them

Once the filter dates had been changed they were being retained for subsequent Chronology searches even though the user had not searched using this date range. This could lead to users missing information.

After applying the One Summer 2014 Release Service Pack 1 (3.54.100), any user entered information in the date fields within the Chronology search will not be retained for subsequent searches. The date fields on entering the Chronology will always show a default range of today's date minus 1 year.

Children's Social Care Summer 2014 Release (3.54)

New Functionality for ChSC Users

A number of changes have been made in the One Summer 2014 Release (3.54) in respect of Children's Social Care (previously ICS).

Chronology

The chronology has been made more powerful by including **Activities** and **Communications Log** entries; making the chronology the first step in navigating the main events in a student's history.

Date	Updated By	Event	CRN	Version Number	Type	Form Definition Group / Form Type	Status	Chronology
25/07/2013 00:00:00		Comms Log: Email Direction: Inbound Service Team: Comms Summary:					NA	<input type="checkbox"/>
02/04/2013 00:00:00		Comms Log: SMS Direction: Inbound Service Team: Comms Summary:					NA	<input type="checkbox"/>
09/03/2007 00:00:00	System Administrator (SYSADMIN)	Sen Stage: Statement Start Date: 09/03/2007 Source: EMS					NA	<input type="checkbox"/>
22/04/2003 00:00:00		Sen Stage: School Action Plus-Under Asses Start Date: 22/04/2003 Source: EMS					NA	<input type="checkbox"/>
25/10/2002 00:00:00	System Administrator (SYSADMIN)	Activity Activity Owner: Service Team: 2 Educational Psychology Service Activity Type: Pupil Assessment Start date: 25/10/2002 End date: 25/12/2002 Completed By: 25/12/2002						<input type="checkbox"/>
05/07/2002 00:00:00	System Administrator (SYSADMIN)	CSS Referral Service: 4 Behaviour Support Service Caseworker: Referral Reason: General End date:					NA	<input type="checkbox"/>
11/02/2002 00:00:00	System Administrator (SYSADMIN)	Exclusions Year: 2001/02 Term: SPR Base Name: Category: Permanent					NA	<input type="checkbox"/>

To speed up access, links to the **Activities** and the **Communications Log** areas have been added to the **Chronology | Links** panel.

ICS Post

The **Tools | Team Structure | Posts Definition** page has been updated following changes to the **Case Notes** and **Chronology** areas. To ensure children's social care information is restricted to those who should see it, a new **Is ICS Post** check box has been added to the **Post Details** panel.

Selecting the **Is ICS Post** check box enables the user to view ICS Exemplars and ICS Forms created via the following locations:

- **Tools | Administration | Form Builder | ICS Forms | Form Definitions.**
- **Focus | People | Students | Links | Chronology.**

If this check box is not selected, all exemplars and forms are hidden.

After upgrading to the One Summer 2014 Release (3.54), this check box will be blank for all posts. All existing ICS Posts will need to be updated via **Tools | Team Structure | Posts**.

Case Notes

The **Case Notes** functionality has been updated to include the following fields that identify the source of the case note:

- **Service Team/Establishment**
- **Created By.**

Service Team/Establishment

The **Service Team/Establishment** field reflects the establishment that the user is attached to.

NOTE: for CSS users, the name of the service team is displayed in this field.

If a user is attached to only one establishment, the **Service Team/Establishment** field is auto-populated. If the user is attached to multiple establishments, the field is not populated.

To add an establishment, click the **Service Team/Establishment** button to display the **Service Team Chooser**, then select an establishment.

Completion of this field is not mandatory and a user can remove an auto-populated establishment from their case note before saving.

Created By

The **Created By** field is auto-populated with the name of the user who saves the case note.

ICS-Confidential

Case notes have been made more widely available in One, so changes have been made to ensure that ICS case notes remain confidential.

A new **ICS-Confidential** check box is available on the **Case Note** panel. This check box controls the visibility of the case note on the **Case Note Summary** page and the **Chronology** page. It is linked to the new **ICS Post** indicator as follows:

- If you are linked to an ICS post only, the check box is selected and non-editable.
- If you are not linked to any ICS posts, the check box is not selected and is non-editable.
- If you are linked to both an ICS post and a non-ICS post, the check box is selected and editable. The default is selected.

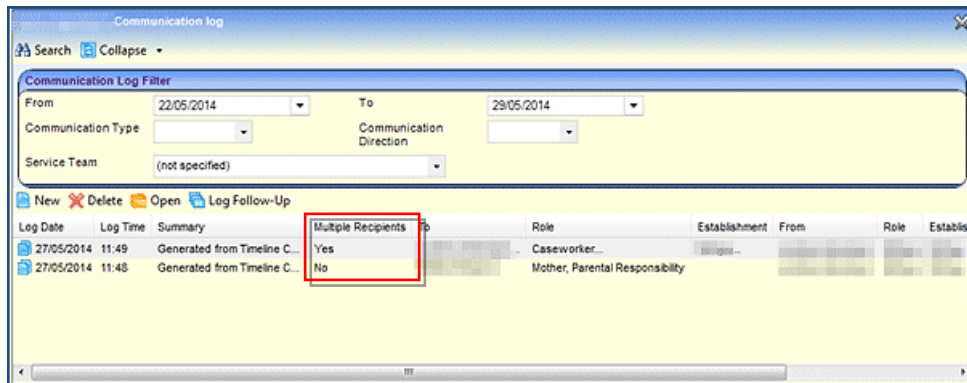
The screenshot shows a web application interface for creating a new case note. The title bar reads 'Case Note - [New Case Note]'. Below the title bar are navigation buttons: 'Save', 'Set ACL', 'Alerts', and 'Show Relationships'. A breadcrumb trail shows '1. Subject Details | 2. Case Note | 3. Sign Off | 4. Cloned Details', with '2. Case Note' selected. The '1. Subject Details' section contains fields for Title, Family Name, Given Name, Gender (set to 'Male'), and Date of Birth. The '2. Case Note' section, which is highlighted with a red box, contains fields for Case Reference Number, Event Type, Service Team / Establishment, Created By, ICS-Confidential (checked, highlighted with a red box), Date, Time (15:36), People Present, Case Note Summary, and Case Note Detail.

When the **ICS-Confidential** check box is selected on a case note, this case note is only available to other users in ICS posts. Users in non-ICS posts will not be able to see this case note on the child's case note summary or the chronology.

All ICS case notes created before upgrading to the One Summer 2014 Release (3.54) will have the **ICS-Confidential** check box selected and will behave accordingly.

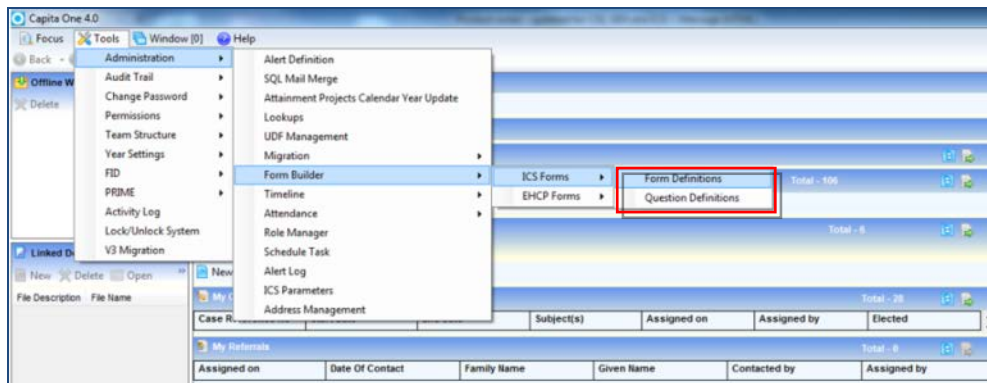
Communication Log

A new column has been added to the **Communication Log** results browse. The **Multiple Recipients** column identifies when communication log items have been sent to multiple professionals.



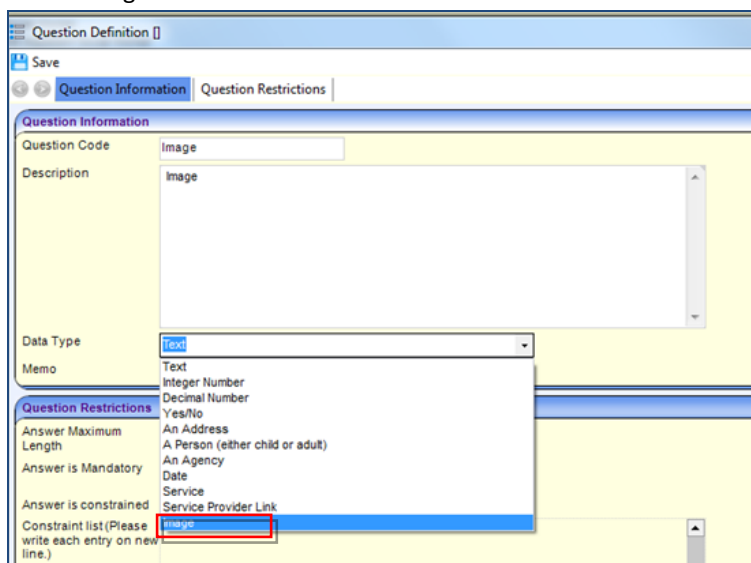
ICS Form Builder

The menu route for the **ICS Form Builder** has changed. **Form Definitions** and **Question Definitions** are now accessed via **Tools | Administration | Form Builder | ICS Forms**.

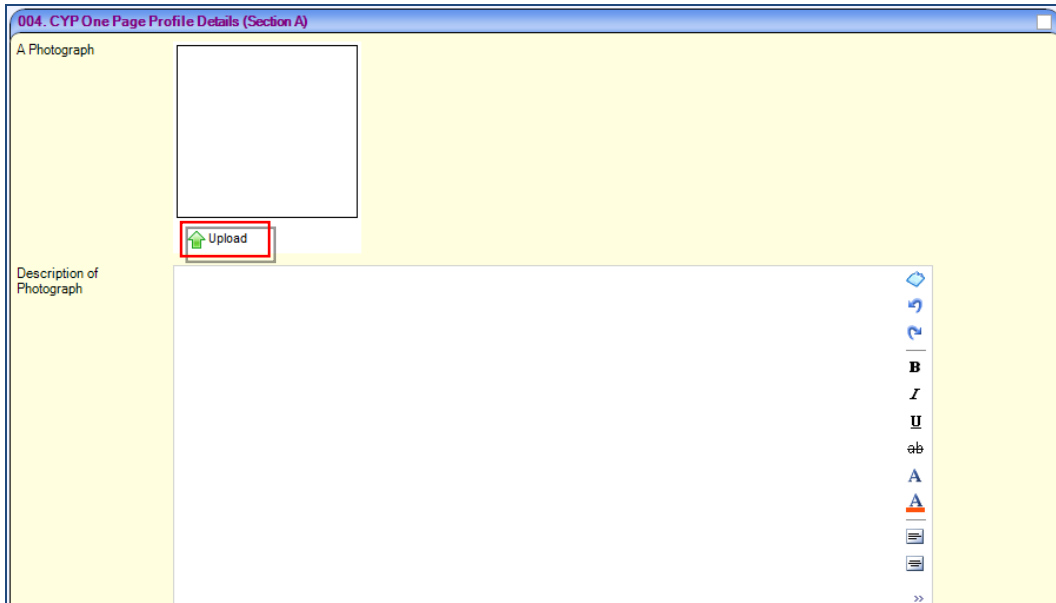


New Question Type in Form Builder – Images

An additional **Data Type** is available on the **Question Definition | Question Information** panel, enabling users to add images to their forms.



When the form is created, the panel displays as in the following graphic:



Click the **Upload** button to add an image.

You can upload any image to this question. If the image is over 100KB, you will need to resize the image. The final image is approximately 200 x 300 pixels, which equates to around 5.5 x 8cm.

Children's Social Care Autumn 2013 Release (3.52)

Improvements to the Results Grid in Case Notes, and in the Chronology for Adoption and Fostering

The Results grid in the above areas has been updated to make accessing information easier and enable users to monitor cases using markers against specific information.

It is now possible:

- to filter a record by entering criteria in a column filter.
- to group the information in a flexible way.
- to configure the grid to highlight particular records based on the individual needs of the user.

It is also possible to export the data displayed in the grid to an Excel spread sheet.

Full details of the operation of this functionality can be found in the *Chronology, Changes to the Chronology Results Grid* section of the *One Summer 2013 Release Children's Social Care Product Notes*.

Resolved Knowledge Base Issues

ICS Forms

KB401073

Focus | People | ICS Person | ICS Person Details | Alerts

Focus | People | ICS Person | ICS Person Details | Chronology | New | New Appropriate Exemplar | Select Exemplar | Alerts

It is now possible to set up an Alert both on the ICS Person Details and a Specific Form Instance for a particular Child. Previously only the ICs Person Details information was displayed by the alert.

KB401563

My Homepage | My Referrals

Duplicate contacts within the **My Referrals** section on My Homepage have been removed.

Involvements

KB402626

The Involvements links from ICS Person Enquiry, Case Notes and Chronology now enable a user to access the **Involvements** screen, even if that user does not have access to the most recent involvement.

Children’s Social Care Summer 2013 Release (3.51)

Introduction

The **Chronology Results Grid** has been updated to make accessing information easier and enables users to monitor cases using markers against specific information.

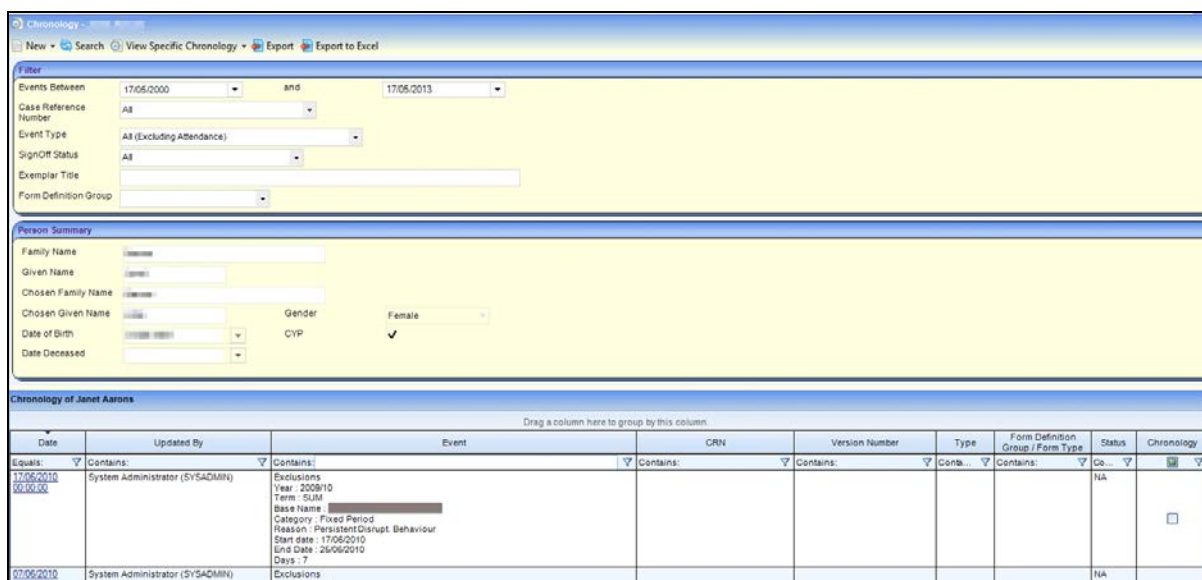
It is now possible to filter a record by entering criteria in a column filter, to group the information in a flexible way, and to configure the grid to highlight particular records based on the individual needs of the user.

It is also possible to export the data displayed in the grid to an Excel spreadsheet.

Chronology

Changes to the Chronology Results Grid

When users select the **Chronology** link from a **Person**, **ICS Person** or **Student** record, One displays a new style grid as shown in the following graphic:

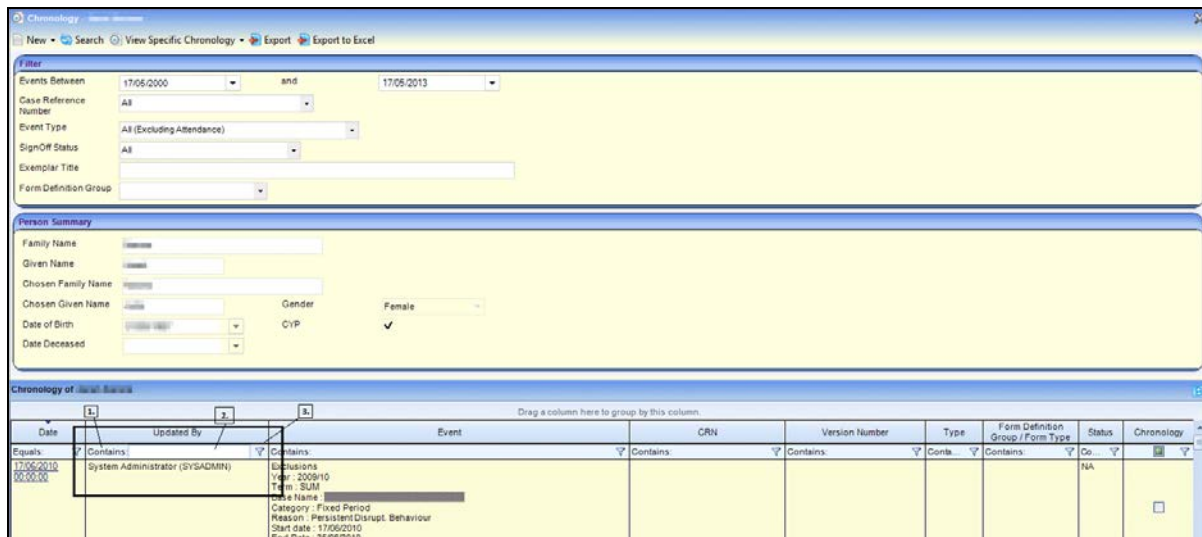


There are two levels of data filtering; the first stage of data filtering is based on the criteria entered in the **Filter** panel. When the user leaves the Chronology, One remembers the criteria entered on this panel (based on the user and subject combination), so that, when the same user subsequently opens the Chronology for the same subject, One displays the data based on the criteria saved in the **Filter** panel.

When the user enters the criteria in the **Filter** panel and then clicks the **Search** button, One populates the grid with the relevant data. It is then possible to undertake more detailed searches within the grid, details of which are described below.

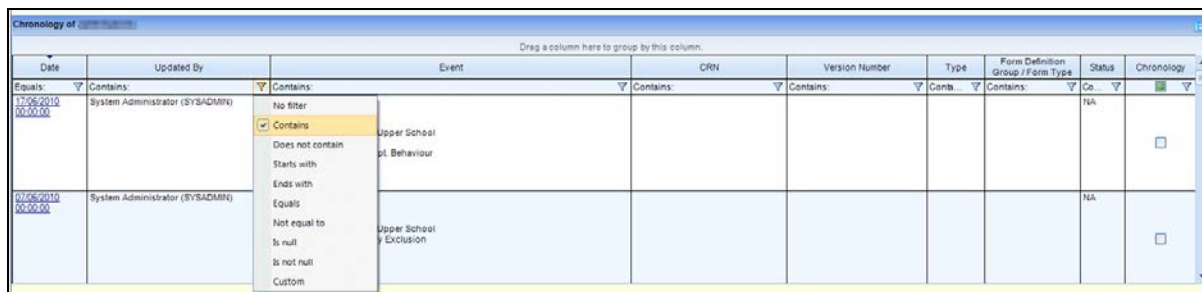
Column Search

Within the grid it is possible to undertake a search of data specific to each column, as shown in the following graphic:



In the preceding graphic, point 1 indicates the currently selected criterion (**Contains** in this example). The search criterion is selected via the drop-down list displayed when clicking the filter icon (point 3).

The following graphic displays the criteria that are available for use in this column:



When a user enters any data at point 2, One undertakes a search for that data in the column.

This function is available in all columns. However, the search criteria vary depending on the data in the column.

Record Grouping

The user can group data according to the data types in each column, for example, a user can group the data by **CRN** (Case Reference Number).

This is done by hovering over a column title and holding down the left mouse button, then dragging and dropping the column into the space above the grid.

The following graphics show how the system responds when the user left clicks the **CRN** column and moves it into the space for grouping data.

One Children's Social Care Product Notes

Date	Updated By	Event	CRN	Version Number	Type	Form Definition Group / Form Type	Status	Chronology
17/06/2010 00:00:00	System Administrator (SYSADMIN)	Exclusions Year : 2009/10 Term : SUM Base Name : School : Category : Fixed Period Reason : Persistent Disrupt. Behaviour Start date : 17/06/2010 End Date : 25/06/2010 Days : 7					NA	

Date	Updated By	Event	Version Number	Type	Form Definition Group / Form Type	Status	Chronology
Group by: CRN							
CRN:							
CRN: 07AssFgrAaJa09900012							
CRN: 07ChIFLEAaJa09900002							

The system has grouped all records by the CRN associated to them.

It is possible to continue refining the grouping. In the following graphic, the user has further refined the grouping by **Event** type.

Date	Updated By	Version Number	Type	Form Definition Group / Form Type	Status	Chronology
Filter: Events Between 17/05/2000 and 17/05/2013						
Group by: CRN, Event						
CRN:						
CRN: 07AssFgrAaJa09900012						
CRN: 07ChIFLEAaJa09900002						

To view the records in each of the groupings, click the down arrow on the left of the panel.

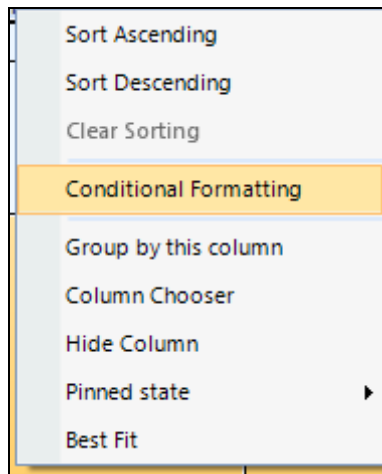
The records are arranged by **CRN** then **Event** type. The user can access the individual records by selecting the **Date** of the record.

Date	Updated By	Version Number	Type	Form Definition Group / Form Type	Status	Chronology
Group by: CRN, Event						
CRN:						
CRN: 07AssFgrAaJa09900012						
Event: Child/Young Person's Child Protection Review						
02/01/2012 14:20:23	System Administrator (SYSADMIN)	1 19/06/2013 NK07909	CYPCPR		US	
02/01/2013 14:27:34	System Administrator (SYSADMIN)	1 19/06/2013 ENY0021	CYPCPR		US	
03/06/2013 14:29:00	System Administrator (SYSADMIN)	1 19/06/2013 UJB2425	CYPCPR		US	
01/06/2012 14:44:43	System Administrator (SYSADMIN)	1 19/06/2013 VW98606	CYPCPR		US	
Event: Child/Young Person's Plan						
Type of plan: (Please select) : Child Protection Plan						
Date of the initial Child Protection Conference: 05/06/2011						
05/06/2011 14:31:51	System Administrator (SYSADMIN)	1 14/05/2009 PEH0746	CYPP		US	
Event: Contact Record						
Reason: Request for service						
Action Taken: Passed on as referral						
Supervisor Action: Accepted as Referral						
Event: Initial Child Protection Conference Report						
Date of the initial Child Protection Conference: 05/06/2009						
Date of Strategy Discussion: 04/06/2009						
Event: Outline Child Protection Plan						
Date of the initial Child Protection Conference: 05/06/2009						
Event: Record of Strategy Discussion						
Date of Strategy Discussion: 04/06/2009						
CRN: 07ChIFLEAaJa09900002						

NOTE: If the user groups the records by **Date**, they will not be able to drill into each individual record via the Chronology, because individual dates will not be associated to specific records.

Formatting the Grid

To format the grid, right-click the column header row, then select the required option from the menu.

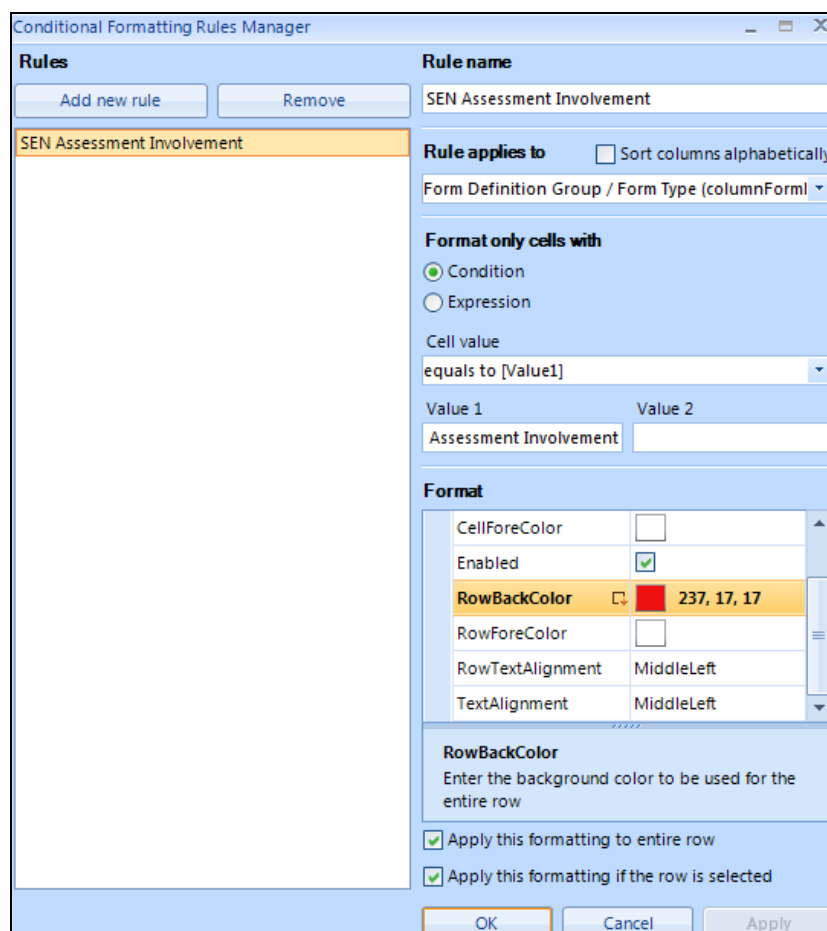


Of the various options available, one particularly useful option is that of **Conditional Formatting**.

Conditional Formatting

The following example shows how the user might set up Conditional Formatting to highlight rows which display a specific type of Involvement.

Upon selecting **Conditional Formatting**, the following form is displayed:



In the above example, the user has selected the option to highlight those rows in the grid which represent **SEN Assessment Involvements**.

When the user clicks the **Apply** button, One automatically highlights all SEN Assessment Involvements, as shown in the following graphic:

Date	Updated By	Event	CRN	Version Number	Type	Form Definition Group / Form Type	Status	Chronology
08/06/1999 00:00:00	System Administrator (SYSADMIN)	SEN Assessment Type: Enquiry Assessment Date: Need: SLD - Speech & Language Source: Parent/Guardian				SEN Assessment Involvement	NA	<input checked="" type="checkbox"/>
14/09/1999 00:00:00	System Administrator (SYSADMIN)	Sen Stage: Stage 2 Start Date: Source: EMS					NA	<input type="checkbox"/>
01/11/1999 00:00:00	System Administrator (SYSADMIN)	SEN Assessment Type: Initial Assessment Assessment Date: 03/01/2000 Need: 1 Communication/Interaction Source: Current School				SEN Assessment Involvement	NA	<input checked="" type="checkbox"/>
15/11/1999 00:00:00	System Administrator (SYSADMIN)	Sen Stage: Stage 5 Start Date: Source: EMS					NA	<input type="checkbox"/>
11/01/2000 00:00:00	View/Edit	CSS Referral Service: 4 Behaviour Support Service					NA	<input type="checkbox"/>

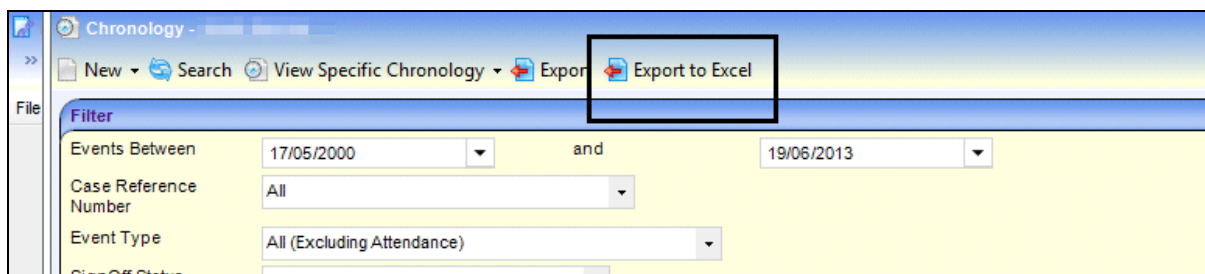
Chronology Grid Formatting and Filtering - General Comment

One remembers the formatting of the grid based on the user and the subject. For example, when the user, Neil Jones, exits the Chronology for Joe Smith, One remembers the formatting of the grid used by Neil Jones for Joe Smith. The next time Neil Jones enters the Chronology for Joe Smith, the formatting is displayed as it was the previous time he was in the record.

One does not remember the filtering undertaken at the grid level. Therefore, when the user leaves the Chronology and then goes back into the Chronology of that person, One displays the data in the grid based only on the filtering in the top **Filter** panel.

Export to Excel

To export the details from the grid as an Excel spreadsheet, click the **Export to Excel** button.



Children's Social Care Spring 2013 Release (3.50)

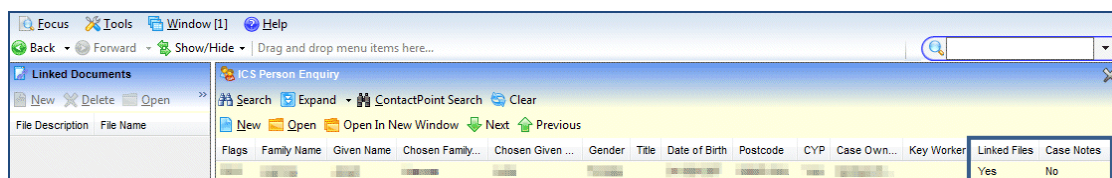
The focus of work for Children's Social Care (ChSC) for this release has been to provide improved links for users between ChSC and CSS/SEN, with the objective of reducing the number of clicks to move from a ChSC focus to a CSS/SEN focus. In addition, we have made some changes to improve usability within ChSC itself. For example, by providing indicators to inform the user that **Case Notes** and **Linked Documents** exist for a person.

ICS Person Details

Case Notes and Linked Documents Indicator

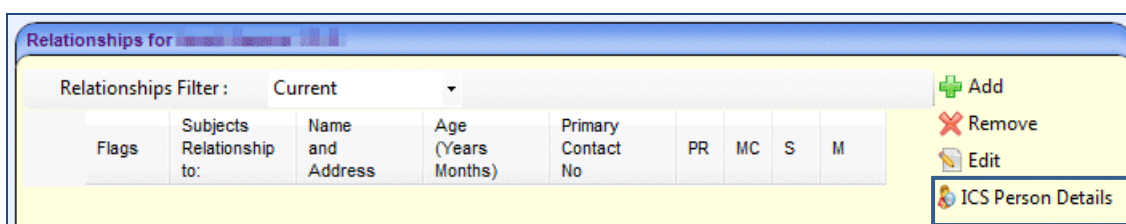
One now informs the user if case notes or linked documents/files exist for an ICS person. This information is displayed on the **ICS Person Enquiry** results screen, under the following two new columns:

- Linked Files
- Case Notes.



Relationship Panel

The **Person Details** button has been relabelled as **ICS Person Details**.



Chronology

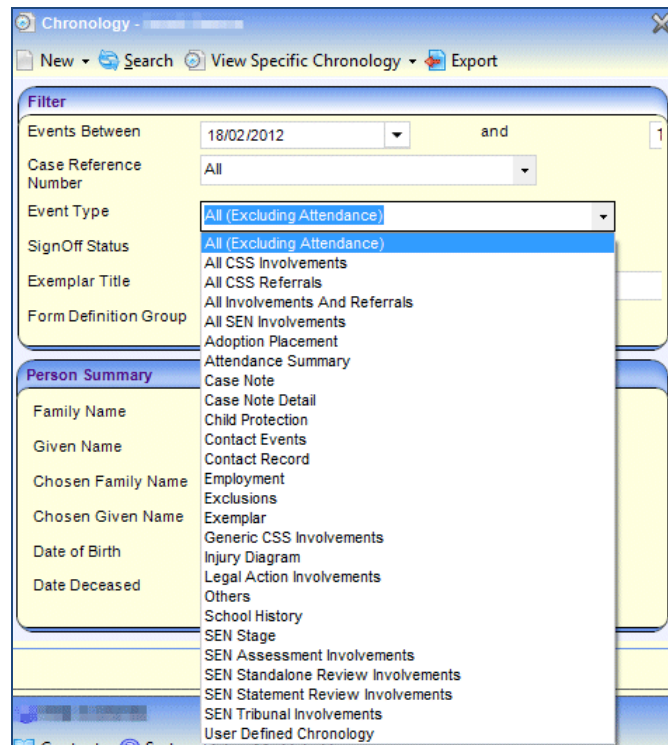
Improved Filtering of Involvement Forms

In previous versions, it was possible to see summary lines of involvements differentiated only as **CSS Referral** and **SEN Assessment**. In this release we have greatly extended the range of filters for involvements.

In addition, filters have been provided based on the different **Event Types** in v4, whilst maintaining functionality to enable users to filter involvements previously created in v3, and thus identified either as **CSS Referrals** or **SEN Assessments**.

An additional filter has been added, that enables users to see similar entities created in either v3 or v4, i.e. the **All Involvements and Referrals** filter.

From this release, you can select a significantly greater range of involvement related **Event Types**.



Display of Summarised Involvements

In previous versions, One displayed involvements in the **Chronology** screen as either a **CSS Referral** or a **SEN Assessment**. In this release, the information displayed is specific to the involvement.

Date	Updated By	Event	CRN	Version Number	Type	Form Definition Group / Form Type	Status	Chronology
13/02/2013 00:00:00	System Administrator (SYSADMIN)	CSS Involvement Form Service: Rays Service Team Caseworker: Reason: Communication & Interaction End date:				Generic CSS Involvement	NA	

Access to Full Involvement Form

Users with the appropriate permissions can now access the full details of the **Involvement Form** by selecting the **Involvement Summary** in the Chronology, via the date link in the **Date** column on the extreme left of the results section of the Chronology.

Case Notes

KB401049

Case Notes Duplicated When Save Button Selected.

When clicking the **Save** button multiple copies of a case note were created. This issue has been resolved.

Social Network

KB99572 – Delete Button Greyed Out on Other Contacts in Social Network

When the user accesses the **Other Contacts** link from the **Social Network** page, One automatically populates the **Results** fields and the **Delete** button is no longer greyed out.

Improved Links Options between ChSC and CSS

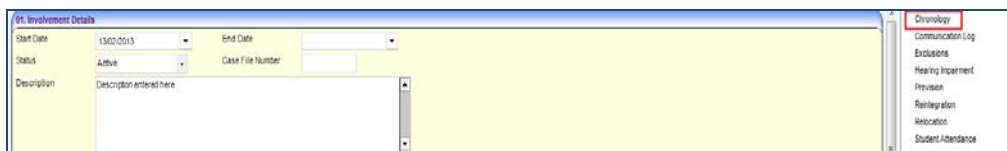
Additional links are now available so that users can move more easily between ChSC and CSS.

Improved Access to the Chronology

Access to the **Chronology** screens is contingent on the granting of correct permissions and the LA having the correct licences.

Users are now able to access the chronology, via the **Chronology** link from the following screens:

- Involvement Details



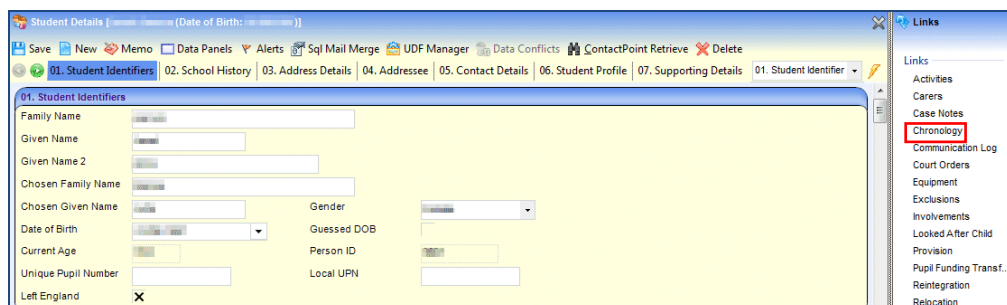
- Involvement Summary



- Student Enquiry



- Student Details



Improved Access to the Involvement Summary

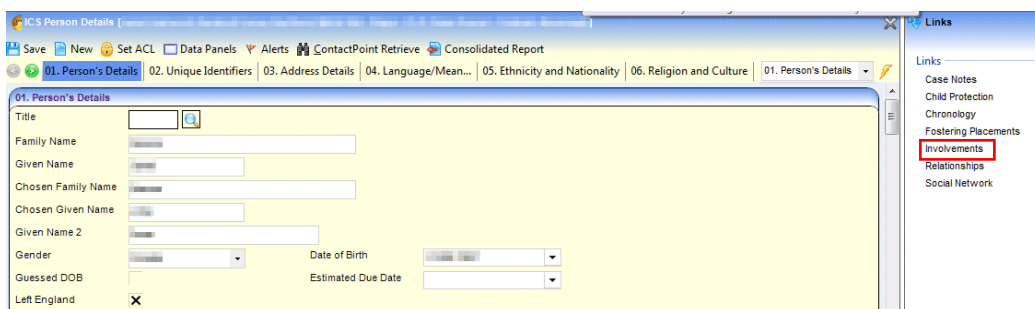
Access to the **Involvements** screen is contingent on the granting of correct permissions and the LA having the correct licences.

Users can now access the **Involvement Summary** screen via the **Involvement Summary | Links** panel, as shown in the following screens:

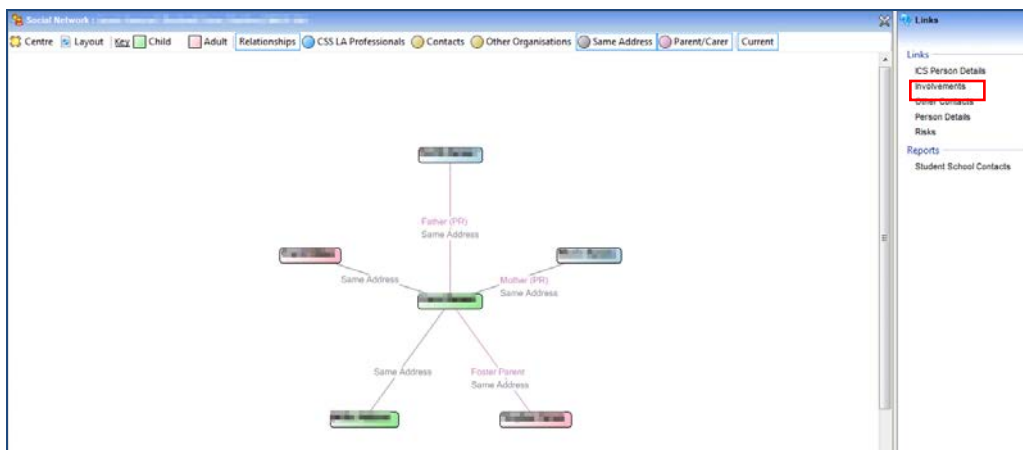
- ICS Person Enquiry



- ICS Person Details



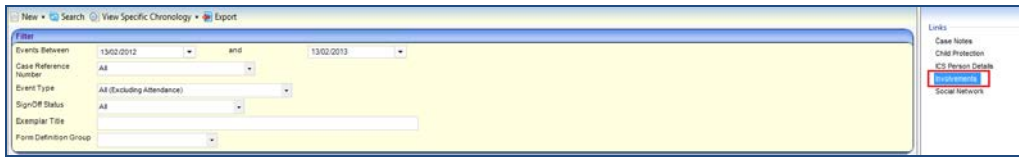
- Social Network



- Case Notes

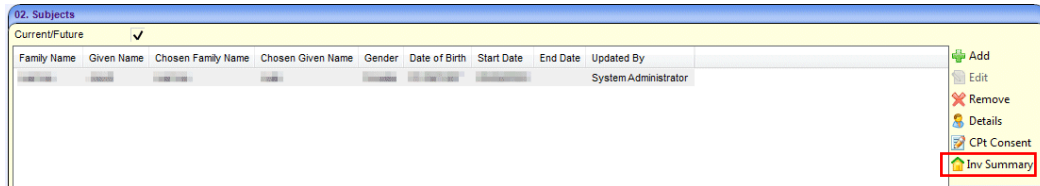


- Chronology



- Involvement Details

Click the **Inv Summary** button on the **Subjects** panel to display the **Involvement Summary** of the highlighted subject.



Children’s Social Care 3.49

Introduction

A range of changes have been made to a number of different functional areas within Children’s Social Care. Notably a significant number of requested enhancements have been made to Adoption and Fostering to improve the usability of these areas.

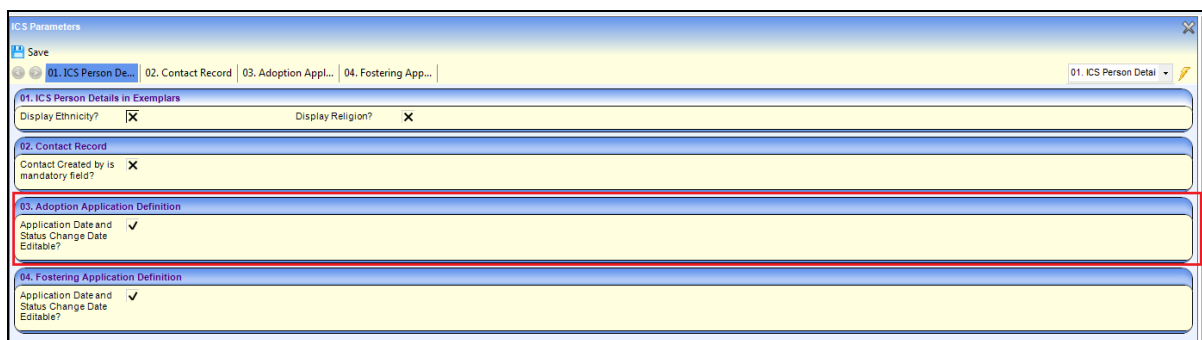
Adoption

Usability Improvements

Ability to Edit Application Date

It is possible to edit the **Application Date** field, after a case has been created and up to the point at which the application has a status of **Registered**, where after the date cannot be edited.

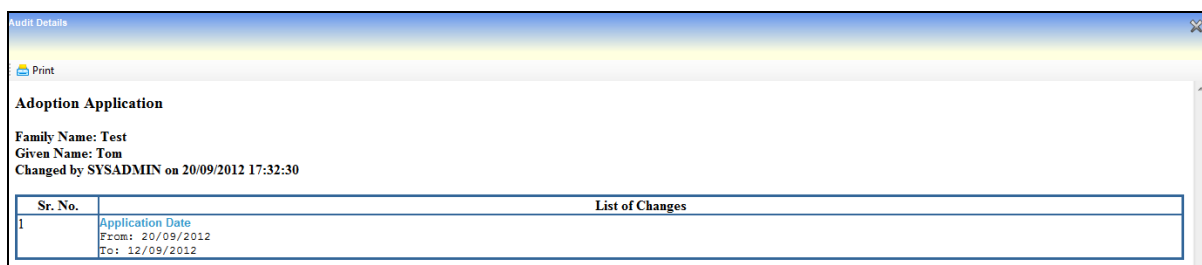
Authorities can set this functionality to **On** as a system wide feature via **Tools | Administration | ICS Parameters | Adoption Application Definition** panel.



The **Initial Application Status** record in the **Adoption Chronology** panels are updated to reflect the changed **Application Date** field.

It is possible to edit the application date of applications created prior to upgrading to One 3.49.

The changes made to the application date are audited and will be displayed on the **Audit Report | Audit Details** page.



One checks to make sure that the date changes do not conflict with any further status changes in the chronology, for example:

The application was created on 26/03/12 and recorded in the **Application / Registration Status** line. The latest applicant status change record is on 12/07/12. The application registration status is **Under Assessment**.

If the user edits the application date to after the 12/07/12 One will identify this and inform the user that the application date cannot be edited to the new date because it conflicts with the date of the status change.

It is possible to have exemplars and case notes with dates that are before the application date.

Name of Adoption Applicant Not Consistently Populating Correctly

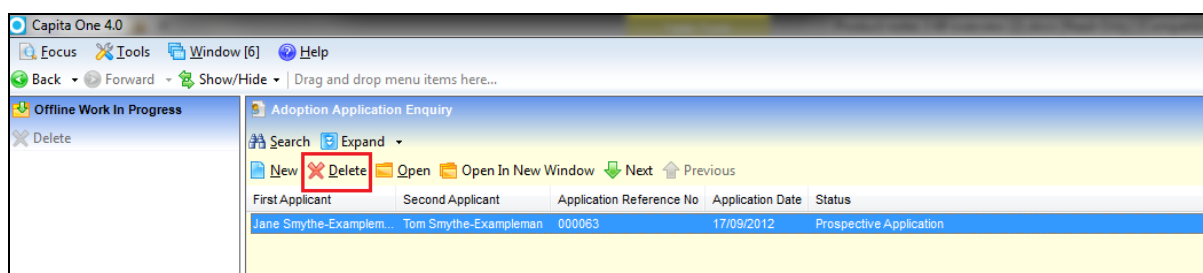
The name of the adoption applicant was not populating correctly when it was matched and inserted into the adoption application.

When creating a new adoption application definition, selecting and then matching a first applicant, an intermittent problem was occurring where the address appeared for the applicant but not the name. It was then possible to continue saving the application and to create a case for the application with the name missing. This issue has been resolved.

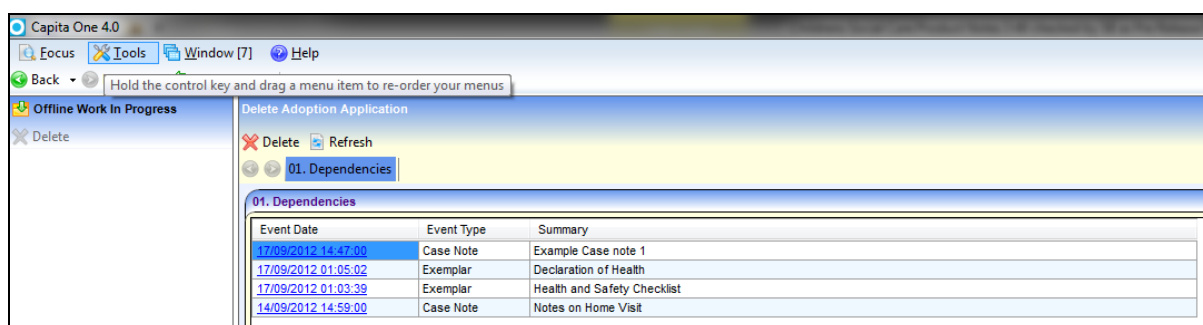
Ability to Delete Adoption Definition Application

In One 3.49, it is possible, for users with appropriate permissions, to delete the adoption definition applications up to the point at which they become Registered. This process is permission based. The process forces the user to delete any associated dependencies before the application is deleted.

In **Focus | Adoption | Adoption Application | Adoption Application Enquiry**, a new **Delete** button has been provided. Highlight the adoption application and click the **Delete** button to remove the application.



One checks to see if there are any dependent records. The dependent records are displayed on the **Delete Adoption Application** screen.

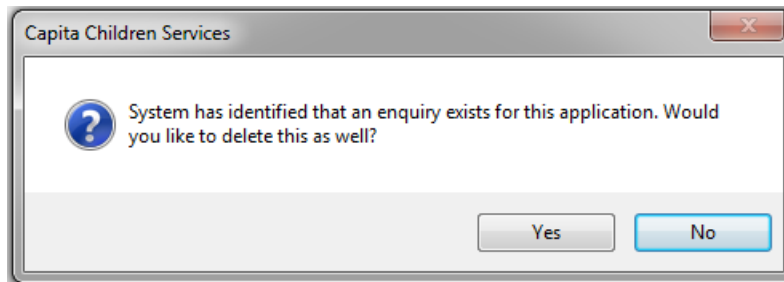


Open the record by clicking the hyperlink in the **Event Date** column. After reviewing the record click the **Delete** button (on the record). One deletes the record and returns you back to the **Delete Application** screen. The deleted record will be displayed on this screen until the **Refresh** button is clicked.

When One detects that there are no dependent records, the following message is displayed:

There are no dependent event types for the selected adoption application.

You can then continue to delete the record by clicking the **Delete** button. On confirmation, One asks if you also wish to delete the application enquiry.



Click the **Yes** button and One will confirm that the adoption application has been deleted.

To delete applications, the user must have the permissions outlined in the following section.

In **Tools | Permissions | User Group Permissions | Permissions Editor | All Secured Services | Adoption Application** tick (Permit Run) the following processes:

- Check the Event Type Exist
- Delete Adoption Application
- Gets the list of records which are linked to adoption application



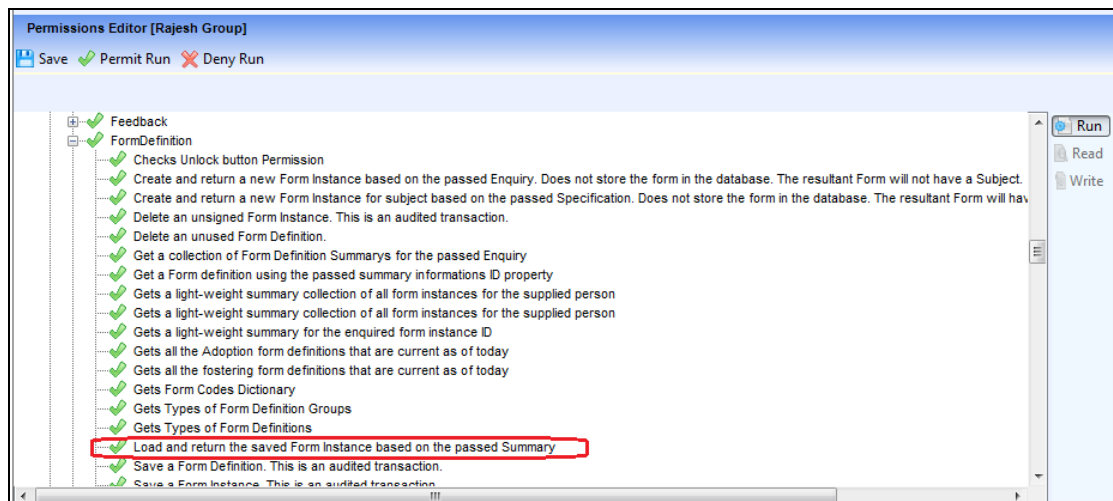
In **Tools | Permissions | User Group Permissions | Permissions Editor | All Secured Services | Adoption Case Note** tick (Permit Run) the following process:

- Get Adoption Case Note



In **Tools | Permissions | User Group Permissions | Permissions Editor | All Secured Services | Form Definition** tick (Permit Run) the following process:

- Load and return the saved Form Instance based on the passed Summary

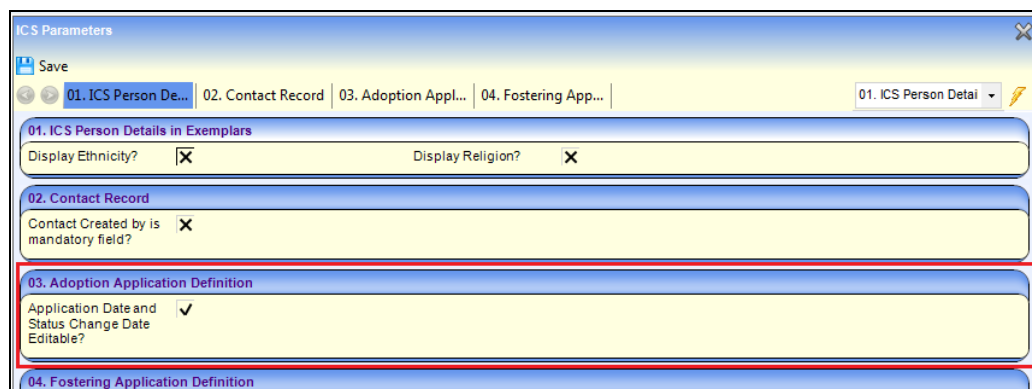


KB80998 - Edit Status Change Date of Adoption Application Definitions

In One 3.49, it is possible to edit the latest **Status Change Date** of the **Adoption Application Definition** field.

Changes made to the date on a **Status Change** record are audited. You can change the **Start Date** field when creating a new application/registration status change. This enables you to edit the **Open** status change record in the list, within the adoption chronology (the record with a start date but no end date). You cannot change the start date to a date that is before the end date of a previous status change or application date. You cannot edit a start date of a status change record which has a closed date.

The LA can block this functionality from all users via the **ICS Parameters | Adoption Application Definition** panel.



One ensures that any date changes made to the status of the application are also updated on the relevant **Applicant Status Change** record if one exists.

One checks that the date changes do not break start and end date integrity with changes to the sequence of start and end dates related to the applicant on the application.

You can manually change the status of the applicant. When this is done One checks the applicant status end date against the status dates of the application.

If the applicant status end date is greater than new application status start date, then it will allow the update, otherwise it will display the following error message:

Application status start date cannot be after applicant status end date.

Resolved Knowledge Base Issues

KB118088 – Editing Prospective Carer on Adoption Application

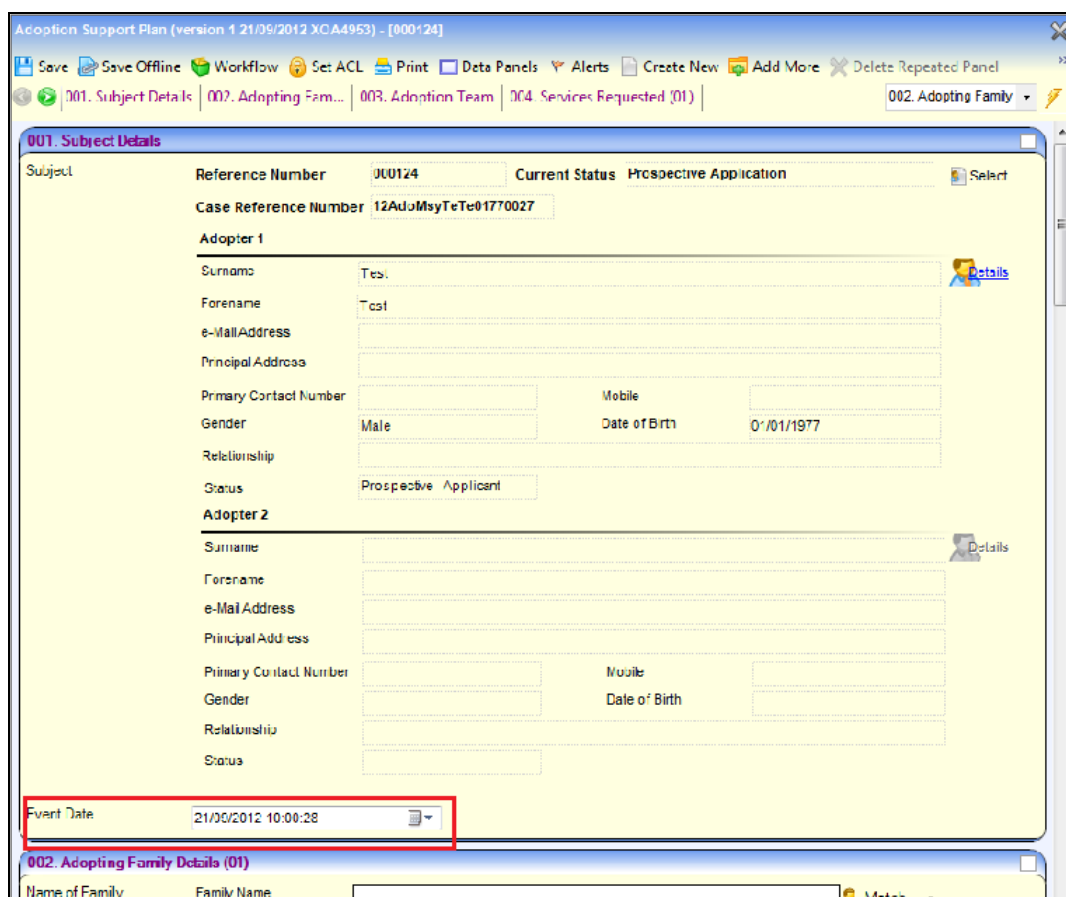
Previously, it was not possible to edit the names of the carers on the adoption application after a case had been generated for the application. It is now possible to edit the name of the second carer on the adoption application. This can be changed up to the point at which the application becomes **Registered**.

Whilst undertaking this work, it was found that on the registration form it was possible to unmatch the details of the first and second adopter, although when the user attempted to save the changes, One would prevent the user from doing this. This issue has now been resolved so that on the registration form the **Unmatch** button is greyed out.

KB119130/KB99778 - Adoption Chronology Event Date

In this release, it is possible to order exemplars by the **Event Date** column in the adoption chronology, in a similar way to the ICS person chronology.

Adoption exemplars have been amended to provide an **Event Date** field. This field can be edited, and One will order the exemplars, in the chronology, according to this date.



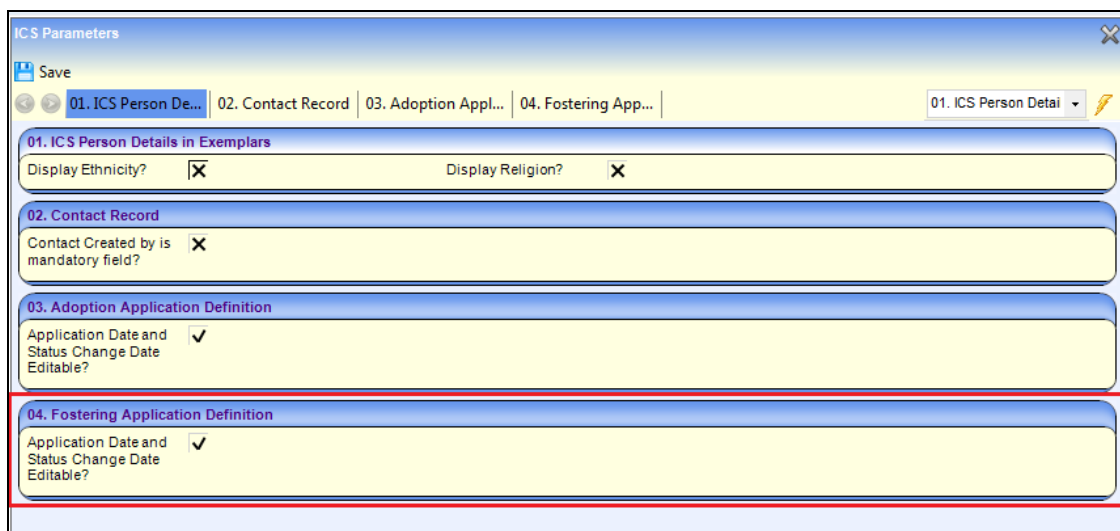
Fostering

Usability Improvements

Ability to Edit Application Date

In this release, it is possible to edit the **Application Date** field, after a case has been created, and up to the point at which the application has a status of **Registered**, where after the date cannot be edited.

Local Authorities can set this functionality to **On** system wide, via the **Tools | Administration | ICS Parameters | Fostering Application Definition** panel.

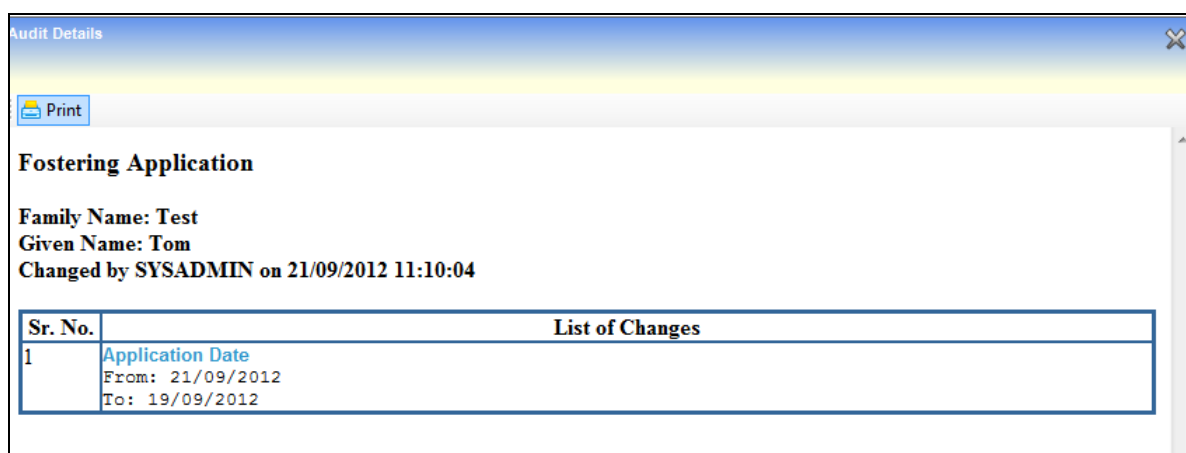


The initial **Application Status** record in the fostering chronology is updated to reflect the changed application date.

One checks that the changes made to the application date do not conflict with any **Application Status Change** dates.

It is possible to edit the application date of applications created prior to upgrading to One 3.49.

The changes made to the **Application Date** field are audited via the **Audit Report | Audit Details** page.



It is possible to have case notes and exemplars with dates that are before the amended application date.

Ability to Delete Fostering Definition Application

Users with the correct permissions can delete fostering definition applications up to the point at which they become **Registered**. One forces the user to delete any associated dependencies before the application is deleted. This process is audited.

The process in fostering is identical to that in adoption; please refer to the **Adoption** section for full details.

To delete an application, the user must have the permissions outlined in the following section.

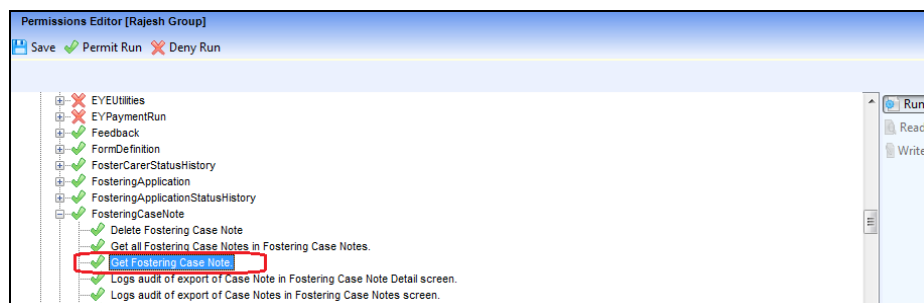
In **Tools | Permissions | User Group Permissions | Permissions Editor | All Secured Services | Fostering Application** tick (Permit Run) the following processes:

- Check the Event Type Exist
- Delete Fostering Application
- Gets the list of records which are linked to Fostering Application.



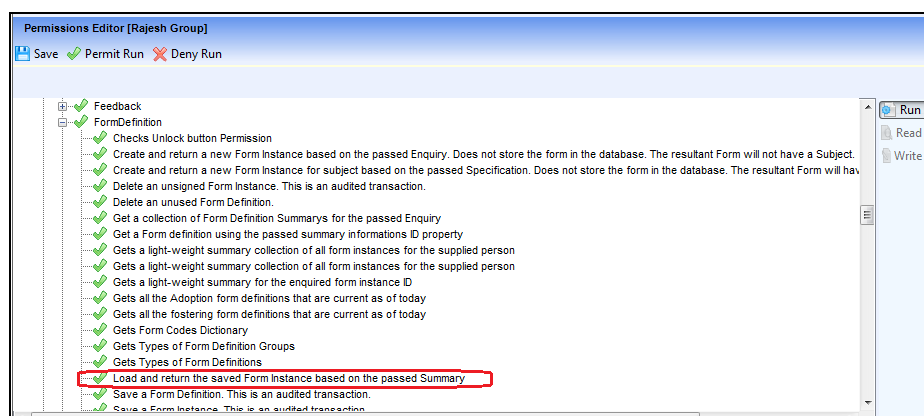
In **Tools | Permissions | User Group Permissions | Permissions Editor | All Secured Services | Fostering Case Note** tick (Permit Run) the following process:

- Get Fostering Case Note



In **Tools | Permissions | User Group Permissions | Permissions Editor | All Secured Services | Form Definition** tick (Permit Run) the following process:

- Load and return the saved Form Instance based on the passed Summary



Inconsistent Behaviour When Unmatching a Second Applicant

There is inconsistent behaviour when unmatching a second applicant and selecting a new applicant on the fostering application. Previously, when changing an existing applicant on a fostering application with a new applicant, which does not have details such as primary contact number, mobile number, or email address, these fields were not refreshed and the details of the previous applicant were incorrectly displayed against the new applicant.

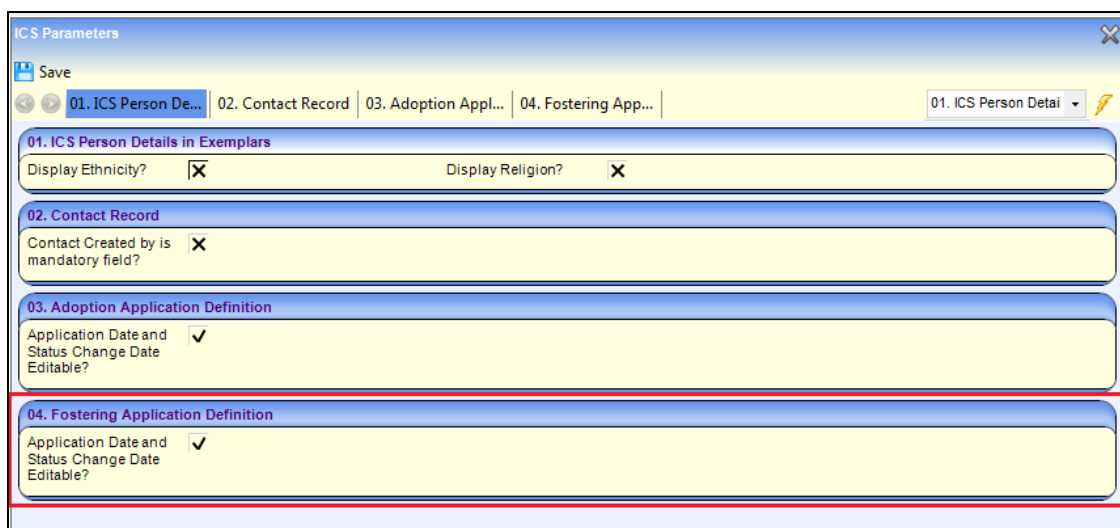
This issue has been resolved.

KB80998 - Edit Status Change Date on Fostering Application Definitions

In this release, it is possible to edit the latest **Status Change Date** field of the fostering application definition.

Changes made to the date on a **Status Change** record will be audited. It is possible for the user to change the start date when creating a new **Application/Registration Status** change. You can edit the **Open Status Change** record in the list, within the adoption chronology (the record with a start date, but no end date). It is not possible to change the start date to a date that is before the end date of a previous status change or application date. It is not possible to edit the start date of a **Status Change** record that has a closed date.

The La can block this functionality being provided from all users via the **ICS Parameters | Fostering Application Definition** panel.



One ensures that any date changes made to the status of the application are also updated on the relevant **Applicant Status Change** record if one exists. In fostering, status records for applicants are only produced after the point at which the application becomes **Registered**.

One checks that the date changes do not break start and end date integrity with changes to the sequence of start and end dates related to the applicant on the application.

It is possible to manually change the status of the applicant. When this is done, One will check the applicant status end date against the status dates of the application.

If the applicant status end date is greater than new application status start date, then it will allow the update. Otherwise the following error message will be displayed:

Application status start date cannot be after applicant status end date.

Resolved Knowledge Base Issues

KB113429 - Editing a Prospective Carer on Fostering Application

Previously, it was not possible to edit the names of the carers on the fostering application after a case had been generated for the application. It is now possible to edit the name of the second carer on the fostering application; this will be allowed up to the point at which the application becomes **Registered**.

While undertaking this work, it was found that on the **Registration Form**, it was possible to unmatch the details of the first and second carer, although when the user attempted to save the changes, One would prevent the user from doing this. This issue has now been resolved so that on the registration form the **Unmatch** button is greyed out.

KB 119130/KB99778 – Event Date in Fostering Chronology

It is now possible to order exemplars by the **Event Date** column in the fostering chronology in a similar way to the ICS person chronology. The **Event Date** field has been added to fostering exemplars in order to enable this functionality.

Case Management

Usability Improvement

Changes to Audit Log of Cases which are Re-opened

When adoption and fostering cases are re-opened the audit log now reports correctly.

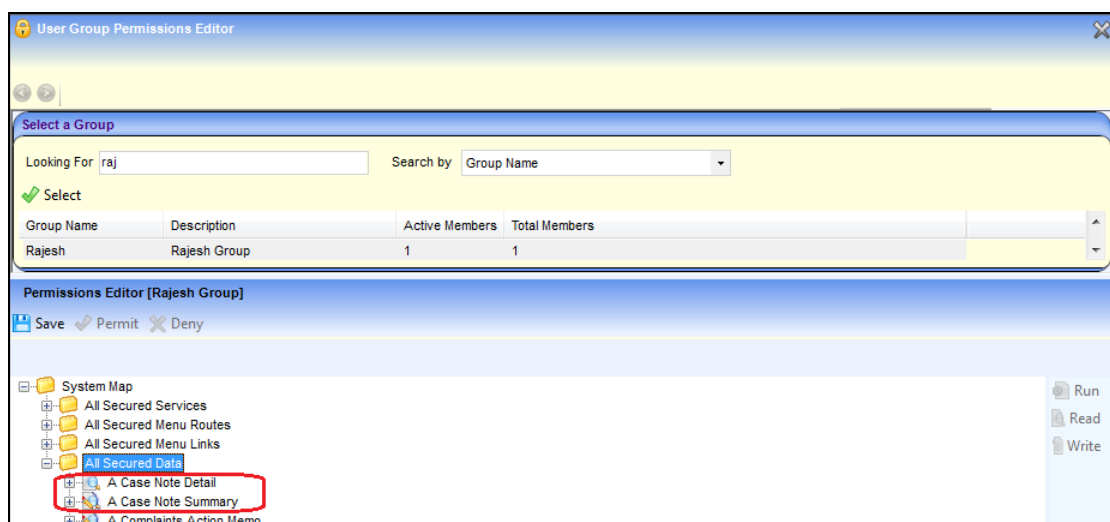
Case Notes

Resolved Knowledge Base Issue

KB117947 – Control of Access to Case Notes in Chronology.

Two additional permissions have been introduced to control access to case notes within the chronology via **Tools | Permissions | User Group Permissions | Permissions Editor | All Secured Data**.

- A Case Note Detail
- A Case Note Summary



Relationships Panel

Resolved Knowledge Base Issue

KB113755 – Checking Details of ICS Person and Adding New ICS Person in Relationships Panel

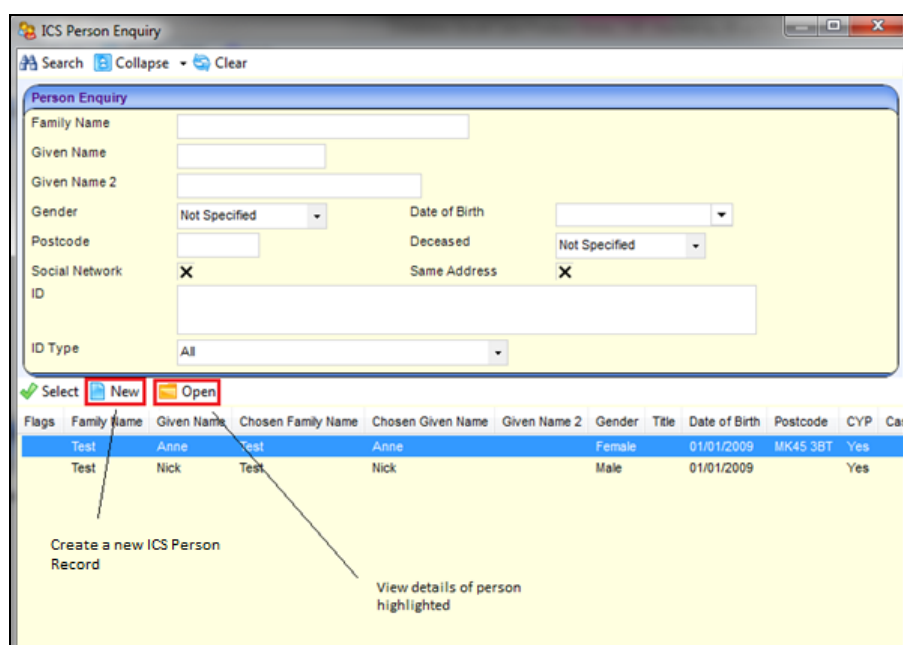
Prior to One 3.44, the **Associations** panel was available instead of the **Relationships** panel.

When adding an association, it was possible to look at the details of a person prior to adding them as an association, and if the required person was not available in the database it was possible to create them.

This functionality has been introduced into the **Relationships** panel enabling users to confirm a person's details before adding the person to the **Relationships** panel, and enabling the user to create a new ICS person record.

Click the **New** button to create a new ICS person record.

Click the **Open** button to view details of the highlighted person.



Chronology

Resolved Knowledge Base Issue

KB119393 – Using the Date Filter Functionality in Chronology and Case Notes Focus

In One 3.47, when entering the chronology or case note focus and clearing the **From Date** field in the search, One did not refresh the results of the search. This issue was resolved in 3.47.300 (Service Pack 3) and is now functioning correctly in One 3.49.

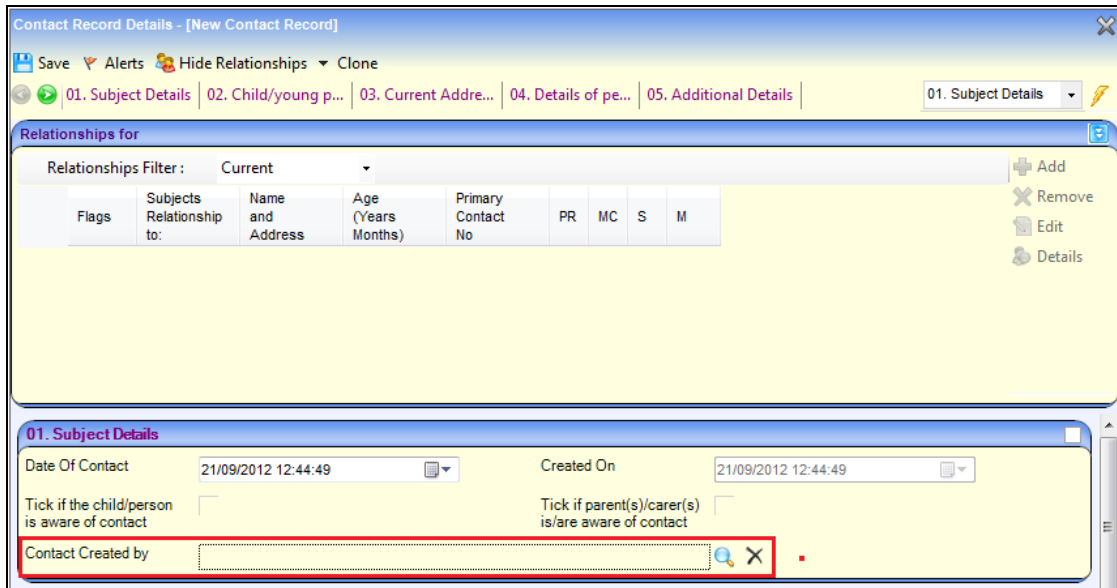
Contact Record

Resolved Knowledge Base Issue

KB400167 - Team Recording in Contact Record

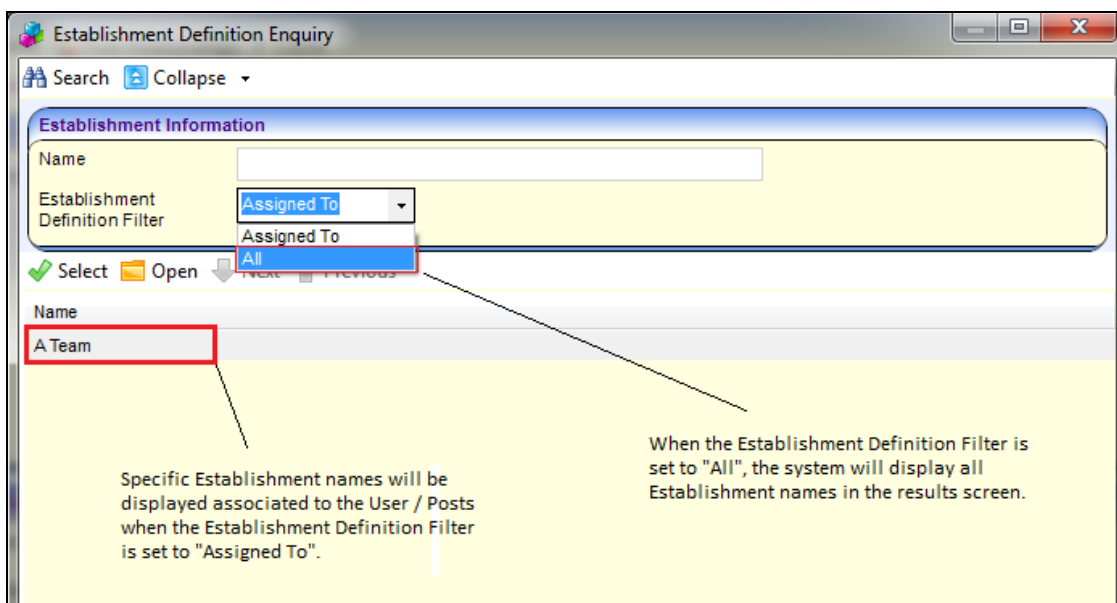
It is now possible to record on the Contact Record, the details of the Team, of the person, who has completed the Contact Record. This information will be recorded in the **Subject Details** panel.

Authorities who wish to enforce use of this function can set this field to mandatory via **Tools | Administration | ICS Parameters** in the **Contact Created by** field.



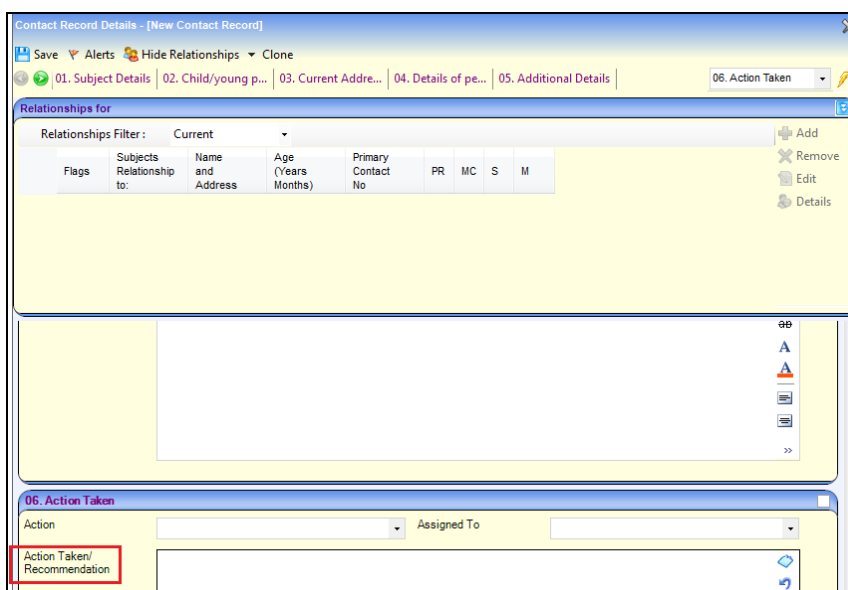
Clicking the **Search** icon displays a list of establishments entered into the system via **Tools | Team Structure | Establishment**. One displays those establishments to which the user has been associated via **Tools | Team Structure | Posts**.

To allocate a different establishment, select the **All** option in the **Establishment Definition Filter**, then click the **Search** button to display all the names of the establishments entered.



KB400166 - New Action Taken/Recommendation Made Field

In **Focus | Contact Record | New Contact Record**, a new **Action Taken/Recommendation** field has been added so users can record details of action taken with the contact and any recommendations made. This is a memo field.



ACL

Resolved Knowledge Base Issue

KB92995 – ACL and Social Network

An issue has been resolved where the ICS Access Control List (ACL) did not work correctly in the **Social Network** area. In previous versions, it was possible to view additional details of a person in the social network. For example, if Anne who has an ACL assigned to her, is linked to Robert via the **Relationships** panel as Robert’s aunt, viewers of the social network were able to deduce Anne’s address. In One 3.49, ACL functionality prevents users from seeing any details, other than the name.

Child Protection

Usability Improvement

Person Summary Details can be Edited, Should be Read-Only

Previously, it was possible for users to select the **Child Protection** link from an ICS person and then to change the subject’s name. In One 3.49, it is not possible to do this.

Exemplars

Resolved Knowledge Base Issue

KB101880 - Printing Exemplars

Previously, when adding a table to a **Memo** field of an exemplar, and then clicking the **Print** button within the exemplar, One would incorrectly print ‘ell’ in the printed version of the document. This issue has been resolved.

Children's Social Care

3.48

Introduction

The changes included in **One 3.48** to the Children's Social Care product are a combination of changes requested by users to improve usability and fixes to software issues.

In this release it will be significantly easier for users to retrieve Form Definitions due to new functionality which, by default, filters out Old and Future Form Definitions.

In addition, users will now be able to delete Contact Records and their Cases, where the Contact Record has been generated in error.

A range of improvements to printing has also been introduced.

Form Definition

Future or Old Form Definitions will be Hidden in Search

In versions prior to **One 3.48**, when a user entered the Focus | ICS Forms | Form Definition search, the system would display all Form Definitions, irrespective of whether they had a current, past or future Start Date. This meant that, depending on the number of current, old and future Forms displayed, it could take a long time for a user to find the required Form Definition. In **One 3.48**, the default display will be to show only **Current** Form Definitions. This should enable users to locate the required Form Definition more easily and thus save time. It will be possible for users to change the filter so that the system will display **All**, **Future** or **Old** Form Definitions as required. (Old Form Definitions are those where there are identical Form Definitions, with two different Start Dates. In this situation the Form Definition with the earlier Start Date is defined as the "Old Form Definition")

Print Function on Forms

Panel Titles of a Form will be Displayed in Same "Box" as Questions and Answers Relating to Panel.

In **One 3.48** when a user prints a Form using the Print Functionality, the system will print the Title of that panel in the box displaying the Question and Answers to the question. This will help ensure greater clarity for the reader of the print out.

Guidance Notes Included in Print Out as Part of Output in Text Boxes

Guidance Notes which have been added for a panel will be displayed in the box where the Questions and Answers for that panel are displayed. In addition the Guidance Notes for the form will be displayed directly under the Title and Sub-Title of the Form. This will help ensure greater clarity for the reader of the print out.

Users Able to Manage Page Breaks on Reports

In **One 3.48** users will be able to request that the printed output of a Form be produced so that the contents from each panel are separated on the document with a page break. This will help provide greater flexibility to the user in terms of formatting the document.

The name of the Social Worker who has generated the printed output has been removed

With effect from **One 3.48**, the name of the Social Worker who has printed the Form will no longer be displayed at the top of the Form. Users considered that this item of information was unnecessary and as such should not be displayed. In addition, in some circumstances the forms are printed by Administrative Support Personnel who have no direct contact with Case Service Users, so displaying the names of these individuals on the print out is unnecessary

Time Report is Generated Displayed in 24 Hour Format

With effect from **One 3.48**, the time that the Report is generated will be displayed in 24 hour format, at the top of the output. Thus providing the user with a consistent display and avoiding any confusion

KB117864 - "Cannot access a closed stream" Error Message when Printing Exemplars

Focus | People | ICS Person | ICS Person Enquiry | Chronology | Select 'Exemplar' | Print button | Select Data Panels | Click Print

In versions **One 3.46** and **One 3.47**, it was not possible to print an Exemplar by using the Print button from within the Exemplar functionality. This issue has been resolved in **One 3.48**, and is available as a Hotfix for **One 3.46 (3.46.201 KB117864)** and in the Service Pack for **One 3.47 (3.47.100)**.

Manage Contact Record Functionality

KB107950 – Ability to delete Contact Records (Accepted as a Referral) and Associated Case

In **One 3.45** we provided functionality which enabled users with appropriate permissions to delete Contact Records, which had not been used as part of the process to generate a Case, that is, which did not have a Status of "Accepted as a Referral". The details of this function are pasted below:

As a Social Worker I should be able to delete Contact Records

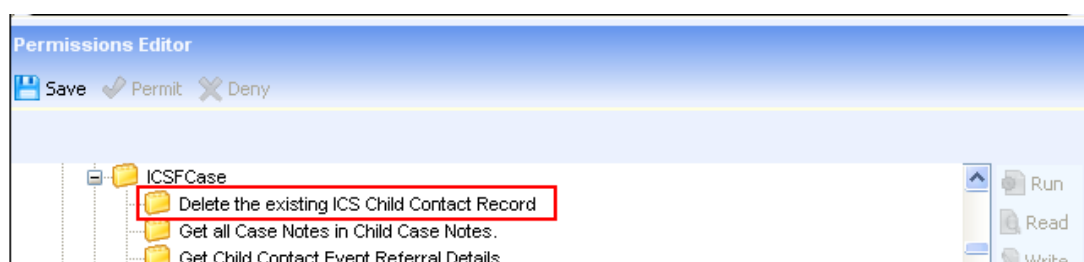
In versions prior to **One 3.45**, it was not possible to delete Contact records. In **One 3.45** it will be possible to delete individual Contact Records prior to their status being set to **Accepted as a Referral**; at which point it will not be possible to delete. The action of deleting a Contact Record will be permission based.

On deleting a Contact Record the system will write the details of the deleted Contact Record to the Audit Trail

Users will be able to access this permission via

Tools|Permission| User Group Permissions | System Map| All Secured Services | ICSF Case

The permission is described: - "Delete the existing ICS Child Contact Record"



However it was not possible to delete Contact Records which had been 'Accepted as Referrals'.

In **One** 3.48, this will now be possible.

Since the Deletion of such Contact Records also infers that the user wishes to delete the Case associated with the creation of that Contact Record, the system will check to see if there are any associated ("Dependent") records which have been generated. If such records exist the system will not delete the Contact Record and the Case. The system will present the user with a screen detailing the Dependencies. From this screen the user will be able to access the relevant records and either Delete them if they are not relevant or associate them to the correct Case.

Upon undertaking either of these actions the system will take the user back to the "Dependencies Screen", where the user should select the Refresh button to confirm that the action has been undertaken.

When the Dependencies Screen is empty the user will then be able to continue to Delete the Contact record and the Case by selecting the Delete button.

If the Dependencies Screen is NOT empty, the user will not be able to delete the Contact record.

The system will ask the user to confirm that they wish to Delete the Contact Record and upon confirming that this action should take place the Contact Record and Case is deleted.

The system presents the user with a message in the bottom left hand corner of the screen to confirm that this action has taken place.

Advanced Person Search Functionality

KB113430 – "Input string not in a correct format" Error Message when Moving from ICS Person Details to Chronology

Focus | People | Advanced Person Search | ICS Person Details | Chronology.

When using the Advanced Person Search for searching for people in the system with an Estimated Due Date, then going into ICS Person Details for a person displayed in the result, and then going into the Chronology an error is generated. This issue has been resolved, so that users can search for unborn children using the Estimated Due Date.

Manage Cases Functionality

KB117592 – Manage Cases | User Name Displayed instead of User ID

Focus | Manage Cases | Manage Cases

In versions prior to **One** 3.46 User Names were displayed. However some work, which was included in **One** 3.46, affected the display and the User IDs were displayed instead. This issue has been resolved and in **One** 3.48 the routine of Manage Cases now displays the User Names instead of User IDs. In addition this change is available as a Hotfix for **One** 3.46 (**3.46.202 KB117592**) and is included in the Service Pack for **One** 3.47 (**3.47.100**).

ICS 3.47

Introduction

The **One** 3.47 release for ICS has focussed on two streams of work:

- Review of twenty customer issues
- Undertaking a number of changes prioritised by our ICS Customers

Review of Customer Issues

The following Customer Issues were reviewed:

KB107766	ICS Scrolling through large form causes save prompt ___ 3.42
KB110318	ICS Form Definition Code is less than the minimum permitted size of 1 ___ 3.40
KB111027	ICS Where is the 'export for payment' field from the backend set in the front end ___ 3.43
KB68012	ICS Inconsistent font upon printing report template ___ 4.0
KB91164	ICS User is able to delete unsigned forms even though access has been denied to the delete button ___ 3.40
KB92357	ICS Forms DSE layout changes required for Health & Safety ___ 3.36
KB96678	ICS When searching for injury diagram in the Audit trail they do not appear ___ 3.38
KB101880	ICS Using print button on exemplar causes 'ell' to appear in 2nd column of report ___ 3.40
KB102002	ICS Access denied message when deactivating workflow message ___ 3.42
KB102823	ICSv4 The value for Type is not valid ___ 3.40
KB103192	ICS Cannot access a disposed object. Object name: 'MetaComboBox' ___ 3.40
KB104133	ICS Forms Display of ICS Person Search form is slow in Capita One v3.41 ___ 3.41
KB109758	ICS The Comment field is greyed out in CPP Event ___ 3.43
KB110077	ICS Quick report on Case Notes screen does not reflect filter ___ 3.43
KB110669	ICS Counter Sign Off date sometimes not default into a form when it is countersigned ___ 3.43
KB110885	ICS A mandatory field must be filled in for an Initial Assessment to be signed off however for unborn children this cannot be populated ___ 3.43
KB111040	ICS Warning in Event Log No posts found for '<user_name>'. No messages can be sent to his/her supervisor ___ 3.42
KB111755	ICS Counter signoff date not always populated correctly ___ 3.42
KB112215	ICS Previous dates are being pulled onto the Chronology with the Record of Strategy Discussion and Core Group Exemplars ___ 3.42
KB112270	ICS Memory usage going up in v4 Client on Citrix Server ___ 3.44

It was found that 19 had either been fixed in an earlier release or could not be replicated, a fix was made for one of the issues and this was:

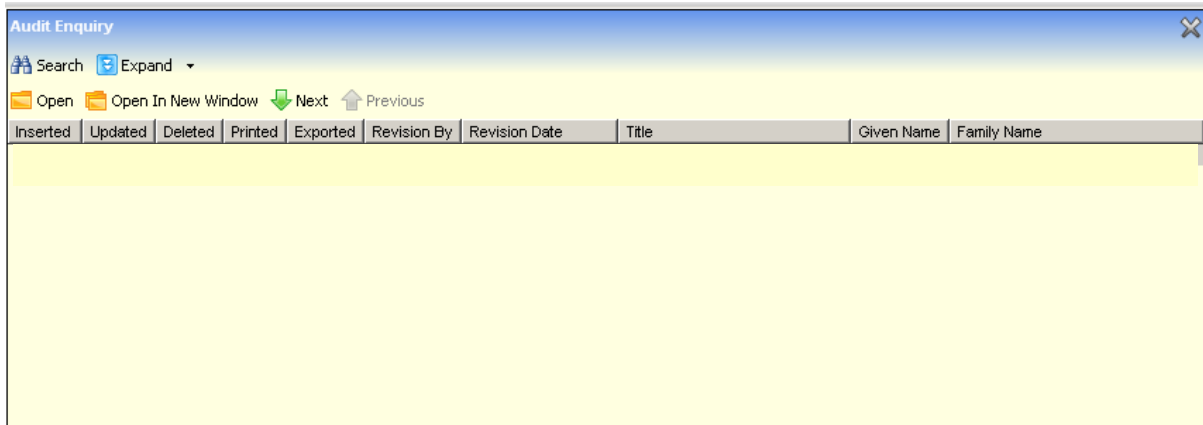
KB96678

When searching for injury diagram in the Audit trail they do not appear

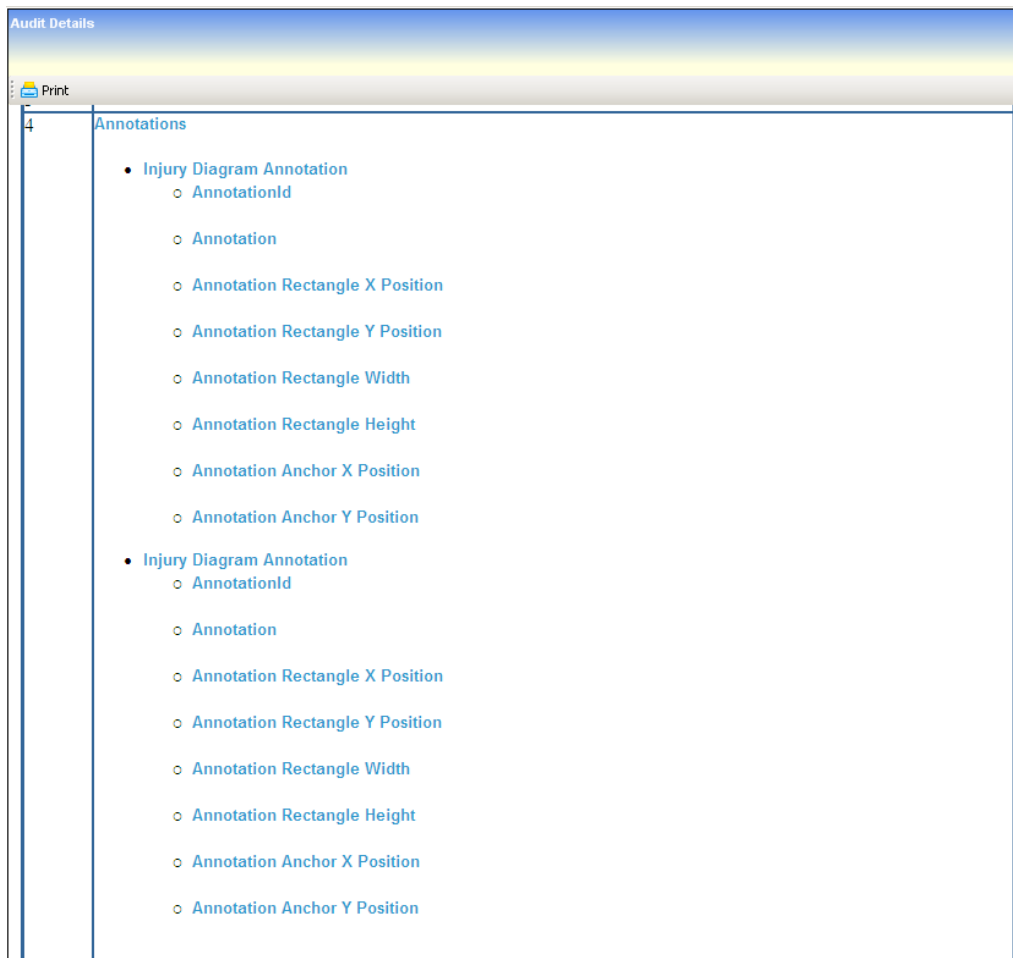
In versions prior to **One** 3.47, the system did not provide Auditing functionality for work related to Injury Diagrams.

In **One** 3.47, the system will Audit work done to Injury Diagrams.

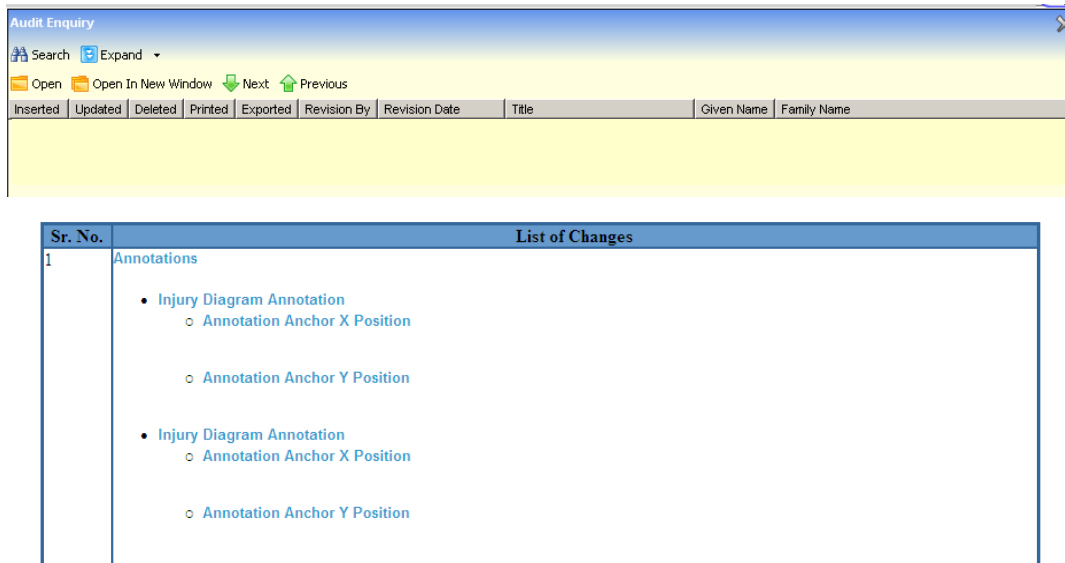
On selecting to search for Audit Records for the relevant person, the system will inform the user that an Injury Diagram has been created.



On selecting the summary the system will display the details, which will focus on providing the co-ordinates of the injury within the diagram.



If a user re positions the injury then in the Audit Trail, the system will display the old and the new co-ordinates, alerting readers of the Audit Trail that the Injury diagram has been edited and what has been done.



Details of Changes made in One 3.47

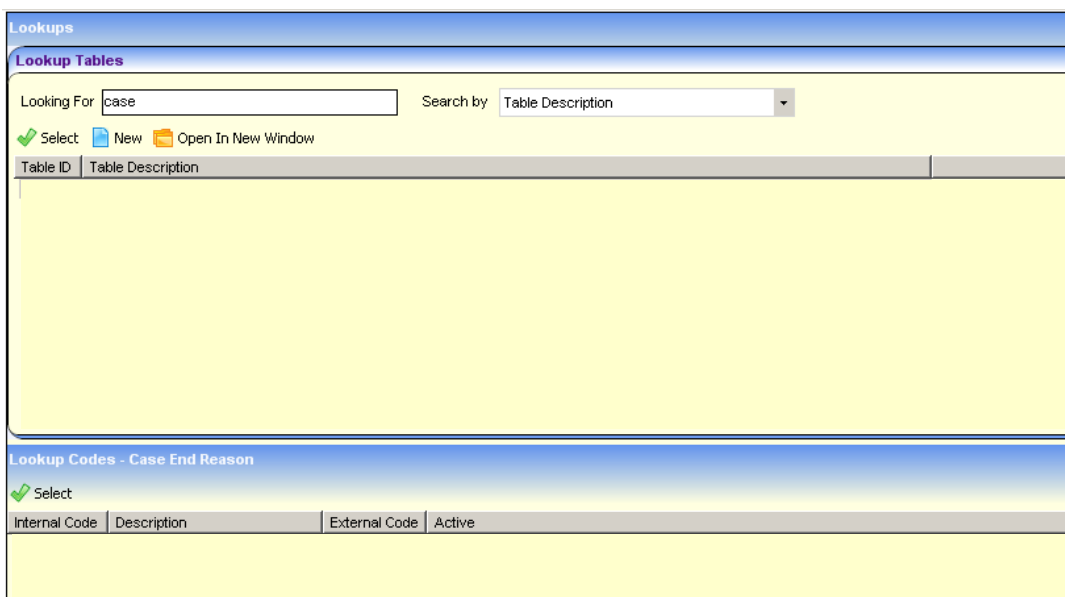
Provision of an End Reason for a Closed Case

In **One 3.47**, when a user selects to close a case by adding an End Date in Manage Cases, via Focus | Manage Case| (select case) | Action| Edit Case. The user will be able to add an End Reason to the record.

The End Reason is a look up. Values for the Lookup have not been seeded, so for this functionality to be effective it will be necessary for you to add your own lookups.

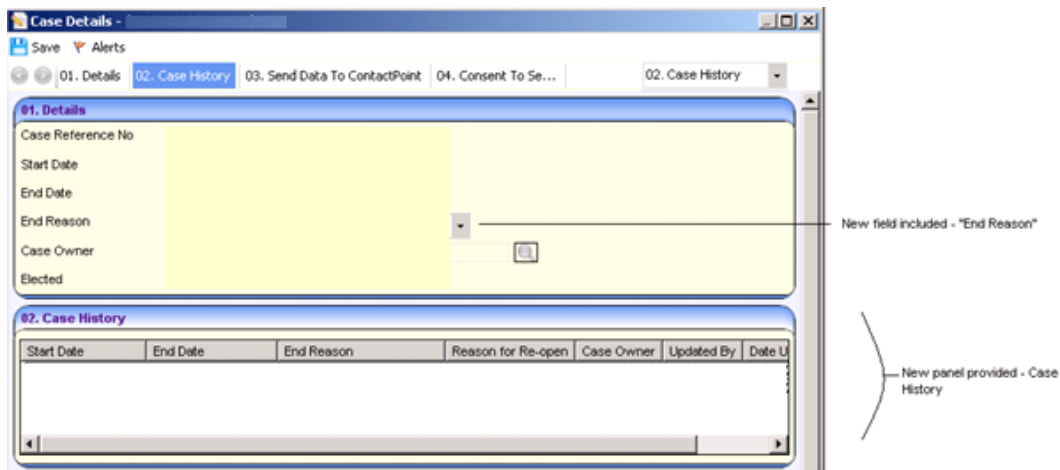
This is done via Tools | Administration | Lookups.

The Table Description is **Case End Reason** and the Table ID is **1172**.



The End Reason field will become active when an End Date has been added to the record. The End Reason field will be active irrespective of the End Date being greater than the System Date.

An additional panel has been included and is described as **Case History**. This is located below the **Details Panel**. The Case History panel will display a history of changes to the Case:



The End Reason will also be available for cases generated for Adoption and Fostering. For Cases generated for these two processes the Case History will also display the Re-opened status.

This field has a Permission which has been included under User Group Permissions, and is described as “Get Case End Reason Lookup”

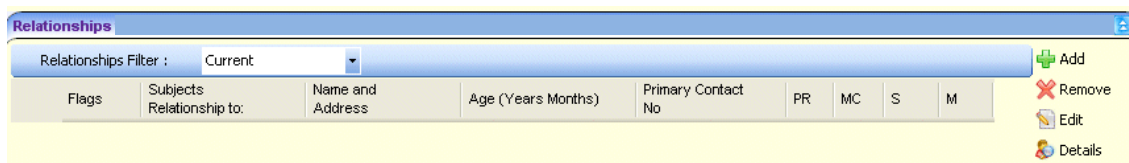
Text lost from Sign Off Comments Box, whilst scrolling up and down the Form, and prior to Saving and Signing Off

In versions prior to **One 3.47**, when a user added notes to the Comments field in the Sign Off Panel the details disappeared after scrolling up and down the Form. In **One 3.47** this issue has been resolved and the details do not disappear after adding notes to the Comment Box and scrolling up and down.

Non Licence Holders of ICS to be able to access the Relationship Panel when the Social Network Link has been selected.

In versions prior to **One 3.47**, the Relationship Panel was only accessible to **One** customers who had purchased an ICS Licence.

With effect from **One 3.47**, the Relationship Panel will be available to all **One** Customers and will not respect ICS Licence holders only. The Relationship panel will be available to users when they have selected the Social Network.



Please be aware that the system will enable Non Licence Holders of ICS, to access some areas of ICS. In order to avoid confusion to your users we therefore recommend that you consider setting **Deny Permissions** to Chronology, Contact Record, and ICS Person Foci.

System allows a user to go through process of creating associated records even though the user has stringent ACL set.

In versions prior to **One 3.47**, it was possible for a user who had been denied any form of access via ACL to a person, to access that persons Communication Log and create a record in the Communications Log.

In **One 3.47**, it will not be possible for this to take place, since the “Action” buttons will be disabled.

Fostering/Adoption Enquiry.

In **One 3.47** the panels for Applicant Details 1 and 2, on the Fostering/Adoption Enquiry Definition, have been amended to enable the details within these fields to be fully displayed:

Versions prior to **One 3.47**:

The screenshot shows a software window titled "Fostering/Adoption Enquiry Definition". It features a menu bar with "Save", "New", and "Workflow". Below the menu are tabs for "Applicant 1 Details", "Applicant 2 Details", and "Initial Enquiry Outcome". The "Applicant 1 Details" tab is active, showing a form with the following fields: Family Name, Given Name, Principal Address (with a "Select" button), Primary Contact Number, Mobile number, e-Mail Address, Gender (set to "Not Specified"), and Date of Birth. To the right of the form are two status indicators: "Match" (with a person icon) and "Unmatch" (with a red X icon). The "Applicant 2 Details" section is identical but currently empty. The "Initial Enquiry Outcome" section at the bottom has "Type" and "Date of Contact" (set to "22/03/2012") fields.

Version **One 3.47**:

This screenshot shows the same software window as the previous one, but in version "One 3.47". The layout is identical, but the "Match" and "Unmatch" status indicators next to each applicant detail section are now dropdown menus. The "Initial Enquiry Outcome" section shows the "Date of Contact" field set to "15/03/2012".

Foster Register

In the panels for First Foster Carer and Second Foster Carer, of the Foster Register, the details of the Foster Carer have been re aligned to enable all the details in these fields to be correctly displayed.

Versions prior to **One 3.47**:

The screenshot shows the 'Fostering Registration' application window. It features a navigation bar with tabs for '01.Registration Details', '02.First Foster Carer Summary', '03.Second Foster Carer Summary', and '04.Placement Information'. The '01.Registration Details' tab is active, showing fields for 'Registration No' (000000), 'Status', and 'Registration Date' (22.03.2012). Below this are two summary panels: '02.First Foster Carer Summary' and '03.Second Foster Carer Summary'. Each summary panel contains fields for 'Family Name', 'Given Name', 'Principal Address', 'Primary Contact Number', 'Mobile number', 'e-Mail Address', 'Gender' (set to 'Not Set'), and 'Date of Birth'. To the right of each summary panel are 'Match' and 'Unmatch' buttons. The 'Unmatch' button is highlighted with a red 'X' icon.

Version **One 3.47**:

The screenshot shows the 'Fostering Registration' application window in version One 3.47. The layout is similar to the previous version, but the fields in the '02.First Foster Carer Summary' and '03.Second Foster Carer Summary' panels have been re-aligned. The 'Match' and 'Unmatch' buttons are now positioned to the right of the 'Family Name' and 'Given Name' fields. The 'Unmatch' button is highlighted with a red 'X' icon.

On or After Calendar does not display the Dates properly for Previous Years in Advance Person Search

In versions prior to **One 3.47** the **On or After Calendar** did not display the dates properly for previous years, this issue occurred when a user navigated to:

Focus | People | Advance Person Search | Selecting either the Address or Age Tab | selecting Estimate Due Date Check Box | Selecting the On or After (date) Calendar Button.

On selecting Dates for previous year by initially selecting year (previous year i.e. 1994), the dates did not display correctly.

This issue has been fixed for **One 3.47**

ICS 3.46

Introduction

The December Release for ICS is one which focuses on fixing some of our customers most pressing issues.

The changes are itemised below and if you would like to discuss them in more detail please do not hesitate to contact either Nick Anderson – ICS Product Manager or Neil Margereson – ICS Business Analyst.

ICS-631 - Changes to Professionals Involved Panel and the Social Network

At present the Head Teacher and the SENCO Details are displayed in the Social Network either from the Contacts Table or from being manually entered via the Other Contacts Link. This means that on some occasions it is possible for the Social Network and the Professionals Involved Panel to show different information relating to the Head Teacher and the SENCO.

From **One 3.46** these details will be displayed from the child's registered Base.

This will negate the need to enter the Head Teacher and SENCO details via the Other Contacts Link.

ICS-542 - Ethnicity, Religion and Person I.D.

Prior to **One 3.46**, data on Ethnicity, Religion and Person ID, available in ICS Person Details was not "pulled through" directly onto Exemplars. This meant that for Ethnicity and Religion users had to either create Questions with Constraint Lists detailing the various descriptions, or create a text question for the user to manually describe the Ethnicity or the Religion. This meant that users were required to manually enter data and this should not have been necessary. This process increased the likelihood of creating records which contained inconsistent data.

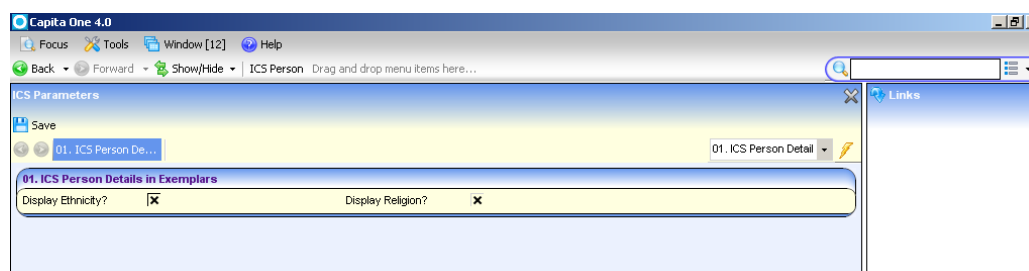
With effect from **One 3.46**, Ethnicity, Religion, and Person ID will be displayed as attributes of the Subject in Panel 01 of the Exemplar and in Person questions on the Exemplar and will be obtained from the same database tables which are used in the ICS Person Details Screen.

It will be possible for a user with SysAdmin rights only to select to hide Ethnicity and Religion individually so that they don't appear as attributes of the Subject Details or Person Question. When these fields are hidden they will not be available to any users of the system.

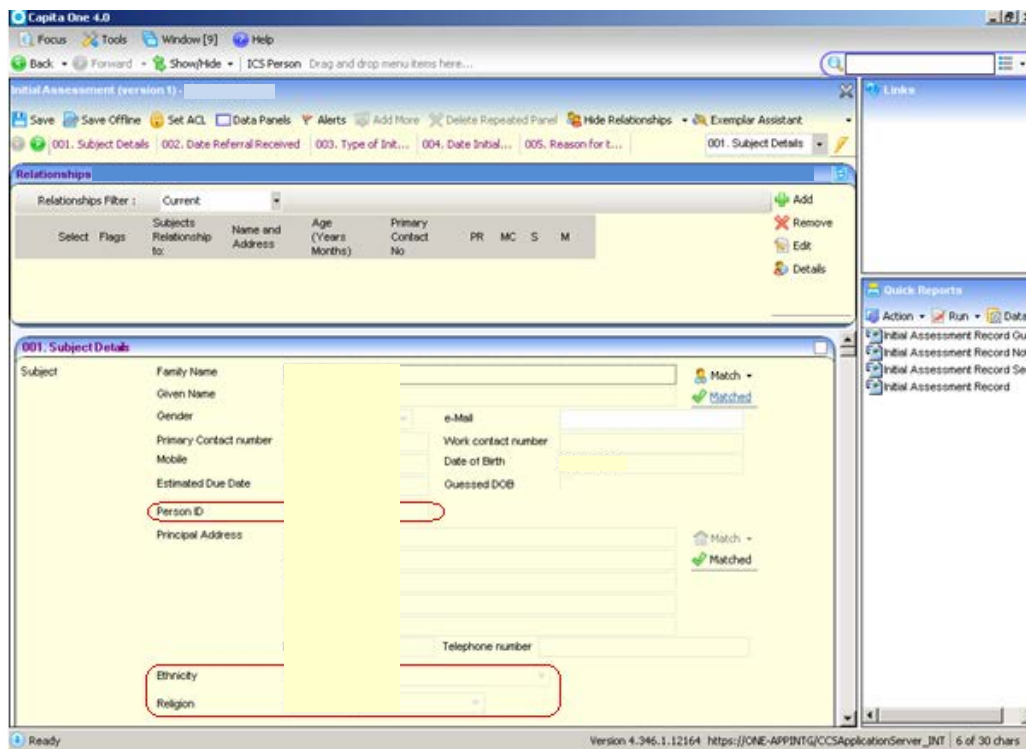
Customers will not be able to choose to hide the Person ID.

The process of hiding the fields will be actioned as follows:

Tools|Administration| ICS Parameters



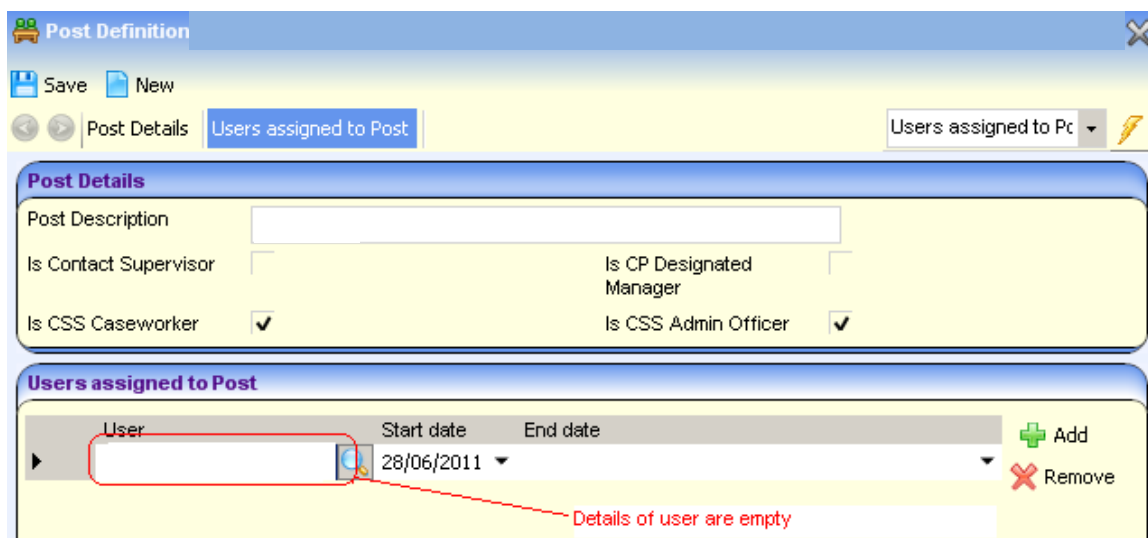
The below screen displays where **Person ID**, **Ethnicity** and **Religion** will be displayed:

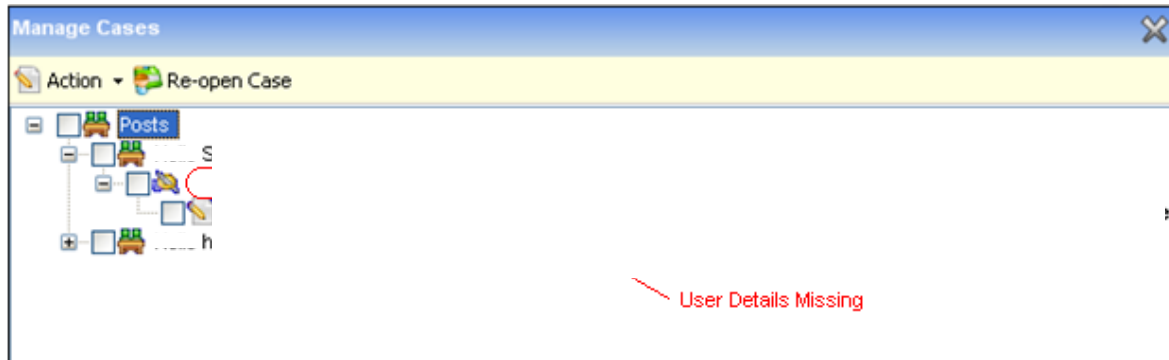


ICS-548 - Deactivated Users

In versions prior to **One 3.45**, if a SysAdmin user entered v3 and made a User Account Inactive, when that user then went to Posts or Manage Cases the details of the Inactive user was not visible.

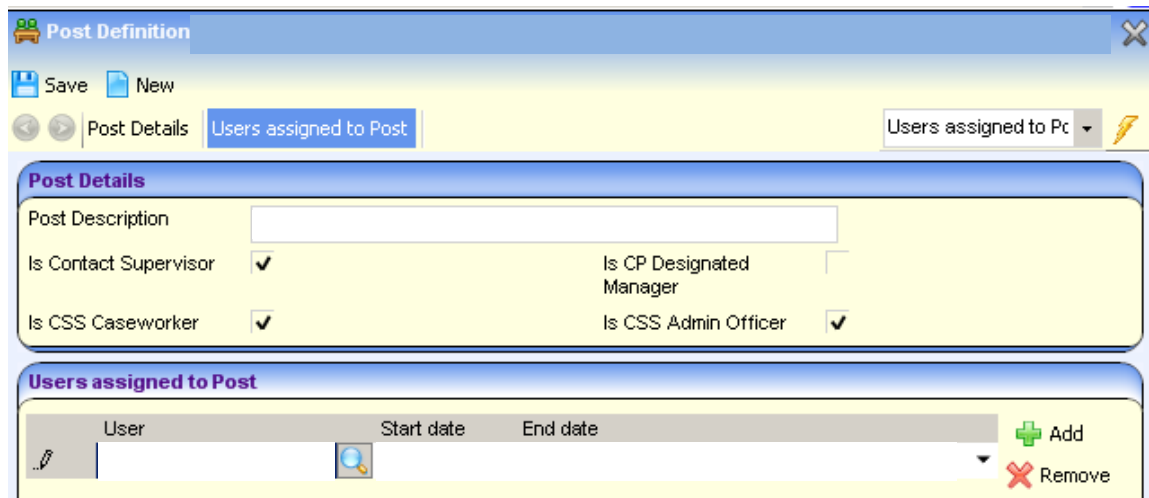
Screen shot prior to **One 3.45**:



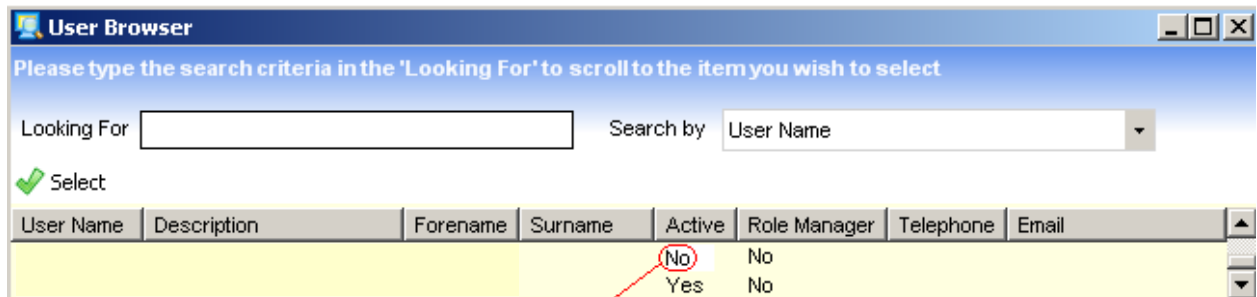


Changes made in One 3.45

In Post Definitions the system displays the details of Inactive Users. However this change has not been made in Manage Cases.



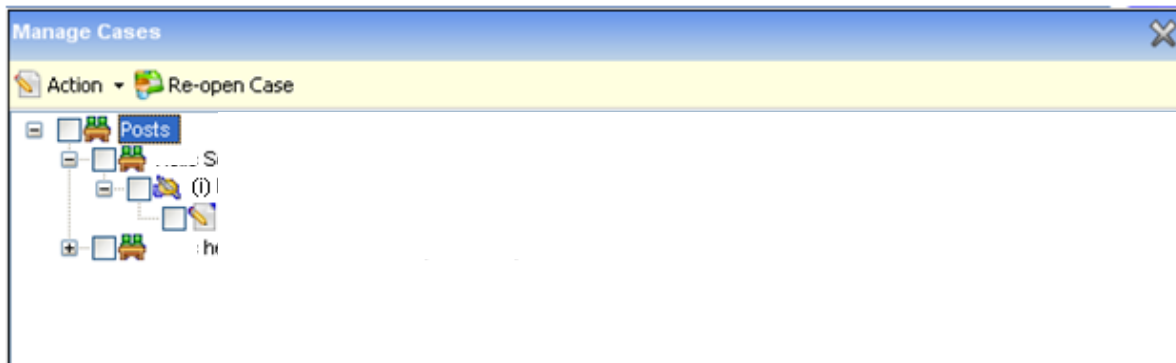
In Addition when the user selects to view the User Browser the “Active” column associated with the Inactive User will say “No”, indicating that they are no longer active:



Status indicates the User is Inactive.

With effect from One 3.46

The names of Inactive Users will be displayed in Manage Cases



In addition the letter "(i)" will be suffixed to the name of the user in Manage Cases and Post Definitions.

If the Inactive user is then set back to Active, the (i) will then disappear.

ICS-750 - Social Worker to be Notified if Exemplar is Read Only

In versions prior to **One 3.46**, it is possible to deduce if the Exemplar is locked by referring to the Status column in the results section of the Chronology. If the Exemplar has a status of S - Signed, or CS – Counter Signed then the Exemplar is not editable. However it is possible for users to overlook the status when searching for and opening Exemplars.

The system does not prevent users from adding data to the Exemplar and it is only when the user attempts to save the record that the system informs the user that the record is not editable.

With effect from **One 3.46**, in order help to users easily identify that an Exemplar is read only, this fact will be displayed in the header of the Exemplar.

ICS-594 - L Flag

Prior to **One 3.46** there was a delay between saving a Looked After record and the system displaying the "L" Flag to indicate that the child was Looked After.

With effect from **One 3.46**, the Flag will appear as soon as a current Looked After record is saved.

ICS-686 - Wizard Mode, Clicking Add More on Repeating Panels

If an Exemplar is in Wizard Mode, and the cursor is on the 9th repeated panel, when the user clicks on the 'Add More' button the focus does not move to 10th repeated panel

With effect from **One 3.46** this issue has been fixed so that when the user selects the 9th repeated panel and then selects the "Add More", button the focus moves to the 10th repeated panel.

ICS – 669 Social Worker and Deleting Panels

As a Social Worker I should be able to select a repeating panel and when I select to delete it the system should enable me to delete that panel.

In versions prior to **One 3.46**, if the Social Worker chooses to delete panel 3 of a series of 6 repeating panels, and then selected the "Delete Repeated Panel" button, the system would delete the last of the repeating panels i.e. panel No.6.

In version **One 3.46**, if the user selects panel 3, and then the "Delete Repeating Panel" button, the system will delete panel 3.

From **One 3.46** the system will always delete the panel in which the system is in focus.

ICS-554 - System to Display Repeating Panels in the Order in which they were Created

In versions prior to **One** 3.46 the system did not order the repeating panels in numerical order. The ordering was correct up to the 9th repeating panel there after the system would place the 10th, 11th, 12th, 13th, 14th etc. panels between the 1st and 2nd panels.

From Version **One** 3.46 onwards repeating panels will be ordered correctly.

ICS-553 - Display ICS Flags in Student Details and Person Details

In versions prior to **One** 3.46, the following flags **P**, **L**, **S**, **H**, **O** and **C** are not displayed in Person or Student Details. These flags originate in ICS, and are displayed in the ICS Person Search Results screen in the first column. The flags inform users of the following conditions set within ICS:

P-Child Protection Register

The P flag is set when a Current Child Protection Episode (CPP) exists, or a current Child Protection Record (CPR) exists. This information is obtained from the Child Protection link.

L-Looked After

The L flag is displayed when a current Looked After record exists, these records exist in ICS Person Details Panel (Panel)

S-Special Requirements

The S Flag will be displayed when text is entered and saved in the Special Requirements Panel (Panel) in ICS Person Details.

H-Hazards

The H Flag will be displayed when text is entered and saved in the Hazards Panel in ICS Person Details.

O-Case is Open

The O Flag is displayed when an ICS Case is Open and Current for a Child.

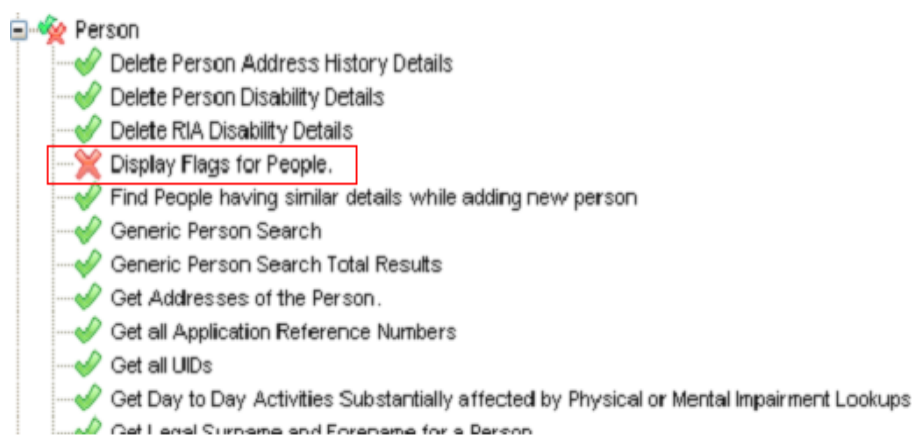
C-Case Closed

The C Flag is displayed when a Child has a Closed ICS Case.

In **One** 3.46 the ICS Flags will be displayed in the Person and Student Results Screens. Permissions will be added in:

User group Permissions:

Person:-



Student:-

- Student
- Allows Court Order panel to check if a Court Order is associated to a
- Calculate Student NCY for the specified Date Of Birth
- Delete Alternative Provision records
- Delete SEN Needs
- Delete Student Address History Details
- Delete Student School History Details
- Deletes an existing Care Order
- Deletes an existing Carer
- Deletes an existing Court Order
- Deletes an existing Student
- Display Flags for Students.
- Get a Dependencies report of student while deleting a student

and

User Group Processes:

01. Main Processes

Main Business Processes: Person Administration

02. Business Processes

Name	Read	Read-Write	Read-Write-Delete	Deny
Person Administra...				
Person Details				
Person Flags				
Staff Administration				

01. Main Processes

Main Business Processes: Student Data

02. Business Processes

Name	Read	Read-Write	Read-Write-Delete	Deny
Student Data				
Alternative Provision				
Core Data				
Edit EAL History				
Edit FSM History				
Edit Mode of Travel History				
Edit PEP History				
Edit School History				
Edit SEN Stage History				
Edit Service Family History				
Edit Student EOTAS History				
Edit Traveller Family History				
Edit UPN History				
School History				
SEN Needs				
Special Transport Needs				
Student Carer Details				
Student Court Orders				
Student Flags				
Student Looked After Details				

ICS-678 - Display of People living at the Same Address in the Social Network – System crashing

The system displays people in the Social Network associated to the Subject where they share the same current address. So if there are many people with the same current address, the system will attempt to display these people in the Subjects' Social Network.

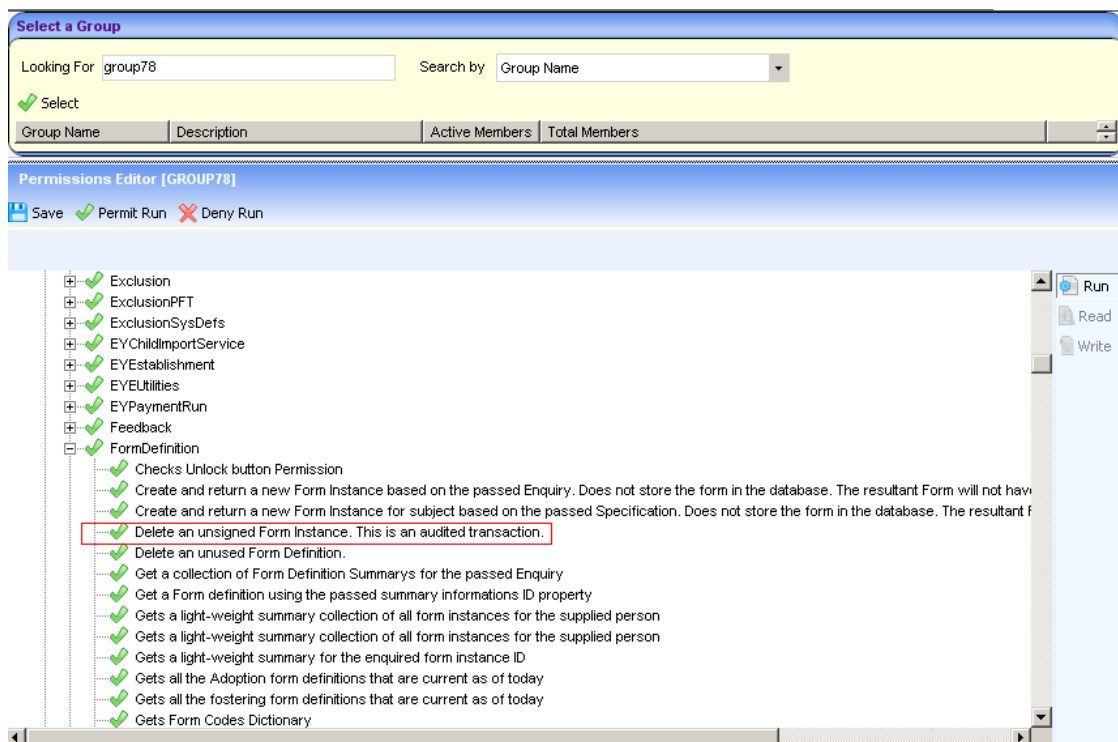
In versions prior to **One 3.46**, if the system identified that there were more than a designated number of records which needed to be displayed in the Social Network then for most L As the system would present a message to the user indicating that it was not possible to display the information because there were in excess of the designated number of records.

However for some L As the system did not present this message and the system crashed. We have made some minor changes to the way in which the system identifies whether to display this message so from **One 3.46** this issue will not occur. There will be no change to the way in which the system will interact with the user.

ICS-575 - Should not be able to Delete an Exemplar

In versions prior to **One 3.46** the Permissions highlighted below did not work.

In **One 3.46**, this permission will now work. Users allocated to groups which have had this Permission set to deny will not be able to access the "Delete" button. The button will be greyed out.



ICS-735 – Correction of Spelling Error

In **Tools|Permissions|User Group Processes| ACL Button Permissions**, a minor spelling error has been corrected:

From: ICS Person ACL **Button**

To: ICS Person ACL **Button**

ICS 541 - Ability to choose which Address to use when Adding the Details of a Social Worker / Professional to an Exemplar

Some Exemplars have questions which request the user to add details of a Local Authority employee to that Exemplar. An example of this would be where the Subject of the Exemplar needs involvement from a Social Worker.

In versions prior to **One 3.46**, if the user selects to add the name of a Social Worker to an Exemplar of a child and the details of the Social Worker are included in **One** as ICS Person Details, the system will add the address of that person marked as the Correspondence Address. In this scenario the home address is not the correct address to use. Some LAs have therefore asked that we provide functionality which will enable them to select to use a different address for such records.

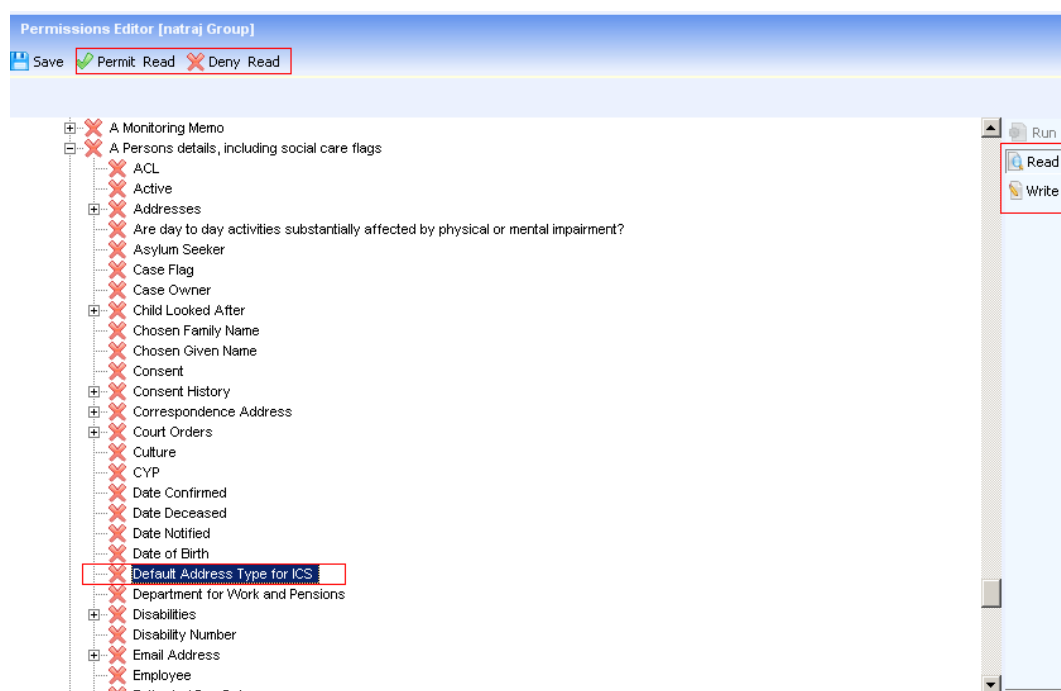
In **One 3.46**, it will be possible to indicate what alternative address should be used for the employee.

On upgrading to **One 3.46** this feature will be set by default to deny, so in order to Access it, users will need to change the Permissions.

This can be done by, going to the following route:

- User Group Permissions | All Secured Data | A Persons Details including Social Care Flags | Default Address Type for ICS.

It will be possible to Apply, Deny or Permit /Read / Write permissions for this feature against groups in v4 **One**.



Once permission has been given the user will be able to see the new field (highlighted in the below Screen paste) in ICS Person Details.

The flexibility of the Permissions function will enable LAs to work with this feature in different ways for example LAs who do not wish to use this feature will be able to hide it completely from all users, alternatively LAs will be able to select to use this feature for specific people records providing editability rights for certain users and then to hide the field to all other users thus imposing significant control to this area.

The new field enables users to select which address type should be used instead of the Correspondence Address.

If the User is accessing links from the ICS Person Details then this address will be displayed:

- In the Header of ICS Person Details.
- If that person has been added to a New Contact Record either as the Subject or a Person within the record.

- In the Header of the Child Protection Link
- In Quick reports where the system will default to the selected Address.

If the User is accessing the Social Network from the following links: ICS Person Details, Person Details and Student Details and if the Subject has had an Address Type selected from the above field then the Address in the header will display that address.

Please also be aware that:

When you Copy Forward an Exemplar record, it defaults to the Correspondence address instead of the address specified in the ICS Person details screen:-

The same happens:

- if you generate an Exemplar for a relationship record at the point of creating the first Exemplar record
- When you create and generate a new contact record, and also copy forward an existing contact record

If there are no addresses with the selected Address Type, then when the name of that person is allocated to an Exemplar for a Subject, then no address should be displayed.

If there is more than one current Address with that Address Type, the system will not display an address if that person has been added to an Exemplar for the subject.

Users should be aware that once the Default Address Type for ICS field is used then users will not be able to use the Correspondence Address in the scenarios described above.

This means that when using that person in Adoption and Fostering Records the selected default address will be used.

The following tables provide details of which panels in Capita Created Fostering and Adoption Exemplars contains questions which will be impacted by using the default address feature provided in this release.

Adoption	
Name of Capita One Exemplar	Panels which contain an ICS Person Question
Adoption Support Plan	2,3,4,5
Adult Health Report 1	5,6,33,34
Adult Health Report 2	6,7,15
Appeals (Adoption)	2
Contact with Birth Relatives	None
Declaration of Health	10
Health and Safety Checklist	None
Information on Prospective Substitute Parents – Part 1	3,4,8,9,10,21,23,24
Information on Prospective Substitute Parents – Part 2	None
Information on Prospective Substitute Parents – Part 3	None
Information on Prospective Substitute Parents – Part 5	None
Inter-Agency Placement Agreement (Financial Arrangements)	4,10,11,12,13,16,19,21,22,23,24,25
Inter-Agency Placement Agreement (Practice Arrangements)	3,5,6,7,8,9,10,11,12,13,16,19,21,22,23,24,25
Non Agency Adoption	3
Panel Recommendations (Adoption)	3,5
Private Agency Adoption	3,4
Pro-forma for matching	None
Support Plan Review (Adoption)	2,3
Visits (Adoption)	2,3

Fostering	
Name of Capita One Exemplar	Panels which contain an ICS Person Question
Agency Information (Adopter / Foster Carer Application)	2,8,9,15,17,18,19,22,23,24,25,26
Appeals (Fostering)	3
Application to be approved as an Adopter or Foster Carer – Form F1 (part 1B)	5,8,9,10,11,12,14,20,24
Exemptions	2
Panel Recommendations	3
Resignation or Retirement	3
Reviews (Fostering)	2
Training Audit (Fostering)	None

ICS 3.45

Introduction

At recent Children's Social Care Software Consultative Group meetings customers have stressed the importance of us focussing our efforts on delivering resolutions to Priority issues raised by customers, rather than rolling out new functionality. Therefore the focus of **One 3.45** has been to comply with this request.

All Children's Social Care Customers have been given the opportunity to feed into issues that are to be resolved and have locally prioritised key issues for your LA.

The changes which have been delivered in **One 3.45** are detailed below.

Record of Changes included in One 3.45

ICS-194

Notify the Social Worker that there are other Contact Records forwarded to them in the same batch as the Contact Record which they have currently opened

When a Contact Supervisor opens a Contact Record the system will check to see if there are other Contact Records created in the batch and forwarded to the same Contact Supervisor. If there are, then the system will notify the Contact Supervisor of this fact and provide the Contact Supervisor with the option to open the other Contact records in the batch so that they can be processed in sequence, **with the knowledge they were created together and form part of a group**. This will help the Contact Supervisors when they are assessing several contacts created from one call.

ICS-432

Re-size the columns in the Relationship panel

At a recent Children's Social Care SCG attendees requested that the system display the data in the relationship panel in such a way so that the user could view all the data in one go, without having to use the scroll bar at the bottom of the panel. The width of the columns has therefore been adjusted with the result that for the most popularly used Screen Resolution settings the majority of data in the Relationship Panel can be seen. This has been done by taking the average length of field across multiple customer databases for free text fields shown within the Relationship panel.

ICS-517 - On selecting the Copy Forward button, the Subject panel is empty

ICS 518 - On selecting the Copy forward button the Subject panel is editable

On selecting to Copy Forward a record, the system displays a form split into two parts. The top part of the form displays the Subjects details, and the bottom part of the form displays the details of the Relationships to the Subject. In versions prior to **One 3.45**, the top panel of the form was empty, that is, there were no details of the Subject. In version **One 3.45** the system will populate the Subject panel.

In addition users will not be able to edit the Subject Details, where as in versions prior to **One 3.45** users were able to change the name of the Subject. .

ICS-426

Inconsistency of messages when the system has Generated Entities

In **One** 3.45, the system will present users with a consistent display of messages when the generation of Exemplars, Case Notes and Contact Records is complete. The messages displayed will be:

Exemplars Generated
Contact Records Generated
Case Notes Generated.

When the user then selects one of the documents the system gives the following details about that record in the message bar:

<details of the entity> <name of the subject> <Date and time entity saved>

ICS-123

Sorting the Age column in the Relationship Panel

The Age field can display an age in years and months, be blank if the record does not have a DoB, or display "Unborn" if the Expected Due Date is set to ticked.

In versions prior to **One** 3.45 it was not possible to accurately sort the records based on the details in the Age column.

In **One** 3.45, on selecting the top of the Age column for the first time after the system displays the Relationship panel the details will be sorted as follows:

Blank
Unborn
Age in Ascending order.

If the user selects the top of the Age column a second time, then the system will display the records in the following order:

Age in Descending order
Unborn
Blank

ICS-533

Event Date should be copied to Exemplars on Generation or Copy Forward of Exemplars

In versions prior to **One** 3.45, the following scenarios took place:

Create an exemplar and Edit the Event Date so that it is prior to the System Date,
Generate the exemplar for Relationships of the Subject,
The Generated Exemplar would display the System Date in the Event Date field.

Create an exemplar and save it,
Several days later Copy Forward the Exemplar to Relationships of the Subject,
The Copied Forward Exemplars will have an Event Date which is the System Date. i.e. the date on which the action of copying forward took place,

In **One** 3.45 the Event Date in the generated Exemplars and the Copy Forwarded Exemplars will be the same date as that in the Original Exemplar.

ICS-514

Selected Relationships become De-selected if a user chooses to Filter the Display of the Relationship Panel of the Copy Forward form

In **One 3.45** it will be possible to filter the Display of the Copy Forward Relationship panel without losing any previously selected Relationships.

ICS-408

Permissions for Relationship Panel

Changes to Title and Descriptions in User Group Permissions; some of the Descriptions of the Permission have been amended so that the action related to the Permission is more easily understood. These are detailed below:

In Tools|Permissions|User Group Permissions|All Secured Services | Associations, Changes have been made to some of the descriptions of the Permissions, the changes made are as follows:

Description of the Permission at 3.44 and prior	Used by ICS Relationships	Description of the Permission at One 3.45 onwards.
Delete a person contact	No	N/A
Delete the past association between one person and another	Yes	Remove Relationship
Get a list of Association End Reason lookup	Yes	Display Association/Relationship End Reason Lookup Codes
Get a list of Association Types that are used to associate one person with another	Yes	Display Association/Relationship Type Lookup Codes
Get Additional columns for Relationship	Yes	Display content of the following data when in add or edit mode, - Primary Contact No., Parental Responsibility, (Carer Definition as well) Establishment Due Date
Get Establishments	No	N/A
Get Relationship data for the Person	Yes	Display default list of people in Results of Search on selecting Add a Relationship
Get Social Network Associations Contact	Yes	Display Relationships in Social Network Diagram
Get Social Network Contacts excluding Associations	Yes	Display of all details in Social Network except Relationships
Get a lookup list of Doctors	No	N/A
Get a lookup list of Health Visitors	No	N/A
Get a lookup list of Involvement Types	No	N/A
Get a lookup list of Professionals Involved	No	N/A
Get all contacts for a person	No	N/A
Get contact details for a person	No	N/A
Insert or update the past association between one person and another	Yes	Save Relationship Record
Modifies or deletes a key workers association for a person.	Relates to Adoption	N/A
Save a person's contact	No	N/A

ICS-632

Remind the user to Save Records

On Copying Forward and Generating entities, if the user then closes the documents the customers want to be reminded to save the record. The system will present the user with a message to remind them of this fact. . This has been implemented in **One 3.45**.

ICS-633

When you Copy Forward a Case Note customers want to be able to select the CRN (as you can when you Clone a Case Note)

In **One 3.45** users will be able to select where available, a CRN from the Copy Forwarded Case Note without having to save the Case Note and then re-opening it.

ICS-520

Copy Forward - Save button becomes Generate when the Filter criteria are changed in a generated record

In **One 3.45**, the system will display Save and Generate buttons at the appropriate stages in the process and will not change if the filters in the Relationship Panel are changed.

ICS-498

Generate button becomes Save after editing details of a Relationship

In **One 3.45**, the system will display Save and Generate buttons at the appropriate stages in the process and will not change if the Relationship Panel is edited.

ICS-425

New Contact Record, - Relationship panel columns are not abbreviated until a record is selected

In **One 3.45**, on initially opening a New Contact Record Form, the system will display the Relationship Panel with resized columns.

ICS-459

Oracle Error on clearing Memo details in any Relationship

In **One 3.45** users will be able to delete information from the memo field in the Relationship panels.

ICS-472

ICS Exemplar not filtering on Event Date in Chronology

In versions prior to **One 3.45**, when a Chronology search was undertaken based on Event Date, the system incorrectly filtered Exemplars using their Created Date. In **One 3.45** the system correctly filters Exemplars using the Event Date.

ICS-543

As a Social Worker I should be able to delete Contact Records

In versions prior to **One 3.45**, it was not possible to delete Contact records. In **One 3.45** it will be possible to delete individual Contact Records prior to their status being set to **Accepted as a Referral**; at which point it will not be possible to delete. The action of deleting a Contact Record will be permission based.

Users will be able to access this permission via

Tools|Permission| User Group Permissions | System Map| All Secured Services | ICSF Case

The permission is described: - "Delete the existing ICS Child Contact Record"



On deleting a Contact Record the system will write the details of the deleted Contact Record to the Audit Trail.


ICS-629

When an Exemplar is saved, the system does not display "Saved" status to the user.

In **One 3.45** the system will inform the user that the entity has been "Saved" by updating the message bar.

ICS-560

As a Social Worker I need to know the number of Windows open in One

Throughout the system the  **Window** button will display how many windows/pages you have open. Having too many windows open at a time can reduce performance.



ICS-583

In versions prior to **One 3.45**, when the 'delete repeated panel' button was selected, it removed the final add more panel, rather than the panel the cursor was in. From **One 3.45** onwards users will be able to take focus in a selected repeating panel and on selecting the Delete button the panel "in focus" will be deleted.

In versions prior to **One 3.45** it was not possible to use the exemplar Wizard and the Add or Delete repeating panels. From **One 3.45** onwards it will be possible to use the exemplar Wizard and Add or Delete repeating Panel.

ICS 3.44

Relationship Functionality

Introduction

Relationship Functionality, introduced in **One 3.44**, is the outcome of a number of discussions with Social Services practitioners at various Local Authorities. These discussions focussed on identifying requirements to support "family" centric practice for a Child in Need.

The Relationships panel has been designed so that LAs can use it according to their individual needs and as such is very flexible. It will enable authorities to utilise existing functions such as the Social Network to quickly create and maintain a list of individuals closely associated with the Child in what can be described as a "Family Group".

The Relationships panel has been developed from the Associations panel which was available to ICS Forms licence holders in the Social Network and so will be available to LA s using ICS, and CSS users at these LA s if given the appropriate permissions. This includes the ability to create any group regardless of the literal "blood" family making it highly flexible. The functionality and many of the fields in the Association panel have been used in the Relationships panel, as have the Business Rules. Data which was previously added to the Association panel will be migrated to the Relationships panel. The Relationships panel will only be available to LAs who have purchased a licence for ICS Forms.

The benefits of the Relationships panel are associated with improving process and saving the practitioner time in the creation of documents for the Subject and his/her family members.

At present it is possible to use an existing document and produce a copy of this for one other person. However each time this is done the user is required to search for and find the name of the person in the database for whom the document will be copied - known as "matching". The new process will enable users to copy the document to more than one person at a time, and more over the Matching process is done only once when the user adds a person to the Relationships panel.

Since in a Child in Need case there are often several other Children for whom the same documents need to be produced containing a large proportion of information which is the same, this new function will enable users to create a single document and then create many copies of it in one go for the child "peers" of the subject. This represents a significant improvement in efficiency for all teams within Social Services in an L A.

The Relationship functionality provided is as follows:

- Provision of a Relationships panel where users can add People to the panel
- Ability to Generate Contact Records, Exemplars, and Case Notes for people recorded in the Relationships panel
- Copy Forward Contact Records, Exemplars, and Case Notes using the Relationships panel.

Relationships Panel

The Relationships panel is located:

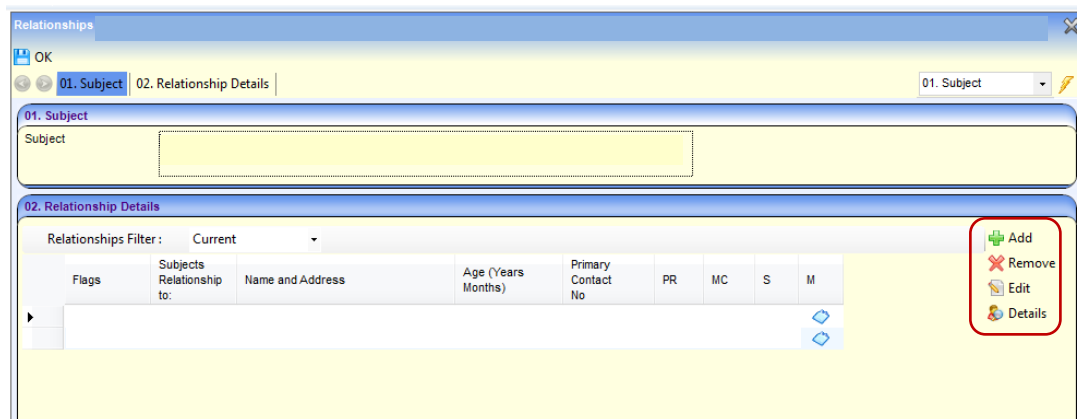
- As a link when the ICS Person Details is displayed
- As a panel under the Social Network (this replaces the Associations panel)
- On the top of Contact Records, Exemplars, and Case Notes.

The following information is displayed for each person who has been added to the Relationships panel:

- Flags associated with the Person
- Subjects Relationship to: Name and Address
- Age (in years and months)
- Primary Contact Number
- Parental Responsibility
- Main Carer
- Sensitive
- Memo

Functions available on the Relationships panel

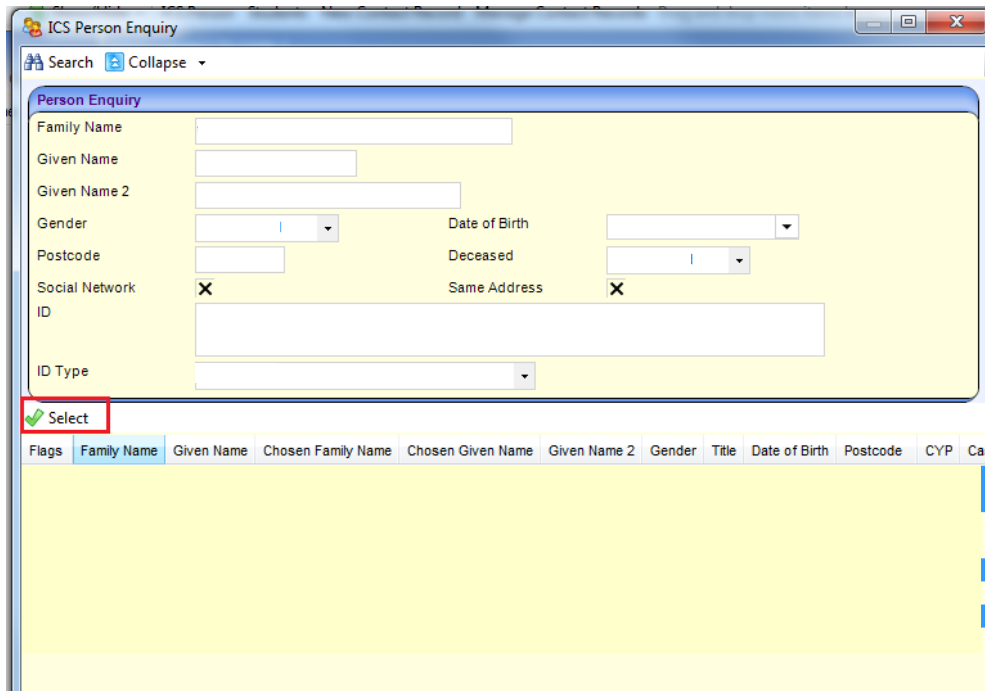
- Add
- Remove
- Edit – Additional fields: Start Date, End Date, End Reason
- Details



Add

The user selects this button in order to **Add** a Relationship to the panel.

On selecting this button the system presents the user with the **ICS Person Enquiry** screen:



The screen is split into discrete functional areas, the top of the screen enables the user to enter **Search** criteria, and the lower half of the screen displays the results of the search (**Flags** will be displayed for People in the Results section of the search). Highlight the required people and click **Select**.

If the Social Network for the subject is populated with details of individuals, then upon opening this screen the system will default to displaying these individuals in the results section of the Search. The information displayed in the defaulted results view will be sorted into two groups:

- Individuals who live at the same address, the following business rules are used to identify those living at the same address:

The system searches for any people who have the same address I.D., and then checks the Date range. If the Date range is current, then the record is displayed. The system does not refer to Address Type.

Example below where the system date is set to 10/02/2011, and where the details of the people are not associated to the Subject in any way other than possibly Same Address.

Name	Address	Address Type	Start Date	End Date	Comment
------	---------	--------------	------------	----------	---------

Subject:

Name	5 Address	Home	01/09/2005		
------	-----------	------	------------	--	--

A	3 Address	Correspondence	01/09/2005	10/05/2010	A lives at a different address so will not be included
B	5 Address	Work	01/01/2004		B lives at the same address and at the same time as Name, therefore will be included
C	5 Address	Home	01/05/2010	06/02/2011	C lived at the same address but not as of the System date so he will not be included
D	5 Address	Correspondence	11/02/2011		D lives at the same address but started living there after the system date she will not therefore be included.

- Individuals who do not live at the same address but do appear in the Social Network.

Individuals within each group will be sorted in alphabetical order.

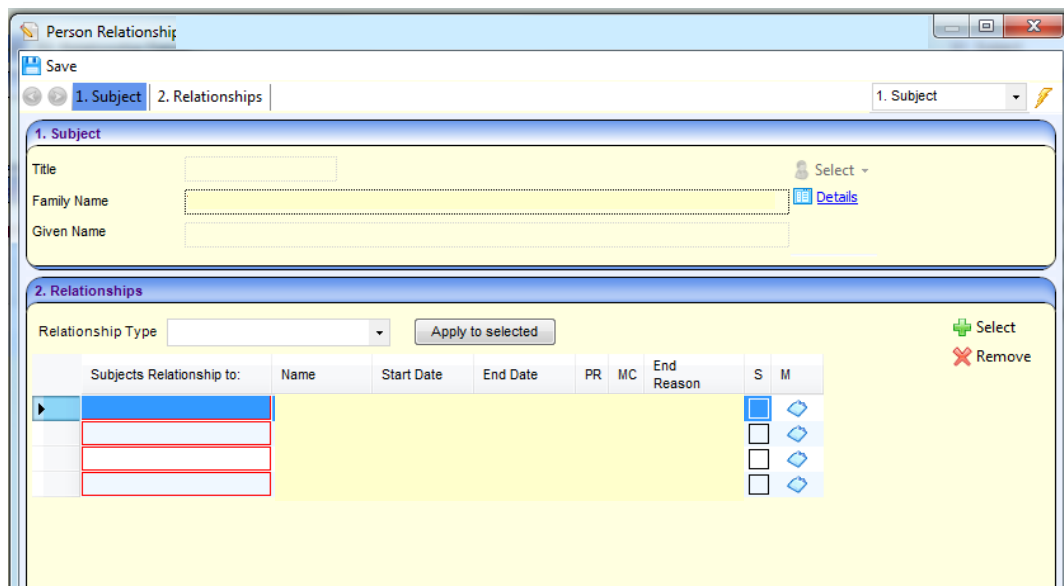
If the user cannot find the appropriate individual to add to the Relationships panel from the default list, the user can enter their own search criteria in order to search from the database. The results of this type of search will not be sorted with People living at the same address displayed at the top of the list.

The user adds individuals to the Relationships panel by selecting them from the results section. This is achieved by highlighting the row of information, and can be done by using the standard techniques for highlighting data:

- Selecting a single row – highlight the row and left click with the mouse.
- Selecting several consecutive rows – highlight the first row in the group, depress the shift key, and move the cursor over the last record in the row and left click the mouse.
- Selecting several rows scattered in the list - highlight the first row, depress the Ctrl key and keep depressed for the whole process of selecting the records, move the cursor over a record and left click the mouse, move the cursor over another row of data and left click the mouse and so on.

Once the required rows have been selected, the user selects the **Select** button.

The system displays the **Person Relationship** screen:



Some of the fields are automatically populated and others need to be edited manually.

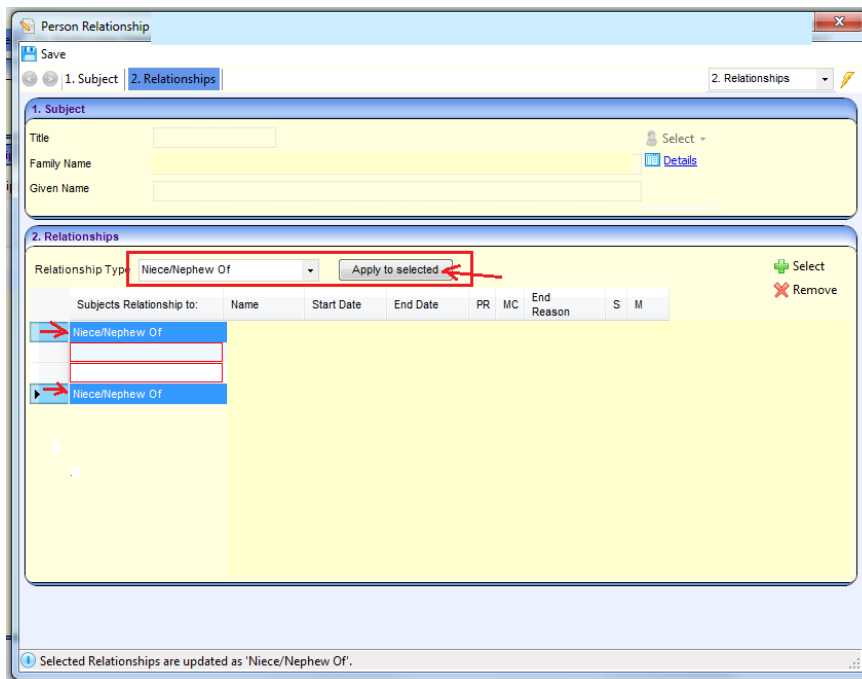
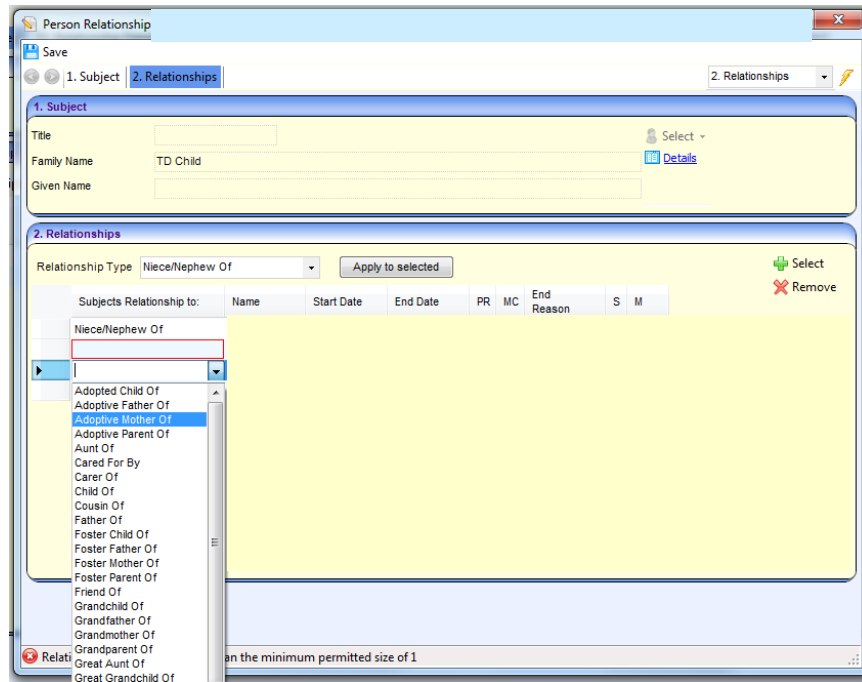
Automatically populated fields:

- **Name** - The system populates the Name column from the ICS Person Results page
- **Start Date** - This date represents when the association between the Subject and the Person in the Relationships panel started. The Start Date will default to the System Date, and is editable
- **Parental Responsibility** - Parental Responsibility is displayed as PR, with the full description displayed as a Tool Tip. This field may be automatically populated if this information has been added elsewhere in either v3 or v4.

The Parental Responsibility Status is displayed in Guardian Details in v3, and in the Carer panel in v4; we have updated the functionality in these areas so that as far as possible the information is displayed consistently in all of the three areas.

Fields which are manually edited:

- **Subjects Relationship To:** This field is mandatory.
The user can complete the "Subjects Relationship to" field by:
 - Directly selecting a look up in the individual record
 - By adding the same Relationship, selecting a number of peoples' records, and then selecting the appropriate **Relationship Type** look up and depressing the **Apply to Selected** button:



The range of look up Relationships has been extended in **One 3.44**, now users can set up all the Relationships for the Subject from the Subjects Record. Previously it was necessary for users to enter some Relationships by going to the Alternate Relationship and Add the Child to the Alternate Relationship.

CODE	DESCRIPTION	REVERSE CODE	REVERSE DESCRIPTION
Child	Child Of	Parent	Parent Of
Parent	Parent Of	Child	Child Of
Adopted Child	Adopted Child Of	Adoptive Parent	Adoptive Parent Of
Adoptive Parent	Adoptive Parent Of	Adopted Child	Adopted Child Of
Foster Child	Foster Child Of	Foster Parent	Foster Parent Of
Foster Parent	Foster Parent Of	Foster Child	Foster Child Of
Stepchild	Stepchild Of	Step Parent	Step Parent Of
Step Parent	Step Parent Of	Stepchild	Stepchild Of
Great Grandchild	Great Grandchild Of	Great Grandparent	Great Grandparent Of
Great Grandparent	Great Grandparent Of	Great Grandchild	Great Grandchild Of
Grandchild	Grandchild Of	Grandparent	Grandparent Of
Grandparent	Grandparent Of	Grandchild	Grandchild Of
Niece/Nephew	Niece/Nephew Of	Uncle/Aunt	Uncle/Aunt Of
Uncle/Aunt	Uncle/Aunt Of	Niece/Nephew	Niece/Nephew Of
Great Niece/Nephew	Great Niece/Nephew Of	Great Uncle/Aunt	Great Uncle/Aunt Of
Great Uncle/Aunt	Great Uncle/Aunt Of	Great Niece/Nephew	Great Niece/Nephew Of
Cared For	Cared For By	Carer	Carer Of
Mother	Mother Of	Child	Child Of
Father	Father Of	Child	Child Of
Adoptive Mother	Adoptive Mother Of	Adopted Child	Adopted Child Of
Adoptive Father	Adoptive Father Of	Adopted Child	Adopted Child Of
Foster Mother	Foster Mother Of	Foster Child	Foster Child Of
Foster Father	Foster Father Of	Foster Child	Foster Child Of
Stepfather	Stepfather Of	Stepchild	Step Child Of
Stepmother	Stepmother Of	Stepchild	Step Child Of
Sibling	Sibling Of	Sibling	Sibling Of
Step Sibling	Step Sibling Of	Step Sibling	Step Sibling Of
Grandfather	Grandfather Of	Grandchild	Grandchild Of
Grandmother	Grandmother Of	Grandchild	Grandchild Of
Great Grandfather	Great Grandfather Of	Great Grandchild	Great Grandchild Of
Great Grandmother	Great Grandmother Of	Great Grandchild	Great Grandchild Of
Uncle	Uncle Of	Niece/Nephew	Niece/Nephew
Aunt	Aunt Of	Niece/Nephew	Niece/Nephew
Great Uncle	Great Uncle Of	Great Niece/Nephew	Great Niece/Nephew Of
Great Aunt	Great Aunt Of	Great Niece/Nephew	Great Niece/Nephew Of
Cousin	Cousin Of	Cousin	Cousin Of
Spouse	Legal Spouse Of	Spouse	Legal Spouse Of
Carer	Carer Of	Cared For	Cared For By
Partner	Partner Of	Partner	Partner Of
Friend Of	Friend Of	Friend Of	Friend Of
Unknown	Unknown	Unknown	Unknown
Other	Other	Other	Other

The user can type the first few characters in the field, and the system will display those which have the corresponding characters, alternatively the user can select to see all the Relationship Look Ups.

When the Social Worker Adds the Relationship to the Relationships panel, the system will update the Alternate Relationships panel; that is the Relationships panel of the other person.

The system will check the gender of the Alternate Relationship and where Alternate Relationships have a gender dependent description the system will use that Description, e.g. where the Subject is Grandchild, then when the alternate is a Male then the relationship will be Grandfather.

Where the gender is not specified then the system will use the non-gender specific Relationship descriptor, e.g. Grandchild, - Grandparent.

If the Social Worker edits the Relationship Type, then the Alternate Relationship will be updated.

If the Social Worker has entered a Relationship in error, the **Remove** button can be selected. This action will remove the Subjects record in the Alternate Relationship panel. The system will remove the details of the Relationship from any documents created, however if documents were Generated for the individual whose recorded Relationship was removed, then the documents themselves will remain unaffected.

The descriptions to the tables in the database have not been altered from versions prior to **One 3.44**.

The Table Name for the Relationship Types used is - ICSF_PERSONASSOCIATION

In versions prior to **One 3.44**, it was possible to record the same Subject to other Person Relationships more than once in the Association panel providing that the Relationship Type was different. This business rule exists in **One 3.44**.

If the Social Worker attempts to add the Subject as having a Relationship with him/herself the system will not allow the Social Worker to do this and will present the Social Worker with a message indicating this fact.

- **End Date** - This date represents when the association between the Subject and the Person in the Relationships panel ended, this information will be stored in the database and will be visible in the Relationship Panel thus providing a visible history of the Relationship changes for the subject.
- **End Reason** - End Reason descriptors are entered via Tools | Administration | Look Ups, they are defined by the user (*Table_ID 1060, Association End Reason*). End reason is not mandatory.
- **Main Carer** - This field was requested by ICS customers so that they could record if *the Person in the Relationships panel* acted as the Main Carer for the subject; a role which is discretely different to that of Parental Responsibility. Main Carer is displayed as **MC**, with the full description displayed as a Tool Tip.
- **Sensitive** - The Sensitive field is displayed as **S**, with the full description displayed as a Tool Tip. In versions prior to **One 3.44**, the field was for information only, so no business rules have been applied. There is no change to the functionality of the Sensitive Flag in this release.
- **Memo** - The contents of this field are specific to the Subject to Person (in the Relationships panel association) combination. So wherever the Memo for that association is displayed on the Subjects record the contents of the Memo will be displayed. If the user opens the ICS Person Details record for the alternate person (i.e. the person in the Relationships panel of the subject), then the details in the Memo on this record will be different since they relate to the Reverse Relationship.
- **When either the Start or End Dates are entered in error** – To completely remove a date added in error in the Relationship Panel the user should use the Delete Key on the keyboard.

The user can move between both screens, until all the required people have been selected and their details amended.

Once the details have been added the user selects the **Save** button and the Relationship(s) are added to the Relationships panel.

Remove

If a user Adds a Relationship in error the record can be removed by highlighting it and selecting the **Remove** button. This action will remove the record in the Alternate Relationships panel as well.

Edit

If details need to be amended, or information needs to be added to the Memo, then the user will need to highlight the record and select the **Edit** button. When details are added to the Memo field, then on Save the Memo icon will change colour to pink, and appear as if a pen is against the memo.

Details

Select the **Details** button to view the ICS **Person Details** of that Person

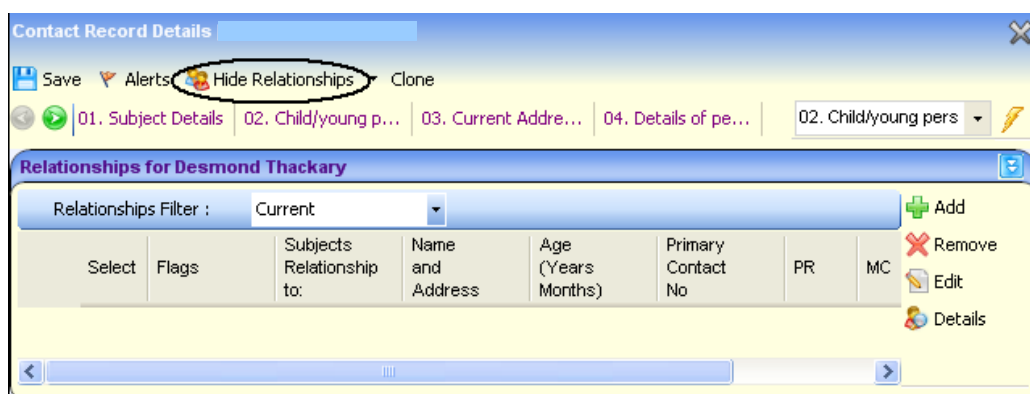
Known Issue: At present it is not possible to record a history of Relationships, i.e. it is not possible to add to the same Relationships panel, two records with the same combination of **Subject/Name of other person/ Relationship Type** but with different date ranges. E.g. The user enters a Relationship and edits it giving the date when the Relationship ended. Later on the same Relationship starts again with the Subject, however at present users cannot add a second record in the Relationship panel for the same person but with a later start date. This issue has been logged in the Children’s Social Care Product Backlog.

Functionality of the Relationships Panel on the Contact Record, Exemplar and Case Notes

In this release the business rules and functions relating to the Relationships panel on the Contact Record, Exemplar and Case Notes are the same, therefore the details described below relate to all three entities.

Show/Hide Relationships Button

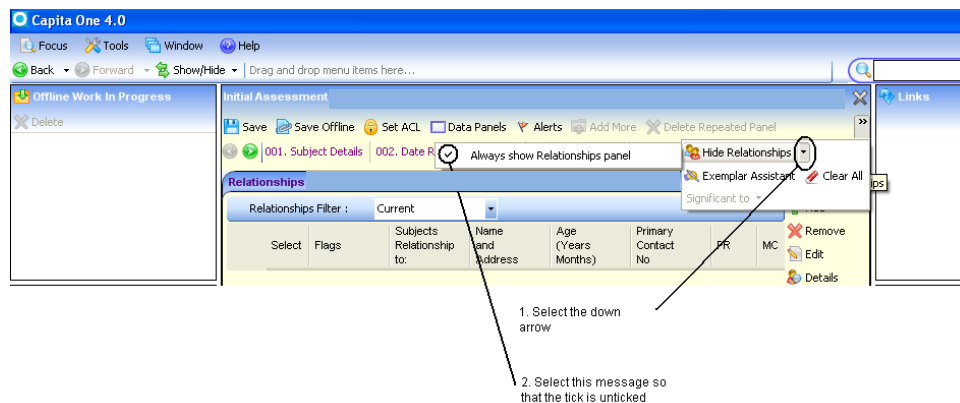
The Relationships panel is now available on all of the above entities. It will appear by default but can be hidden by selecting the **Hide Relationships** button:



The description of the button will change to **Show Relationships**, and the Relationships panel will disappear. The Relationships panel will be hidden for that user only. The system will maintain the ‘hidden’ status of the Relationships panel until the user ‘logs out’ of the system.

When the user logs back into the system, the Relationships panel will reappear.

In order to permanently hide the Relationships panel, the user will select the down arrow next to the **Hide Relationships / Show Relationships** button:



The user will then select the Message **“Always show Relationships panel”** and the tick will disappear, this will result in the Relationships panel being hidden until the same message is selected so that the ‘tick’ reappears. This state of “hidden” will apply to the credentials of the User of the Windows Login details for that Computer. This means that if another person logs into the same computer with different Windows credentials and the Relationships panel was previously set to display for that user then on logging in again the system will display the Relationships panel.

On upgrading the system to a later version of the Product, the system will remember the status of the display prior to the upgrade and reflect that status after upgrade.

The functions of the Relationship Panel described in “Functions available on the Relationships panel”, apply to Relationship panels on the Records.

Process for Generating Records

The user will open up one of the three records on which the Relationship panel has been provided.

At this point the process is sufficiently flexible to enable the user to either:

- Edit the Relationship panel

And/Or

- Select those individuals to whom the record will be generated.

Or

- To complete the details in the form.

Once satisfied that the form is complete the user then confirms that he/she has selected the required people for whom the record will be Generated.

On selecting a person in the Relationships panel, the **Save** button changes to **Generate**.

On selecting the “Generate” button the system presents the user with a message; the message describes for whom the forms are to be completed and asks for confirmation. On confirmation the records are generated. The records are available to be reviewed and will be in an unsaved state. Each one should be reviewed and individually edited if necessary.

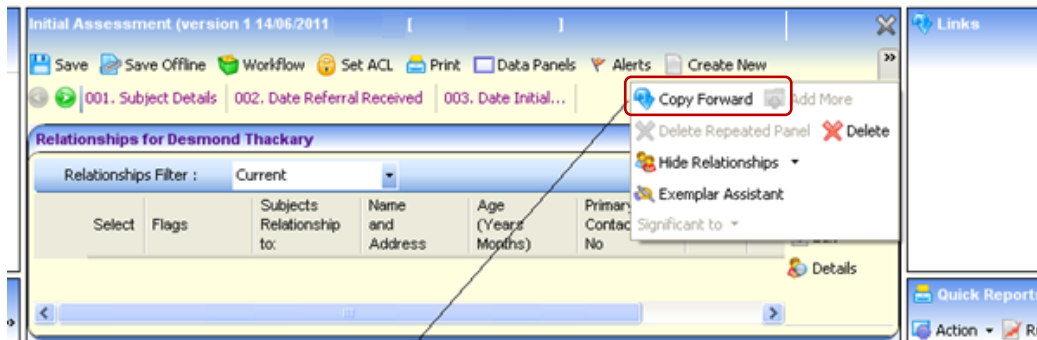
After the initial save of a record it will not be possible for users to Generate records, from the original i.e. it is not possible to open a saved record and Generate that record for other people. However it will be possible to open a saved record and add Relationships to the panel.

The original record will detail for whom the records have been generated. The generated records will detail from whom that record has been generated.

Since users will not be able to generate records from previously saved records additional “Copy Forward” functionality has been provided to cater for this requirement, which includes the Relationship panel allowing a form to be copied forward to many people.

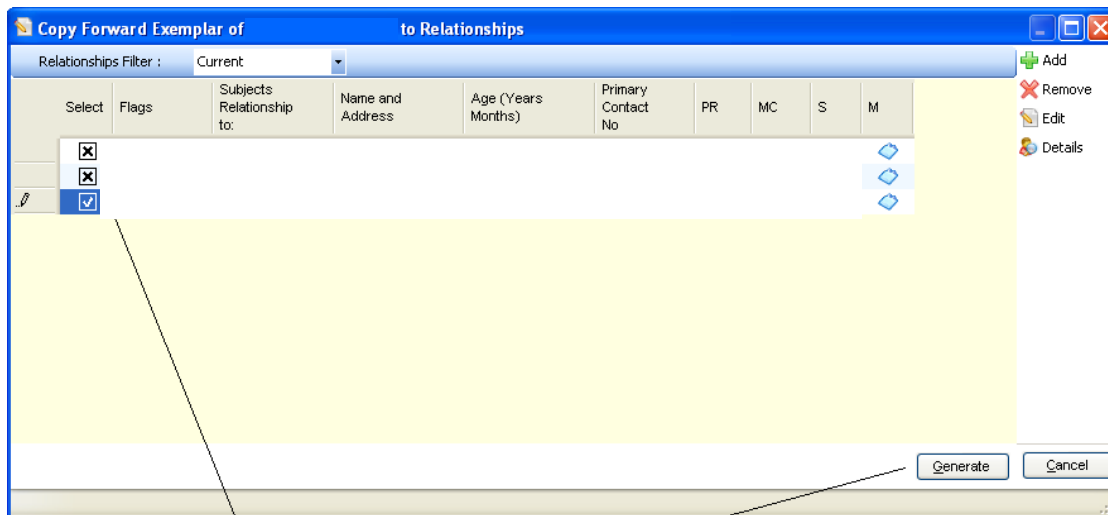
Copy Forward

As soon as a record has been saved the system provides a **Copy Forward** button:



Copy Forward functionality

On selecting this button, the system displays the **Copy Forward Relationships** panel for the subject:



2. Select "Generate" button

1. Select People for whom you wish to Generate records

On selecting the Generate button the system will produce Records for the Selected People. A record for the Subject of the original record will not be produced. The Copy Forwarded Records will take on the same properties as a Cloned record.

However in Case Notes the Panel 4, Cloned Details will not be updated if the Copy Forward button has been used.

Signed Off Status: records Generated or Copied Forward will not assume the Signed Off status of the Original Record.

Known Issue: On Generating Records the Auto-population routine does not work correctly and marks on the Generated records that items have been Auto-populated which in fact is not the case.

Known Issue: Editing the Relationship panel on the Original Record.

After the system has created the required records, the Tick boxes against the Relationships in the Relationship panel of the Generated Records are not editable; however in the Relationship Panel on the record from which the Generated records were created, the tick boxes are editable, allowing the user to Generate further records from this "original" record. This issue will be resolved in a future release.

Known Issue: Memos in Relationship functionality.

If a user deletes all the information previously saved in a memo field and then selects to save the empty memo, the system will present the user with an Oracle Error and will not save the changes. This issue has been logged in the product backlog and will be prioritised with other issues.

A work around for dealing with this issue is to remove the data and leave the field with a single character, for example a full stop. This will result in the memo field being updated and prevent the Oracle Error occurring.

Permissions

The Permissions for the Relationship Panel are the same as those in the Associations Panel. Users will be able to control who has access to the Relationship Panel, in addition Permissions are available to control Adding, Editing, , Saving and Removing Relationship.

Migration of Data

On upgrading to **One 3.44**, data existing in the **Association** panel will be migrated to the **Relationships** panel, and the Reverse Relationship will be included in the other Person's Relationships panel. For Records which don't have a Start Date in the version prior to **One 3.44**, the Start Date in **One 3.44** will be blank.

N.B. For the Reverse Relationship to work, it is important that the Relationships Look Ups are not customized. If they have been customized prior to **One 3.44**, the Reverse Relationship functionality will not work on these codes in migration and after.