Children's Support Services and Special Education Needs

last updated for the Summer 2013 release

Migration Notes

To contact the Service Desk:

Please log a case via My Account Telephone: 0870 2411 323*

*Calls to 0844/0845/0870 numbers will cost three pence per minute, plus your phone company's access charge.

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

Contents

CSS/SEN

Introduction

This document has been written for One Co-ordinators and Business System Administrators managing the migration of CSS and/or SEN v3 to v4. It introduces the relevant Key Concepts in v4 at a high level as well as stepping you through the Migration process. In developing CSS or SEN in v4 we have looked to include many enhancements that have been requested by Local Authorities. V4 provides a significant step forward in ensuring that the One software is more aligned with Local Authorities' business processes.

CSS and SEN functionality has been released in phases covering December 2008, March 2009, June 2009, October 2009, December 2010, June and October 2011. This document also includes details of which areas are available within each of the releases and which areas may be delivered at a later stage.

Key Concepts in v4 for CSS and SEN

Child/Person Focussed Processing

The One v4 software works on the premise that the user can search for the Child/Person first and then access all appropriate related information and carry out all appropriate business processes in relation to that Child/Person, subject to access control.

Workflow Driven Home Page

As soon as users successfully login to One v4 they will be placed on a customisable Home Page which gives them useful information about their tasks.

My Involvements

For Caseworkers & Administration Officers this area will list any involvements currently assigned to you.

My Activities

This area will list upcoming Activities that the user is involved with such as School or Agency Visits, Home Visits and Meetings.

My Workflow Messages

This area will list Actions due as a result of Involvement Timelines (e.g. letters to be sent, responses to chase, meetings to arrange).

Reports and Documents

Where relevant to the user these can also be accessed directly from the Home Page.

Caseworker Remote Working

Caseworkers will be able to access their workload regardless of where they are located at any one time e.g. in the office, at home or at a school via CSS Online which will provide access to the following areas:

- CSS Homepage
  - My Activities
  - My Involvements
- Person/Student Enquiry
  - Person/Student Details
- CSS Generic Involvements
- Hearing Impairment
- Visual Impairment
- Activities
  - Synchronisation with MS Outlook
- Communication Log
- Equipment Loan
- Social Network
  - Other Contacts
- User Defined Fields
  - Including Hearing Impairment and Visual Impairment
- Linked Documents
- Reports (CSS V4 Only)
  - Single standard report for Hearing Impairment
  - Single standard report for Visual Impairment

NOTE: For further details of the CSS Online application please refer to Product Notes for the December 3.42 release.

Shared Components to Reduce Maintenance Overheads

A number of shared components have been designed in v4 that can be used for CSS and SEN Service Teams as well as other business areas and processes as they are migrated from v3:

- Service Teams
  - Establishments
  - Posts
- Involvements
  - CSS Generic
  - SEN
  - Legal Actions
- Communication Log
- Provision
- Activities
- Social Network
- Equipment
  - Inventory
  - Loan

This common approach will help to streamline processes and reduce maintenance overheads.

CSS Service Teams, Establishments and Posts

One v4 supports multi-agency team working as well as specialised teams. Records such as Involvements, Activities, Provisions, etc are owned by a specific CSS Service Team and access is controlled accordingly.

Lookup Codes in the following areas can be set up once and then made available for use in multiple specific Service Teams:

- Communication Categories
- Activity Types
- Activity Focuses
- Activity Target Groups
- Activity Support Types
- Activity Time Categories
- Provision Reasons
- Activity Time Categories
- Service Category
- Activity Attendance Codes
- Activity Outcomes/Aims
- Activity Templates
- Charge Types

A CSS Service Team must be linked to an Establishment which represents a hierarchical Team Structure with Posts and a history of Team Members. System Users (mapped to People within the People Database) occupy those Posts over time. A hierarchy of Posts can be established and in future releases, this will be used to identify Managers.

The hierarchy itself is not important, what is important is identifying all the Posts and specifically identifying those Posts that are Caseworkers and those Posts that are Administration Officers. System Users occupying those Posts constitute the members of the Service Team.

The concept of Team Structure and Establishment is not used solely by CSS/SEN but is also already used by the Integrated Children's Services (ICS) Social Care area. It is likely to be used by other areas in the future as they migrate from v3.

Involvement Forms and Involvements

As part of One v4's flexible approach to multi-agency team working, the concept of Involvement Forms has been set up independent of Service Teams. An Involvement Form is based on a template selected from one of the following and it is likely that more templates will be added over time as other business areas are migrated to v4:

- Generic CSS Involvement
- SEN Assessment
- SEN Statement Review
- SEN Standalone Review
- SEN Tribunal
- Legal Actions Involvement

Once a template has been selected the LA Business System Administrator can give the Involvement Form a Description, a label for its Caseworkers and select specific User Defined Fields (UDF) relevant only to that Involvement Form.

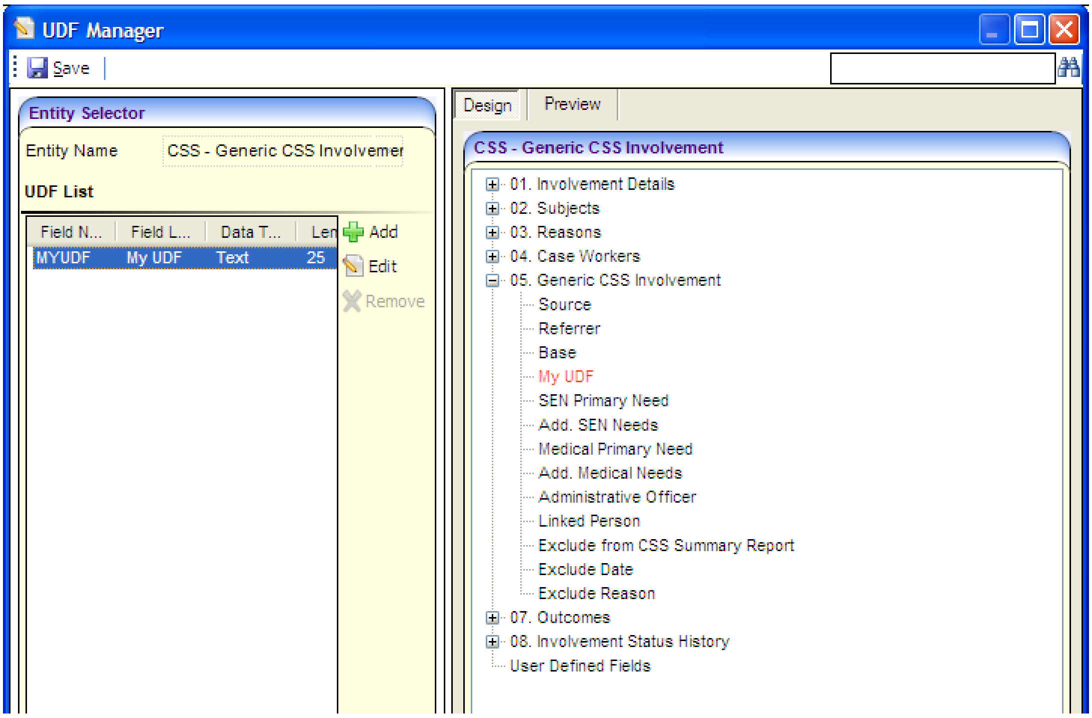
A significant enhancement in v4 is that LAs can determine exactly where individual User Defined Fields (UDF) should appear on a form; UDFs are not just restricted to their own panel and apply to the following CSS areas:

- Involvements
    - CSS Generic
        - Including Hearing Impairment
        - Including Visual Impairment
    - SEN
        - SEN Assessment
        - SEN Statement Review
        - SEN Tribunal
        - SEN Standalone Review
    - Legal Actions
- Equipment Inventory
- Equipment Loan
- Activities
- Disposal
- Provisions

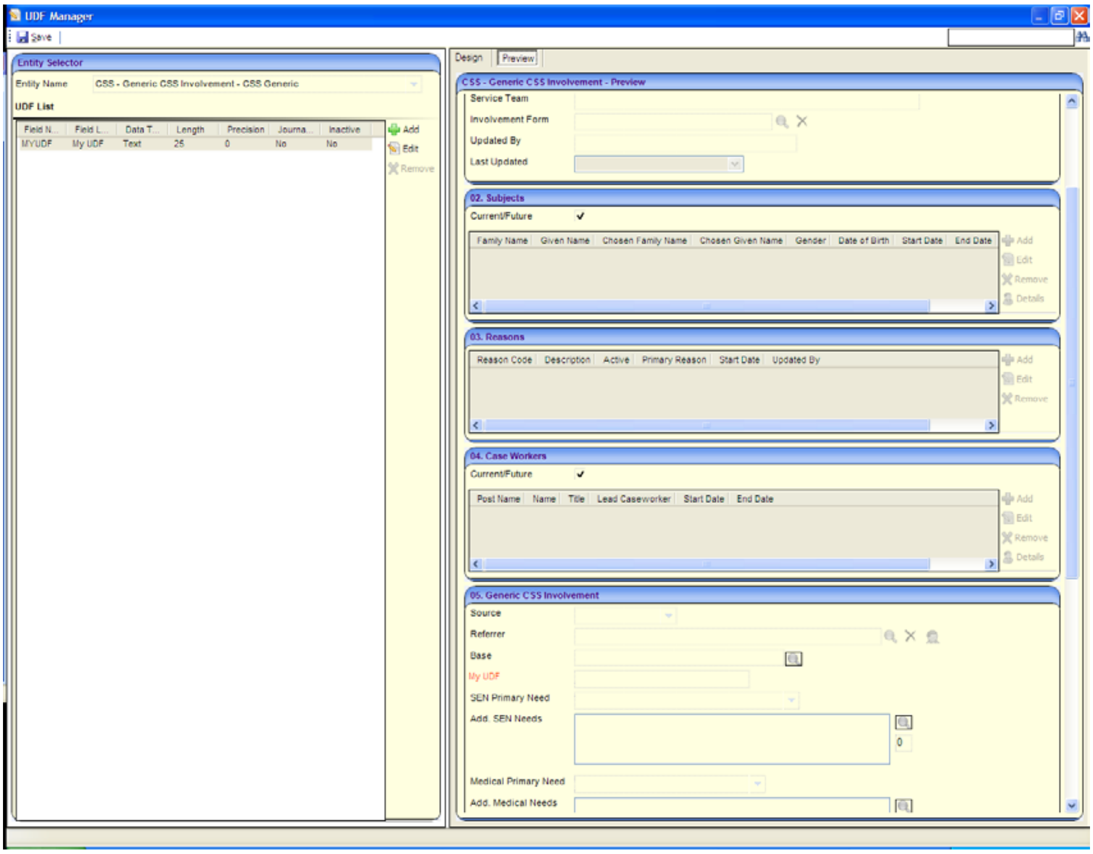
NOTE: When accessing the same areas in CSS Online UDFs will be displayed on a UDF tab within each area rather than individual panels.

Hearing Impairment and Visual Impairment records that are associated with a CSS Generic Involvement will be shown as online pages embedded within the v4 screens. It will still be possible to determine the panel that individual UDF's for a Hearing Impairment record or Visual Impairment record should be related to. However these UDF's will be displayed on a UDF Tab within the Hearing Impairment and Visual Impairment areas in the embedded Online Pages, with a reference to the v4 panel that the UDF is assigned to.

The following screens show how this is set up:



The effect of applying a UDF to a form can be previewed when setting up UDFs:



The Involvement Form can be made available for use by multiple specific Service Teams. Any member of that Service Team with permissions to add Involvement Forms will be able to select from any Involvement Forms that have been assigned to the Service Team.

Some Involvement specific Lookup Codes can be set up once and then made available for use in multiple specific Involvement Forms such as:

- Involvement Statuses
- Sources
- Reasons
- Legal Actions Offences
- SEN Assessment Types
- SEN Assessment Categories

An LA may wish to set up separate Involvement Forms for use by Educational Psychologists, Education Welfare Officers, and Legal Officers etc, each with different UDFs.

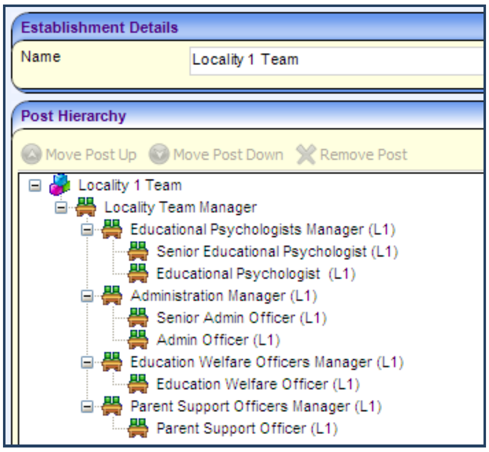
Involvements, replacing the v3 concept of Referrals, offer greater flexibility in v4 as they can be linked to individual children or people, multiple people such as a family or small groups based at a School or other Base, or can indicate an LA officer’s on-going involvement with a School or other Base in a wider sense. A history of Activities (including recurring activities) and Communications can be linked to Involvements.

An involvement can be linked to one, more than one (with one flagged as the lead) or no Caseworkers (if it’s as yet unallocated). A history of multiple Caseworkers associations with Involvements can be maintained, multiple Reasons and Outcomes can be identified over time and a history of Involvement Statuses is automatically maintained.

Set-Up Advice: Managing Service Teams and Involvement Forms in a Multi-Agency Environment

Detailed advice on how to set up Service Teams, Establishments and Posts is included in the ‘**Steps to Migrate a CSS Service or SEN**’ section of this document. This particular section provides a business level note on points to consider when deciding upon the structure of your Service Teams.

You may have a situation in your LA where there are Locality Teams which are managed by one Locality Service Team Manager, but also Discipline Managers who are responsible for all workers across all Locality teams occupying a specific type of Post, for example all Educational Psychologists. In this situation we would recommend setting up the Locality Team Manager at the top node of the hierarchy and then each Discipline Manager placed in a sub-node underneath the Locality Team Manager. Workers for each discipline would then be placed in a sub-node underneath each Discipline Manager. An example of setting up the Establishment Team Structure for this is shown below:

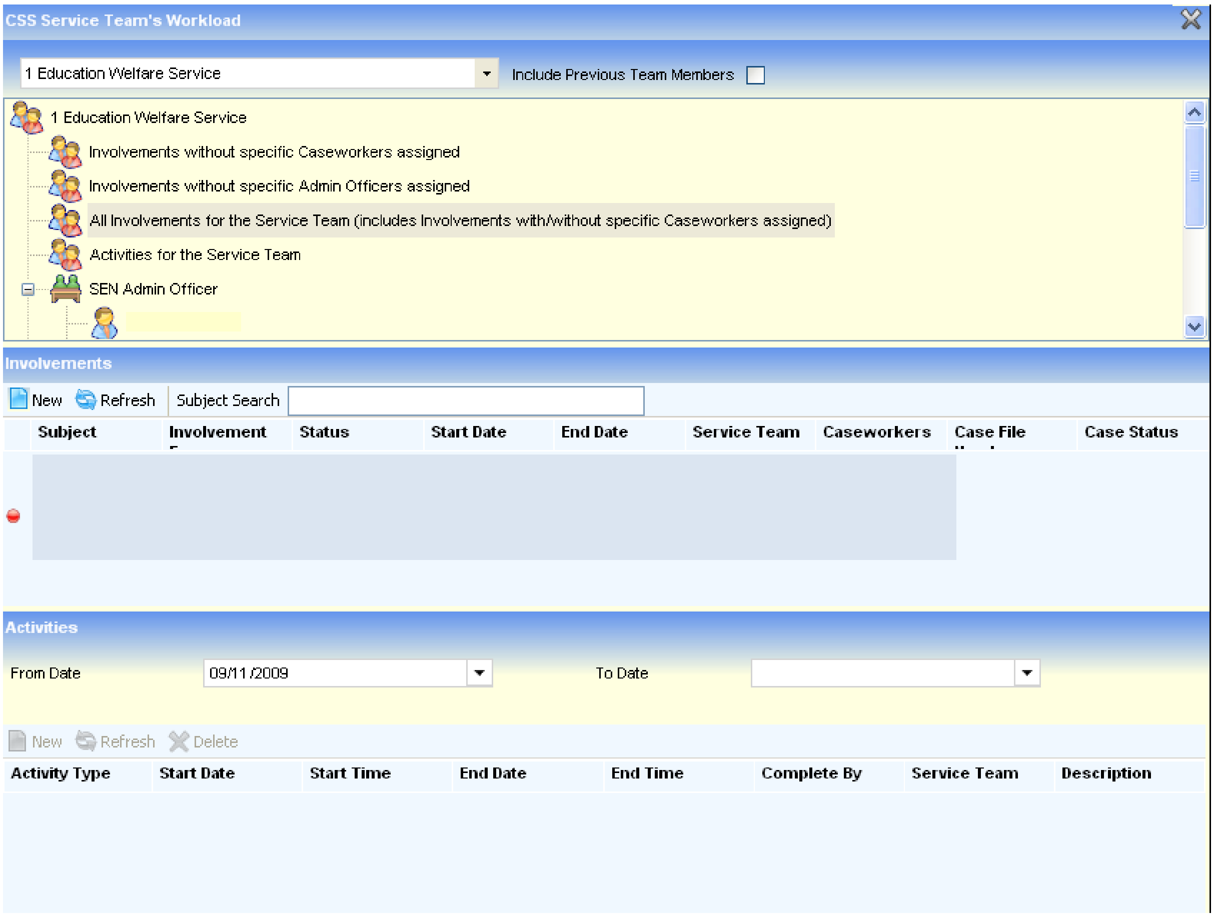


An important factor to note when deciding on the structure of Service Teams is the creation of Involvement Forms. Involvement Forms are assigned to one or more Service Teams. Any member of a Service Team who has permissions to add an Involvement Form will be able to add ***any*** Involvement Form that has been assigned to their Service Team. So, for a Service Team using the Establishment structure above, an Educational Psychologist would be able to select to add an Involvement Form for their Service Team that may have been designed for use by Education Welfare Officers only for example.

If you want your Educational Psychologists to only be able to select to add an Education Psychologist based Involvement Form, then the above multi-agency team structure would not meet that requirement. Instead you are advised to set up a Service Team specifically for Educational Psychologists. You could still give that Service Team read or even write access to other Service Team's records (by the Access Control List settings stored at the Service Team level). This would ensure that Educational Psychologists could still have full access to other records for their Locality, only without the facility to select to add a type of Involvement Form that is not relevant to them (even if they have access to update existing involvements for other Service Teams).

Service Teams Workload

It is possible for managers and other users with appropriate access rights to view the workload for the Service Teams for which users are members of. This can be accessed via Focus | Services | CSS Service Teams Workload and an example screen shot is shown below:



The system will identify and make available all of the Service Teams to which the User is a member of allowing different Service Teams to then be selected.

This will then allow members of the Service Team such as managers to view the workload of Caseworkers and Administration Officers on the following basis:

- Involvements without specific Caseworkers assigned
- Involvements without specific Admin. Officers assigned
- All Involvements for the Service Team (includes Involvements without specific Caseworkers assigned)
- Activities for the Service Team

In addition to the above Service Team views this area will also identify Posts within the selected Service Team and associated Users who occupy those Posts. Each individual user within a Post can then be selected and their specific Involvement and Activities workload will be displayed.

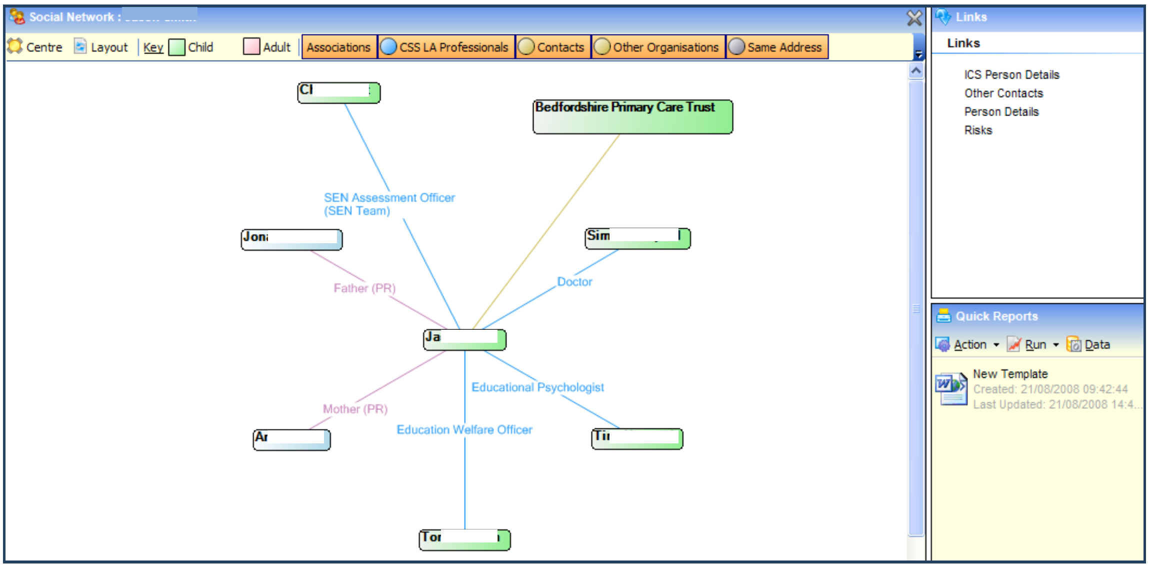
Timelines

One's v4 implementation of Timelines introduces some powerful and flexible new concepts that truly epitomise the concept of Workflow, being based on Windows Workflow Foundation. All Client machines will require installation of the Workflow Server component which consists of a SQL Server database and an IIS installed service, provided by One. An installation service is offered by Capita, if you wish to carry out your own installation, please refer to the T/L Workflow Configuration document that can be found on the release DVD.

Complex Timelines can easily be created by dragging and dropping workflow 'activities' into the Workflow designer, allowing the addition of activities that can be carried out individually, in parallel with other activities or in a specific sequence. With v4, it will no longer be necessary to create separate 'branched' timelines as the Timeline Designer will support the addition of multiple branches whose 'route map' is determined by customisable user questions/answers, e.g. the User is presented at run time with the condition 'Record Outcome of Panel Meeting', and upon recording the outcome of the meeting, the workflow will automatically follow the correct branch.

Social Network

The Social Network is a diagrammatic representation of the key professional and personal relationships for a selected person. This includes Parents and Carers, Siblings, Caseworkers and other involved LA Professionals (retrieved directly from v4 Involvements or v3 Referrals or SEN Assessments) as well as any others (professionals) that have been recorded as Contacts for the person. Here is an example:



Users can filter the view of the Social Network in various ways, including viewing either Current, Previous or All Contacts. When deciding how to use the Other Contacts area here please consider recording other professionals (such as those from other agencies such as hospitals or police contacts) who have a 'one-off' or short term involvement with the child with a Contact Start Date and matching, or expected, End Date. This will ensure that they won't appear on the 'current' view of Social Contacts when this is inappropriate.

Important Note on Contacts: The area used for storing 'Other Contacts' in v4 uses the same table as that used in v3 for contacts displayed on the Students | Contacts tab. This is because LAs are likely to be running some CSS services in v3 and some CSS services in v4 simultaneously for quite some time, so sharing the table ensures that Other Contacts added in either version are immediately accessible by all users.

We are aware that there are issues with v3 functionality where the Contacts list is not updated automatically by the system when contacts, such as Caseworkers on CSS Referrals or Professionals on SEN Assessment records are changed over time. Moving ahead in v4, the Social Network will retrieve the up-to-date Caseworker and Professionals information directly from the Involvement records, so these contacts will no longer need to be stored in a separate Contacts list. The 'Other Contacts' area for v4 is, in the longer term, designed for use mainly for other agency contacts who are not linked to the child elsewhere in One. However, for the time being, the 'Other Contacts' area will continue to pick up anyone listed on the v3 Student | Contacts list. Please make users aware that, until use of v3 ceases for service-related modules, they should look to ensure that the v3 Students | Contacts list is manually updated.

NOTE: To limit visibility of a Caseworkers on the Social Network remember to set an ACL on an Involvement either by User or by Service Team. If the ACL is set against a User only that User will be able to see all Caseworkers assigned to the Involvement on the Social Network. If set against the Service Team only members of that Service Team will be able to see all Caseworkers assigned to the Involvement on the Social Network. Any User set as System Administrator will see all Caseworkers on the Social Network irrespective of the ACL.

For this release, all Caseworkers and other professionals linked to Involvements will be displayed to all users accessing the Social Network regardless of any Access Control List set for the Involvement in v4 or confidentiality setting for the referral in v3. For example, the Caseworker linked to an Involvement regarding Teenage Pregnancy only accessible by a restricted number of users will be displayed on the Social Network for all.

Provisions

The area of Provision allows the recording of Service Provider, Service and Charge/Cost information against a single Subject.

Charge/Cost elements will be automatically created by the system which will record as many Charge/Costs records as needed based on the Start Date and End Date of the Provision together with the Provision Years present in the system.

Additional Provision Years can be added to the system which will automatically update existing Charge/Cost records where appropriate i.e. where no End Date is present for the associated Provision additional Charge/Cost records will be created.

The recording of payments to third parties as Transactions against a Provision Charge/Cost will also be present.

The recording of Placements and Transfers will now be completed in a single interface with a Transfer now becoming an associated part of a Placement where appropriate.

The maintenance of the Charge/Cost information for Provision in One will use existing v4 functionality used by the ICS module to set up and maintain Services, Service Categories (groupings of Services), Service Providers and the relationship between Providers and Services (Service Provider Link which is used to identify which Service is delivered by which Provider). The Charge/Cost information will be recorded against this Provider/Service relationship.

This functionality will identify the Services provided by the CSS Service Teams within the LA as Provider Types of Agency however this area will have the potential in future releases to enable other Provider Types to be identified such as Base, Person, Post and Provider (Early Years).

NOTE: This functionality has been extended from the **3.40** release onwards to allow the set up of Charge/Cost Information against a Provision Charge Type which can then be used as an alternative to the above when allocating Provision. See **Product Notes** provided in the **3.40** release which detail further changes in this setup and management of Provision.

Activities

The v3 concept of School Support and Student Support Details record has been extended in v4. Activities can represent School, Home or other Agency Visits, meetings (e.g. Panel meetings, Case conferences) or even represent work that the Caseworker has to do such as write up a report or preparation time. In v4 the location details of where the Activity will take place can be recorded as well as all the people linked to the Activity, those who are 'Scheduled to Attend' and those who actually attended. It is possible to indicate who the Lead Practitioner for the Activity is and who the Subject is (i.e. the person benefiting from the Activity).

Linked Activities can be set up for Activities; Recurring Activities can be set up for the 'main' Activity. Activities can be categorised via lookups and flexible time categories which can be set up in Focus | Services | CSS Service Teams Workload and can be linked to multiple Education Plan Monitoring module activities. Activities can be accessed and added through the following:

- Focus | People | Person
- Focus | People | Students
- Focus | Bases
- Focus | Services | CSS Service Teams Workload
- The users Homepage

Activities can either be recorded independently or can be recorded and linked to an Involvement.

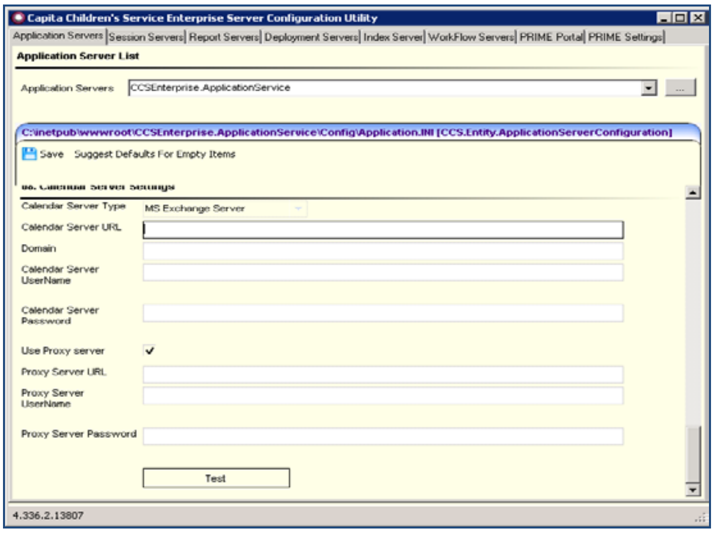
Activities can be added through and viewed by the person's Calendar; it is also possible to view multiple people's CSS Calendars simultaneously. Details of the Activity can be amended by accessing the actual Activity from or through the CSS Calendar. It is possible to add Tasks (those Activities that do not have and End Date defined) in the Activity form; these will be displayed as Tasks in the Homepage.

Synchronisation to Outlook

Any Activities that have been added will be updated in the Activity Owner's CSS Calendar provided that a Start and an End Date has been defined for the Activity. If the LAs have entered the required credentials for their Microsoft Outlook Calendar then any Activities that have been added to the CSS Calendar will also be added to the Activity Owner's Microsoft Outlook Calendar.

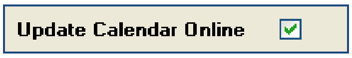
The connection settings for the MS Exchange will need to be stored in the **Application.INI** to connect to the **MS Exchange server**; these settings will need to be defined on the Application Server.

A new **Calendar Server Settings** area has been added; the user will need to set up where credentials need to be defined before the synchronisation to Outlook can occur.



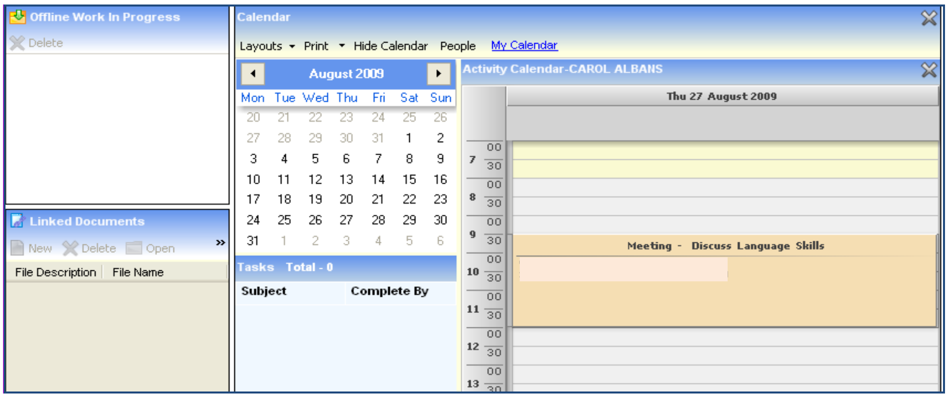
It will be possible to select the **MS Exchange Server** option (this will be the only option to choose for October 2009).

Once the information has been configured on the Application Server when an Activity is added/edited in CSS then the system will firstly check that there is a valid Outlook email address defined for the person defined as the **Activity Owner** for the Activity and that the **Update Calendar Online** checkbox is set to True (for the Activity Owner against his/her person record in v3 and updates the **Activity Owners'** Calendar).



If these conditions are not met then the Outlook Calendar will not be updated for the **Activity Owner** and only his/her CSS Calendar will be updated.

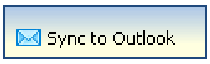
If the Activity has been added in CSS then details of this Activity will be updated in the Outlook Calendar; if the Activity being added is a Recurring Activity then all the recurring appointments will be updated in the **Activity Owner's** Outlook Calendar.



If the Activity has been edited in CSS then this appointment will be updated in the Activity Owner's Outlook Calendar.

If the entire Recurring Activity series has been edited then all the recurring appointments in the series will be updated in the Activity Owner's Outlook Calendar; any updates/deletions to the Activity will be updated accordingly. The Outlook Calendar will only be updated for an edited Activity of one or more details of the CSS Activity is updated.

Any v3 Visits that will be migrated will not be synchronised to Microsoft Outlook automatically; there is an option for users to synchronise the CSS Activities to Outlook manually.



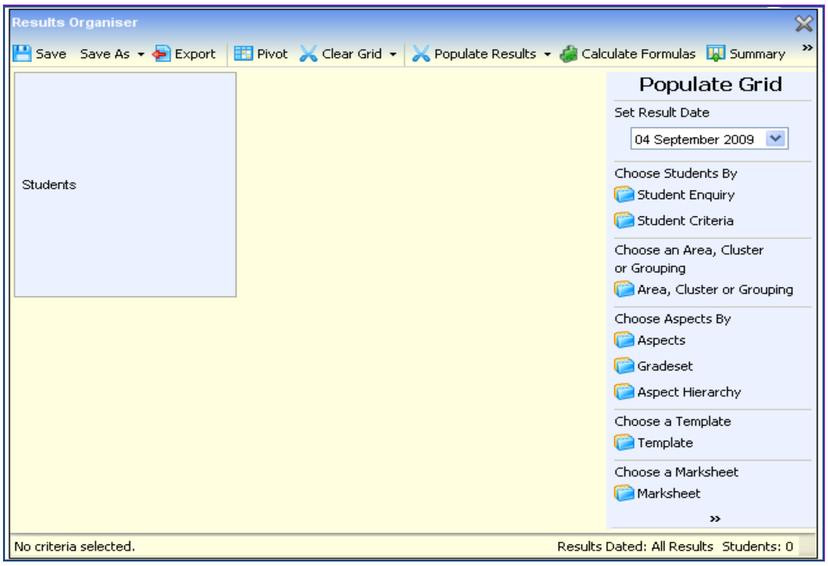
The **Sync to Outlook** button on the Activity form will allow the user to update any historical entries (those Activities that have been added in CSS prior to the functionality providing updating of the Activity Owner's Microsoft Outlook Calendar was released i.e. pre CSS 3.37 release); this will include uploading any Recurring Activities by updating Microsoft Outlook Calendar with the Recurrence pattern of the Activities. This button will remain enabled on all Activity forms to allow the user to update any CSS Activities that have not been synchronised to the Activity Owner's Microsoft Calendar.

Link to Results Organiser

It is possible for the user to set up an Activity in v4 and link this Activity to an existing Template which has already been set up in Results Organiser in the PULSE module; if the LA has a licence for PULSE.

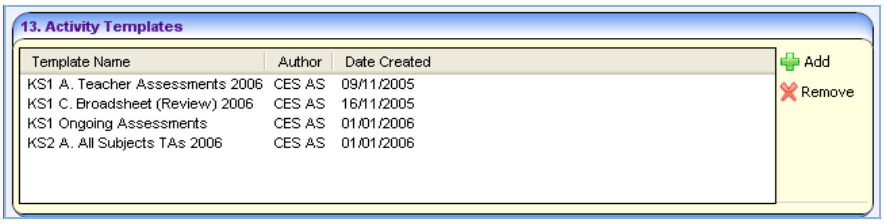
The Templates must be defined and must exist in **Focus│ Results Management │Results Organiser** area. Any Template(s) specific for recording the Activity Outcomes/Aims must also be defined in Results Organiser prior to linking the Activity to Results Organiser. The set up of any Aspects and Grade sets must be done in the Results Organiser area of the PULSE module and assigned to/defined for a Template.

Aspects will need to be created in the Results Organiser area of PULSE then Grade sets that are required will need to be defined for these Aspects before these Aspects are defined for a Template.



Once the Templates have been set up and the Aspects/Gradesets have been defined for these Templates if the user wishes to associate these to an Activity, then he/she must associate these Templates for the relevant Service Teams(s).

It will be possible for the user to select 1 or more Templates from the **Template Enquiry** and define this for the selected Service Team.



Currently only Students can be associated to and defined for a Template in the PULSE Results Organiser area. However Linked People defined for an Activity can be People i.e. any person in the system including Students, People, Teachers, Case Workers etc. Results can be defined for Aspects for all Linked People in the Activity regardless of whether they are Students in the Template when this is initiated through **Results Organiser** button on the Activity form.

Communication Log

Communications can now be stored against the Involvement or against individual people. A list of Key Contacts is available which will include the following to select multiple Senders and Recipients more easily where appropriate. Multiple subjects of the communication can be identified.

- Parents
- Key School Contacts
- Caseworkers
- Linked Professionals
- Base or Role at Base

There is a 'Subject's log' button within each Communication detail record which when selected opens a new window which displays all the Communication Log items for that Subject. This has been put in place because the Communications recorded against a Subject and the Communications recorded against a particular Involvement for that Subject, will be different. The Subject's Log allows you to see all the Communication Log items for the Subject, this information can also be reached by accessing a particular Subject and clicking on the Communication Log hyperlink. If Permissions have been set so that Communication Log detail cannot be seen, these will be respected.

Letters and emails can be generated from the Timeline that will automatically update the Communications Log and will automatically upload the letter or email that was sent, directly to the One database, as a Linked Document. Click on the Communication Log item, and then click on 'Open', the Letter can now be seen in the Linked Documents panel. Click on the file and click 'Open' in the Linked Documents panel to view the details of when the file was modified/uploaded. Clicking on 'Open File' displays the letter which can be edited and re saved from here if required.

Correspondence can be generated directly from the Communication Log but the associated letter will not be auto uploaded to the One database and must therefore be uploaded manually if you wish this to be accessible in the future.

Equipment

The existing V3 functionality for Equipment has been extended in Version 4 to include:

- Creating and maintaining one or more Equipment Items in an Equipment 'Family'
- Creating and maintaining a Repair Record against an Equipment Item
- Recording one or more Equipment Items under the same Purchase details
- Allowing the Equipment Item to remain 'On-loan' when it requires to be sent away from repair or test

The Equipment Inventory can be accessed through Focus |Equipment Inventory.

Equipment can be loaned to a Student, Person or Base. There are links to Equipment from the results of a search for a Student, Person or Base.

Released in One Version 3.34 December 2008

- Child/Person focussed processing
- Flexible recording of Involvements for multiple people (e.g. for family, small group as well as individual) with history of Caseworkers, multiple Outcomes, multiple Reasons
- Migration of v3 CSS Referrals to v4 Involvements
- Migration of v3 SEN Assessments, Reviews & Tribunals to v4 Involvements
- Migration of SEN Placements & Transfers
- Migration of Provisions from both CSS and SEN
- Migration of Transactions alongside Provisions
- Migration of v3 Contact Log to v4 Communication Log (with v3 Meetings being migrated as Activities)
- Flexible recording of Activities involving multiple people (differentiation between those scheduled to attend and those who actually attended), optionally linked to Involvements. Including recurring activities.
- Migration of v3 School Support/Other Support/Home Support to v4 Activities
- Migration of v3 Services to v4 Service Teams, including enhanced management of lookups associated with specific Service Teams
- Significantly enhanced Timelines and Workflow managed via Windows Workflow Foundation
- Migration of existing Involvement Timelines in read-only format
- View of Service Team's Workload of Involvements & Activities for 'my team' – can be used by managers, administrators or any team member.
- Social Network diagrammatic representation of a person's significant contacts, including parents and carers as well as professionals involved with the person.

Released in One Version 3.35 March 2009

- Migration of Equipment Inventory and any Equipment information associated with any v3 Service

Released in One Version 3.36 June 2009

Migration

- Migration Error Log now identifies a count of students in each of the areas of migration and will also show the Student NCY against a Student record
- Additional filter for SEN Status available on the Student Enquiry form

Involvement Forms

- Automatic creation of an SEN Statement Review Involvement once an SEN Assessment Involvement has been completed
- Re-order of panels in the SEN Assessment Involvement form

Activities

- Activities with a Start Date in the future can no longer have a Booking Status of "C – Completed"
- Any person in the system can now modify an Activity regardless of whether they are the Activity Owner

Timelines

- Two new example SEN Timeline Templates provided
- Correspondence Activity for Parent Notification linked to Notified Date so that when a letter is generated the Notified Date on the SEN Assessment Involvement is automatically updated
- Full set of Linked Fields can now be added to a Correspondence Activity
- A number of new data items added to the available list within Quick Reports
- All letters can now be generated for a Correspondence Activity in one go
- Workflow Messages now cleared from Homepage when an Activity is either Skipped or Completed – Homepage will only display Workflow Messages which are now due or are overdue

Equipment

- Variety of label changes made to the user interface
- Changes to Purchase Order Details

Communication Log

- If letter generation now cancelled the system will cancel the letter generation and remove the related entry from the Communication Log

UDF Management

- CSS – Equipment Inventory and CSS – Equipment Loan added

Reports

- Addition of 6 new crystal reports which now made available

Released in One Version 3.37 October 2009

Migration

- Errors within Placements and Transfers will no longer stop any valid associated Involvement Forms being migrated
- Prosecutions included in migration routine which will created as Legal Actions Involvements in v4

Involvement Forms

- New Legal Actions Involvement form available based on the CSS Generic Involvement which replaces Prosecutions in v3 which includes the following specific panels of information
    - Legal Actions Involvement
    - Attendance Monitor
    - Penalty Notices
    - Parent Contract
    - Court Orders
    - Prosecution
- Flexible recording of Penalty Notices
- Lookups related to Legal Actions added
- Additional data items added to Quick Reports in relation to Legal Actions
- SEN Statement Review Involvement sets Review Date automatically to Final Date of SEN Assessment + 365 Days
- SEN Statement Review Timeline works from Start Date of Involvement

Activities

- Now linked to Pulse Results Organiser
- Able to setup Templates for an Activity

Communication Log

- New Involvement Subjects button now available which when selected will display all the Subjects that are defined for the Involvement form from which the Communication Log entries are displayed

Outlook Calendar

- Ability to now synchronise Activities to MS Outlook

SEN Statutory Returns

- Both the SEN2 and STAT2 returns now available
- Return details, Questions and Students displayed in a single form
- Ability to recalculate if the related SEN data is amended or added
- Reconciliation Reports and Statutory Returns provided via Quick Reports
    - Can be run as Word or PDF
- Once the return is generated and saved can be added as a Linked Document to the return

Timelines

- Sample Attendance Timeline available
    - Used in conjunction with Legal Actions Involvement
- SEN Statement Review Timeline available
    - Used in conjunction with a SEN Statement Review Involvement
- Six new sample Quick Reports
    - Letter for Penalty Notice
    - Attendance Home Visit
    - Attendance School Meeting
    - Attendance First Warning
    - Attendance Final Warning
    - Parenting Contract Letter
- Changes to Correspondence Activity
    - Ability to choose, for each letter, who the letter goes to ad which letter/report type is to be sent
    - Choose whether or not to log a response and whether Reminders are to be sent
    - Ability to generate emails from a Timeline Correspondence Activity
- New fields added to Correspondence Activity
    - Response Required
    - First Reminder
    - Second Reminder
- Ability to generate up to two reminder letters from a letter originally produced from the Timeline
- Ability to add an Activity at Runtime to a Timeline
- Ability to re-activate an Activity at Runtime
- Flexible production of Letters for Parents who share the same address or reside at different addresses

UDF Management

- Legal Actions Involvement now available

Reports

- Advice on what Communication Log Crystal Reports are available and how they are deployed
- Advice on what Communication Log Quick Reports are available and how they are deployed
- Advice on additional Crystal Reports are available and how they are deployed

Service Level Agreements

- Creation and Maintenance of Service Level Agreements
- Assigning of Service Level Agreements to a Base and Service Provider
- Ability to set Linked Documents to a specific Service Level Agreement

Released in One Version 3.38 December 2009

Migration

- Exclusions information including Relocations

NOTE: please see separate document 'Advice to LAs Migrating Exclusions to V4' for further details of the migration of Exclusions to V4.

Released in One Version 3.42 December 2010

Migration

- Hearing Impairment records linked to a v3 referral will be migrated and associated to a CSS Generic Involvement
- Visual Impairment records linked to a v3 referral will be migrated and associated to a CSS Generic Involvement

Caseworker Remote Working

- CSS Online for a caseworker to manage their workload without a VPN connection
    - Homepage
        - My Activities
        - My Involvements
    - CSS Generic Involvements
        - Hearing Impairment records (v4 and Online)
        - Visual Impairment records (v4 and Online)
    - Key Contacts
    - Activities
        - Management of Main Activities
        - Management of Linked Activities
        - Synchronisation with Outlook
    - Communication Log
    - Social Network
        - Other Contacts
    - Reports
        - Single Standard Hearing Impairment Crystal Report (v4)
        - Single Standard Visual Impairment Crystal Report (v4)
    - Equipment Loan
    - User Defined Fields
    - Linked Documents

UDF Management

- Hearing Impairment
- Visual Impairment

NOTE: See separate Product Notes for CSS Online in the 3.42 December 2010 release for full details of the above functionality.

Released in One Version 3.44 June 2011

Provision

- As well as being recorded against the student, it is now possible to record provision against the Base with a link available from Base Details. Further details are available in the 3.44 Product Notes.

Provision

- Ability to add new Roles to the list of seeded Roles and assign people to those roles.

Released in One Version 3.45 October 2011

Statutory Returns

- AP Census
    - Alternative Provision Allocation and Generation of AP Census available
    - Ability to recalculate if the related data is amended or added
    - Exception Log with search and print facility
    - Preparing XML file for export to DfE.

Released in One Version 3.46 December 2011

Workflow Messages

- A Workflow Messages panel has been added to the Service Team Workload screen. This panel allows you to view the workflow messages either for a service team or a member of a service team

Quick Reports

- Additional fields have been made available to the Quick Reports functionality in the following categories of reports
    - Communication Log Correspondence
    - Attendance Monitoring Correspondence
    - Penalty Notice Correspondence
    - Parent Contract Correspondence
    - Court Order Correspondence
    - Exclusions Correspondence
    - Involvements Correspondence

NOTE: See separate Product Notes for full details of the above functionality.

User Defined Fields (UDFs)

- To allow easier access to UDF fields, changes have been made to various Hearing Impairment and Visual Impairment screens. Where an authority has set up UDFs, a UDFs button will display in the related panel. This button allows access to the UDFs set up for that panel and they will no longer display in the UDFs tab.

Released in One Version 3.47 Spring 2012

Activities

- In all Activity Summary screens a 'Base' column has been added. This column shows the base where the Activity took place. This new column has also been included in the My Activities panel of the Home Page and the Activities panel of the Service Team Workload page.

Released in One Version 3.48 Summer 2012

Provision

- In the Provision Charge Cost Details, the 'Edited Estimate' field has been changed to allow negative values to be recorded.

Released in One Version 3.49 Autumn 2012

Workflow Timelines

- The ability to run workflow timelines against CSS involvement Forms has been made available in CSS Online.

NOTE: See separate Product Notes for full details of the above functionality.

Migration

- Any CSS user defined lookup tables which were created in v3 are now able to accessed from v4 after the migration from v3 to v4. The Lookup Tables can be accessed in v4 via **Tools | Administration | Lookups**.

Outlook Synchronisation

- The functionality that automatically synchronises Activities with Outlook Calendars has been changed to allow you to disable this when required. In the person details screen an Update Calendar Online checkbox has been added to the Contact Details panel (Panel 8) that allows you to specify whether or not activities are automatically synchronised with Outlook.

SEN Assessment (Type OLF)

- For this type of SEN assessment, once you have entered the **Assessment Details | Received Date**, you can now tick the **Completed** checkbox and enter the **Statement Details | Final Date**. This removes the requirement to complete other details that are only available to the other LA.

Released in One Spring 2013, 3.50

Ability to Control Display of Lookup Codes on Involvement Forms to Specific Service Teams

Users are able to indicate which **Lookup** codes are displayed for selection on the involvement form.

Lead Caseworker is Automatically Assigned to Involvement

If a lead caseworker does not exist, One automatically assigns a caseworker as the **Lead Caseworker** when added to the involvement.

Ordering of SEN Assessment Reviews in Panel 11 of SEN Involvement

The **Assessment Reviews** display in descending **Date** order in panel 11 of the SEN involvement.

SEN Caseworker and Administrative Officer Displayed in SEN Statement Review from SEN Assessment

One copies the caseworker and the Administrative Officer from the SEN assessment into the related statement review.

Save Button on Charge Cost Details Screen Relabelled

Previously, the **Charge Cost Details** screen displayed a **Save** button. This gave an incorrect impression to the user, that clicking this button saved all the details on the screen. Actually, the data is saved when the **Save** button on the **Provision Allocation** screen is clicked. In order to avoid confusion, the **Save** button on the **Charge Cost Details** screen has been changed to **OK**.

New Filter Added to Student Enquiry Screen

In the **Student Enquiry** screen, a check box labelled **Only SEN Active Students** has been provided. The default option is a cross, indicating that One will not use the filter, and therefore displays all students based on the other selection criteria set. When this field is ticked, One returns students who meet all other filter criteria and also have a SEN Assessment that is active, i.e. the **Active** field is ticked in the **SEN Assessment | Assessment Statement Details** panel.

Results Total for Provisions

An additional panel labelled **Results Total** has been provided on the **Person | Provision Summary** screen. This panel displays aggregated totals of **Calculated Estimate**, **Edited Estimate** and **Actual Cost**, for the provisions displayed in the **Results** Section. As the user changes the filters in the **Provision Search** panel, One displays the relevant provisions in the **Results** screen, and the aggregated totals for those provisions are displayed in the **Results Total** panel.

Cost Types Display Internal Code and Description

Previously, the **Cost Types** lookup did not display the internal code. The **Cost Type** lookup now displays both the **Internal Code** and the **Description**, enabling the user to identify the cost type they require.

Facility to Default Either Assessment Officer or Administration Officer in the Communications From Field

Previously, One only provided for a default of **Assessment Officer**. There is now the option to set the default **Communication Log Sender** to either **Assessment Officer** or **Administration Officer**.

Ability to Print the Calendar record associated to the Activity

Two new print options for the activity calendar are provided:

- Per Day View
- Per Task View

SEN Statement Review auto-populates with Administrative Officer Details

Previously, when a SEN Review was created from a SEN Assessment, the Administrative Officer recorded in the SEN Assessment was added to the SEN Statement Review by One, but only after the SEN Statement Review was saved. Now the details of the Administrative Officer are added to the SEN Statement Review when the SEN Statement Review is created.

CSS Online Timelines

Re-activate an Activity

The Re-activate functionality enables you to undo the last completed or skipped activity on the timeline. If you need to re-activate an activity further up the timeline tree, you must re-activate each activity individually. The following rules apply:

- You can only re-activate an activity that has been completed or skipped.
- You cannot re-activate an activity that is in progress.
- You can only re-activate one activity at a time.
- You cannot re-activate an activity if you have made other changes to the timeline and have not yet saved those changes.

To re-activate a skipped activity (if it is not the last activity), right click on the activity and select **Re-Activate**.

Released in One Summer 2013, 3.51

SEN_Admin user permission

In a few scenarios, users could not amend the **SEN Status** field for children when they needed to.

To avoid over complicating the rules of when the SEN Status can be changed (which are affected by the presence of a SEN license, an involvement for the child, their home LA and what stage they are at in the SEN process), an override user has been introduced called SEN_ADMIN.

The SEN_ADMIN user is now available to cater for the scenario where a Student, with an SEN Statement, and living outside of the default Home LA, has their Home LA set to where they live but they subsequently move in to the default Home LA region. Normally the Transfer In process should be followed but there are certain circumstances where the LA might want to change the Home LA of such a Student directly.

Please see Product Notes for full details

Involvement Reallocation

It is now possible to reallocate involvements from one Caseworker or Administrative Officer to another Caseworker or Administrative officer, providing that the recipient of the involvement is in the same establishment as that of the initial Caseworker or Administrative Officer.

This new process utilizes a set of **Wizard** dialogs, that are accessed via **Focus | Services | CSS Administration | Involvement Reallocation**. The wizard takes the user through a simple step by step process of involvement reallocation, enabling one or many involvements to be reallocated simultaneously from one person to another.

Please see Product Notes for full details

Areas that will not be Migrated to v4

System Areas

- **Users/Groups Access Rights** for Navigation and Processes will not be migrated. Membership of User Groups will be retained for use in v4 (and for now can only be defined in v3) but all other access rights will need to be set up from scratch in v4 since this is significantly different software
- **Alerts.** Alerts that LAs have defined for use in v3 will not be migrated, since v4 is significantly different software. V4 includes functionality to set up new Alerts. Alert messages can be set up against individual records such as an involvement or student/person. Other types of alerts can be set up via the Tools | Administration | Alert Definition area.
- **Reports.** Reports set up in v3 Module Report Tool will not be migrated to v4. Many of the key tables in which CSS and SEN data is stored are changing in the migration to v4. Therefore existing reports will need to be changed. Some standard reports and letters are being provided with the release including a v3 Migration Report to be used in the Migration process as well as example SEN advice letters covering the following:
    - Draft Issue for an Amendment to Statement
    - Draft Statement Issued
    - Final Issue for an Amendment to Statement
    - Final Statement Issued
    - Note in Lieu Issued
    - Parent Notification
    - Request Advice from Professionals
    - Warning to Professionals

  The SEN Advice Letters have been designed using Crystal version 11 and are made available as 'Linked Reports' for v4 and are deployed as Communication Log Crystal Reports.

  On each **One** release DVD there are documents entitled 'Technical Guide – Report Authoring in CCS Enterprise Architecture' and 'Technical Guide – CCS Report Server Installation' which give technical information on setting up reports in v4.

Sample Quick Reports:

The following sample letters are available for the sample Attendance Timeline:

- Accompanying letter for Penalty Notice
- Attendance Home Visit
- Attendance School Meeting
- Attendance Final Warning
- Attendance First Warning
- Parenting Contract letter

Reports and Quick Reports are deployed as shown below:

Communication Log Crystal Reports

Report Server

C:\Inetpub\wwwroot\CCSEnterprise.ReportServer\Report Definition Repository\Communication Log Reports

Communication Log Quick Reports

Deployment Server

C:\Documents and Settings\<username>\My Documents\Capita ICS\My Report Templates

NOTE: AUTOUPDATE must be set to 'True' in the DeploymentServer section in the ICSSettings.INI file for upgrades to work. This file can be located in the following director *C:\Program Files\Capita Childrens Services\Capita Childrens Services System.*

Additional Crystal Reports

- CSS Involvements by Caseworker.rpt
- Pupil Profile report.rpt
- Reviews due by term.rpt
- School Support by Service.rpt
- Statemented pupils without placement.rpt
- Statemented pupils.rpt

These are present on the release **DVD** under the Pre-defined Reports folder. In order to access these reports from the application users will need to do the following:

- Copy the report files into a Report Server subfolder of your choice (i.e. subfolder of *"C:\Inetpub\wwwroot\CCSEnterprise.ReportServer\Report Definition Repository")*
- Make sure that the folder's permissions are set appropriately (through the client application)

Following this, users will be able to see the reports in the Available Reports panel accessed via Focus | Analysis Reporting | Report (in the folder in which the files were placed).

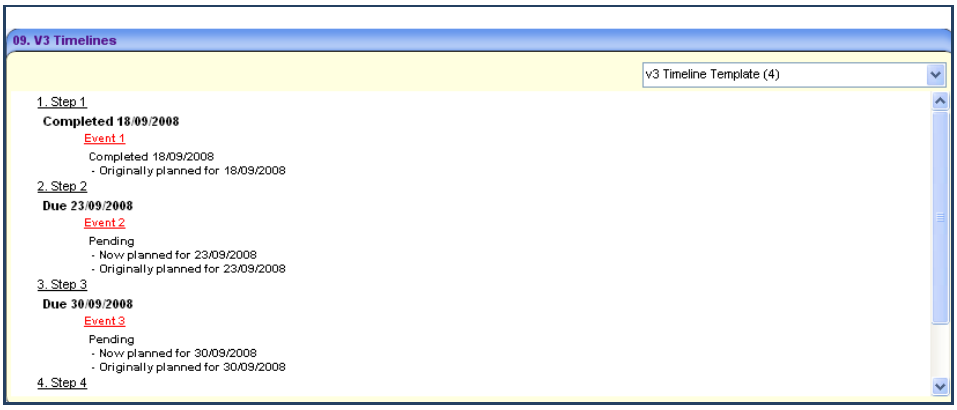
CSS Areas

- **Child Protection** information (Start & End Dates and Status) stored in v3 CSS | Student | Child Protection will not be migrated to v4. The ICS module offers functionality to store this information. Those LAs not using ICS and wishing to store v3 Child Protection information in v4 will need to consider setting up User Defined Fields (UDF) to accommodate this data and manually populating these fields. Alternatively, if LAs wish to restrict access to this information and/or record additional data, a CSS service can be created and an Involvement created for Child Protection Plan.
- **Family Focus** information stored in v3 CSS | Family Focus will not be migrated to v4. The v4 Social Network displays family relationship based on dynamic links between Parents/Carers and Dependents.
- **Recurrence Pattern** for the visit in v3 cannot be migrated to v4, any Recurring visits set up in v3 will be migrated across as individual Activities in v4 without the Recurrence pattern.
- **Synchronisation to Outlook** for the v3 visits cannot be migrated from v3 to v4, however once the visit has been migrated to v4 as an Activity and has been updated in the CSS Calendar for the Activity Owner, there will be a 'Sync to Outlook' button which will allow users to synchronise any Activities that have not updated in the Activity Owner's Microsoft Outlook Calendar. The 'Sync to

Outlook' button can be used to update the Activity Owner's Outlook Calendar for those Activities that could not be migrated to Outlook – this functionality could be used as a workaround.

- **Appeals** that have been defined for the Prosecution record in v3 will not be migrated to the new Legal Actions Involvement form in v4.
- **Agency Contact Names.** As part of the migration process, CSS Agencies (recorded via v3 | CSS | Tools | Module Admin | Manage Agencies will be migrated into the Bases table. There is more advice on this in the Migration Advice section below. However, please note specifically here that the free text Contact Name associated with Agencies cannot be migrated to v4. This is because Base Contacts are linked to specific people in the database, there is no facility to record free text contacts. V4 offers LAs the benefits of supporting multiple contacts. Agency contacts added as free text in v3 would need to be manually added as a person and then linked to the Base.
- **Timeline Templates** cannot be migrated as the technology employed for v4 is significantly different to that employed for v3 therefore new Workflows will need to be designed. To help reduce the effort involved, CSS has been populated with an SEN Assessment/Statement Timeline that will comply with the statutory requirements for Special **Educational Needs Code of Practice - DfES November 2001**. Individual Authorities may customise this Timeline to suit their individual procedures, if desired.

  Referrals with Timelines that are in progress at the time of migration: the Referral will be migrated as a v4 Involvement, and details of any associated Timelines will be automatically migrated and displayed with the v4 Involvement for information only.



It will be necessary to set up a comparable v4 timeline and associate it against the Involvement, then backdate the v4 timeline by re-entering the dates for those events and steps that had been completed before migration, using the information panel to assist with this process. Thereafter the v4 timeline should be used to progress the Involvement. Please see the following section ('Migration Advice') in this document for further information on how to proceed in this situation.

Migration Advice

General Points

The Migration routines for CSS and SEN require exclusive use of v3 and v4 when run in 'Migrate Live Data' mode. Exclusive use is NOT required for running the Migration routines in 'Report Only' mode. System Administrators are recommended to consider copying your live One dataset to a test instance and run the migration routines on a test instance first.

Guidelines for anticipated downtime:

In tests on a large customer database, the migration of SEN took about 1 hour to run in 'Report Only' mode and another hour to run in 'Migrate Live Data' mode. Migration of individual CSS Services took no longer than 20 minutes for running the migration in either report or live mode. These times reflect only the actual migration times, and do not include the time taken to apply any release.

CSS Services will be migrated one service at a time. SEN can also be migrated at a time of your choosing, independent of your decision as to when to migrate each CSS Service.

As a Service is migrated, the Service specific records (Referrals, Contact Log, Provisions, School Support) will be deleted from the live v3 data tables.

Many key entities like those listed below will now be stored in different tables from those used in v3

- Involvements
- Provisions
- Activities
- Communications
- Equipment

Files linked to v3 records such as Involvements and Communications using the 'Linked Files' area will be accessible in v4 following the migration process from the appropriate Involvement, Communication or other record via the Linked Documents area.

When the migration is run in live mode, then, as records are processed, any records that can't be migrated successfully will be left in the original v3 tables. Any records that are migrated successfully to their new location will also be copied to migration reference tables that start with the table name v3_to_v4 and end with the original v3 table name, for example successfully migrated CSS Referrals will be copied to v3_to_v4_SSS_REFERRALS.

Where the same table is being used to store information for v4 e.g. for People, Students, Risk Assessments and some Lookups then that information will still be accessible in v3 and updates in either v3 or v4 will immediately be reflected in the opposite version.

Where the information is shared between a number of modules or CSS Services, e.g. Student | Contacts, then the information will still be available in v3 after each service is migrated.

- For Student | Contacts who are People, updates to the v3 list will immediately be available in v4 'Other Contacts' for the person accessible from the Social Network
- Any updates to the v4 'Other Contacts' area will immediately be available in v3 Student | Contacts
- However, Caseworkers and LA Professionals linked to Involvements added in v4 will not be reflected in the Student | Contacts list in v3
- For Student | Contacts with Agencies, then updates to v3 will only be reflected in v4 as each service is migrated.

- Any Contacts added for specific Bases in v4 will not be available in v3

Contact Log records for the Children in Employment/Entertainment will not be affected by the migration of CSS/SEN Contact Log records.

It is strongly recommended that System Administrators consider making a full backup of your system immediately prior to migration of a Service and making this available in a test area. This would allow users to continue to access the Service data in v3 format for read purposes and checking only for a short period following migration to build confidence that all appropriate data has been migrated successfully.

Migration of CSS Agencies to Bases

CSS Agencies, accessed in v3 via CSS | Tools | Module Administration | Manage Agencies, will be migrated to v4 as Bases. This is a small step in a long term One strategy to bring together Agencies, Organisations and Schools etc under one umbrella of 'Bases' as further v3 modules are migrated to v4.

It is possible that some LAs have already set up some Agencies (e.g. Hospitals, Doctor's surgeries, Police, Connexions services) as Bases in addition to setting them up separately as Agencies. The migration routine allows System Administrators to map v3 CSS Agencies to existing Bases before the full migration routine is run so that where a mapping is established the System will use that Base rather than creating a new Base in the migration.

Hearing Impairment and Visual Impairment records make use of the specific Agency Type of 'HOSP' in v3. It is therefore strongly recommended that, if Systems Administrators wish to map v3 CSS Agencies to existing Bases prior to running the full migration routine, they choose a Base Type that maps to the associated Agency type as shown in the table below. This will ensure that the data integrity of the Hearing and Visual Impairment records is preserved following migration.

As each CSS Service is migrated and Agencies are migrated to version 4 as Bases, the original Agency records will be left untouched in v3 so that they can continue to be used for recording Student Contacts or Contact Log entries for CSS Services continuing to use v3 for the time being.

Note that it is not possible to migrate the free text Contact Name to v4. Multiple Base Contacts can be linked to Agency Bases for use in v4.

The migration routine will create Base Types for Agencies as follows:

V3 Agency Type	Description	New Base Type
AGENCY	Agency	AGY
DSS	DSS	DSS
HOSP	Hospital	HOS
INSURE	Insurer	INS
SHOP	Shop/Store	SHP
SSERV	Social Services	SS

These will be mapped to a Base Type with external code 'AGY – Agency'.

Migrating Contact Log

Most v3 Contact Log records will be migrated as v4 Communication Log records linked to Involvements. However, Contact Log 'Meeting' records will be migrated as v4 Activities linked to Involvements. This is because the Activities area is designed to be used to record Meetings in v4 and provides facilities to record much more comprehensive information for this than the v3 Contact Log.

Migrating Special Educational Needs

SEN Assessments

- Assessment\Statement migrated to SEN Assessment Involvement Form
- Statement Review migrated to SEN Statement Review Involvement
- Standalone Review migrated to SEN Statement Review Involvement
- Tribunal migrated to SEN Tribunal Involvement

Placements and Transfers

Single Placement with no Transfer

- Migrate as a Placement
- Link to an SEN Assessment Involvement

Single Placement with a Single or Many Transfers

- Only migrate where Placement Base and Transfer Base (To Base) match as a Placement with a single Transfer
- Link to an SEN Assessment Involvement with a Case Status of 'Current Statement'
- Place any orphan Transfers in Migration Error Log
- If no match then do not migrate and place details in Migration Error Log

Many Placements with No Transfers

- Migrate each Placement as single Placement records
- Link each Placement to a related SEN Assessment Involvement with a Case Status of 'Current Statement'

Many Placements with Many Transfers

- Only migrate where Placement Base and Transfer Base (To Base) match as a Placement with a Transfer
- Link each Placement to a related SEN Assessment Involvement with a Case Status of 'Current Statement'
- If no match then place details in Migration Error Log

No Placement with One or Many Transfers

- Not migrated
- Details placed in error log

NOTE: The migration routine with regards to SEN Assessment Involvements and associated Placements\Transfers was updated in 3.37 to ensure that where data issues were identified with either a Placement or Transfer in v3 this would not now stop any SEN Assessment Involvement from being migrated, subject to that involvement being in order.

Special Needs Contact Log

The existing v3 Contact Log information will only be migrated from the 'Generic SEN Contact Log' available via Student focus | Assessment tab - 'Contact Logs' button. The old contact log information available on the Student focus | Assessment | Contact Log sub-tab will *not* be migrated directly to version 4.

Migrating v3 Referrals with Hearing Impairment or Visual Impairment

For v3 Services where they have either the 'Show Hearing Impairment' or 'Show Visual Impairment' flags set to 'True' these can now be migrated across to v4 via a CSS Generic Involvement form.

The migration routine will now include those services identified as having Hearing Impairment or Visual Impairment information linked to them and the migration routine will now bring across the v3 Service to a Service Team setting the equivalent flags in v4 along with any associated HI or VI records.

The migration routine will process the various components of a Hearing Impairment or Visual Impairment in v3 as follows:

- Referral that the Hearing Impairment or Visual Impairment belongs to will be migrated to v4 as a CSS Generic Involvement form
- Hearing Impairment or Visual Impairment that the Referral is associated with will remain in the same tables, but with a link to the CSS Generic Involvement in v4
- Any Hearing Impairment or Visual Impairment records that have a reference in v3 to an Agency of Agency Type 'HOSP' will be updated to reference a Base of Base Type 'HOSP' in v4
- UDF's linked to Hearing Impairment or Visual Impairment records in v3 will be migrated to v4

All other related information such as Activities, Communication Log and UDFs linked to the v3 records will be managed in the same way as any other CSS services.

Links to Hearing Impairment and Visual Impairment are only made available in v4 where the Service Team has either the 'Show Hearing Impairment' or 'Show Visual Impairment' flags set to 'True' and the user has accessed the Involvement details. The links will then display online pages which are embedded within v4.

Migrating Provision

Provision Year Type

The type of year of either Financial or Academic which is set in v3 within Tools | Module Administration | System Defaults will be migrated to Tools | Provision Manager | CSS Provision Year within v4.

Provision Years

Year, Start Date, End Date and Provision Year will be migrated from v3 into v4 Services | CSS Provision Year.

All existing Provision Years in v3 will be migrated when the first CSS Service is migrated; for any future Provision Years created in V3, a check will be made to see if these Years have been created in v4 and if not migrate them.

Provision User Codes

In v3 there are 3 areas of Provision User Codes: Provision, Funding Bodies and Provision Reason. These are migrated to v4 as follows:

Provision:

- The migration routine will create a 'Service Category' of 'Provisions Migrated From V3'
- User Codes linked to the CSS Service or SEN Module being migrated and used in existing V3 Provision will be created as 'Services' and assigned to 'Service Category' above

Funding Bodies:

- Treated as a Lookup Table of 'Funding Bodies' Table ID 0126

Provision Reason:

- Treated as a Lookup Table of 'Provision Reason' Table ID 0822

CSS Services/SEN

- CSS Service or SEN to be migrated as a 'Service Provider' with a Provider Type of 'Agency'
- The migration routine will create a 'Provider/Service Relationship (Service Provider Link)' from each 'Service' and the 'Service Provider' created by migration.

Cost Types

- Cost Types that are linked to the CSS Service or SEN Module being migrated and used in existing V3 Provision will be created as Charge Types in v4.

Unit Costs associated to the 'Provider/Service Relationship (Service Provider Link)' created above by migration.

Summary

V3 Field	Migrated to in V4	Notes
Provision Years	Provision Years	New table
N/A	Service Category	Defaulted to: 'Provisions Migrated from V3'
Provision User Codes (Type = Provision)	Services	Provision User Codes linked to CSS Service being migrated. Exist in current V3 Provision records and associated with 'Service Category' above.
Provision User Codes (Type = Funding Body)	No change	
Provision User Codes (Type = Provision Reason)	No change	
CSS Service or SEN	Service Provider	For CSS Service/SEN service being migrated
	Provider/Service	Created from Service and Service Provider
Cost Type	Charge Type	Cost Types linked to CSS Service being migrated and exist in current V3 Provision Records
Unit Costs	Charging Details under Provider/Service	

Example v3 Service

Service

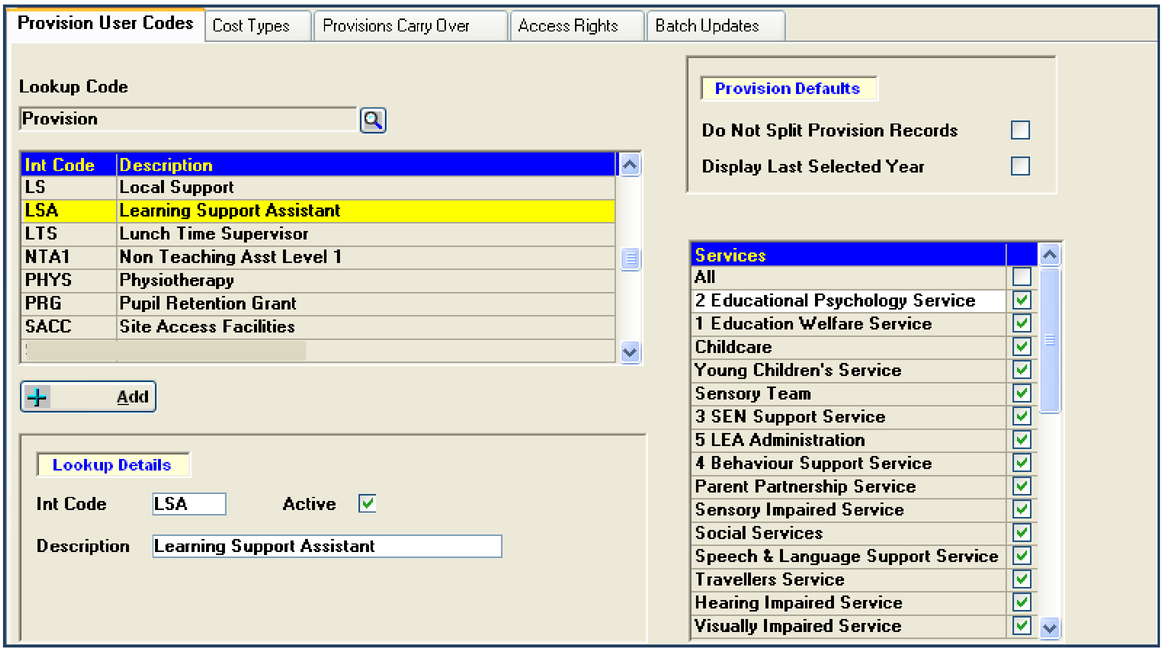
- 2 Educational Psychology Service

Migrates to Service Provider in v4.

Provision User Code

- LSA - Learning Support Assistant

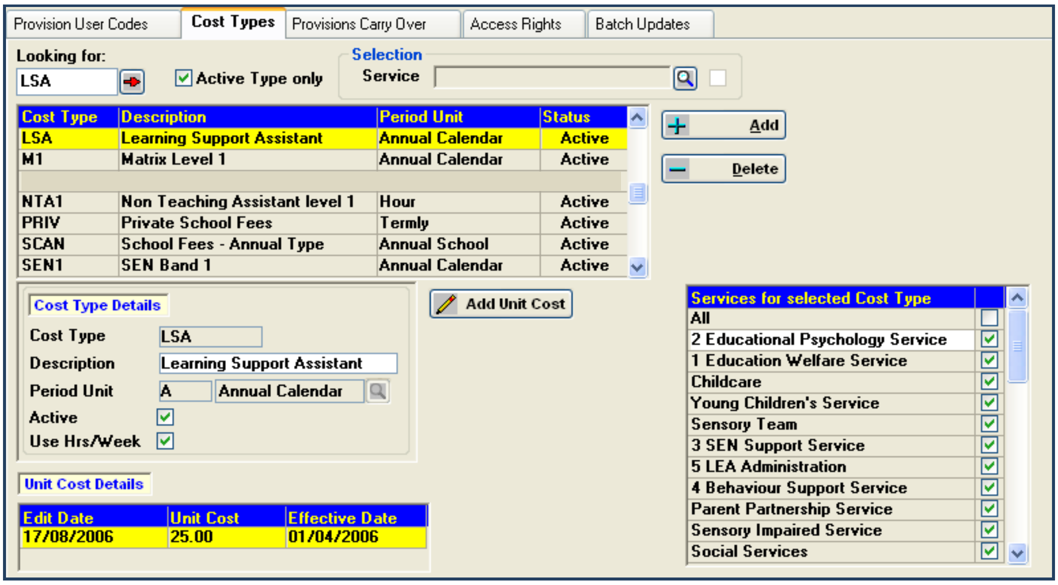
Migrates to Service in v4.



Cost Type

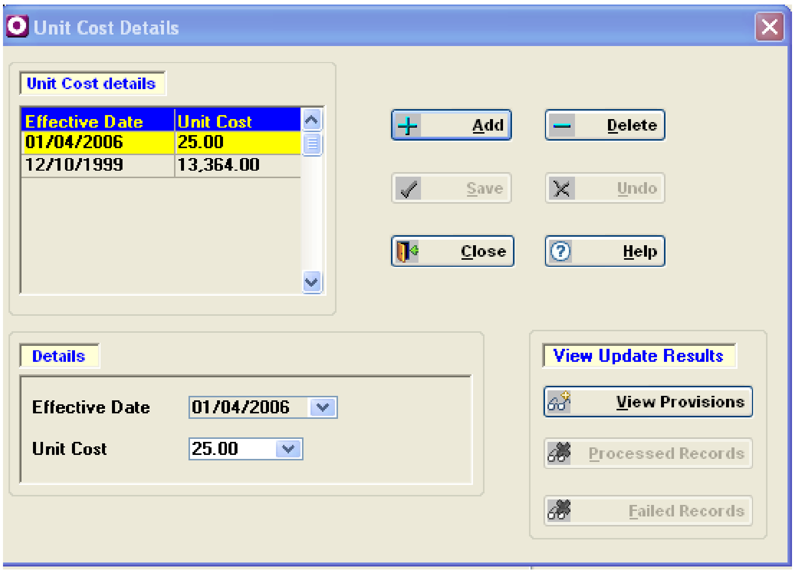
- LSA Learning Support Assistant..

Migrates to Cost Type in Service Provider Link within v4.



Unit Cost Details

Migrated to Charge Rate Details as part of Charging Details stored against the Service Provider Link within v4.

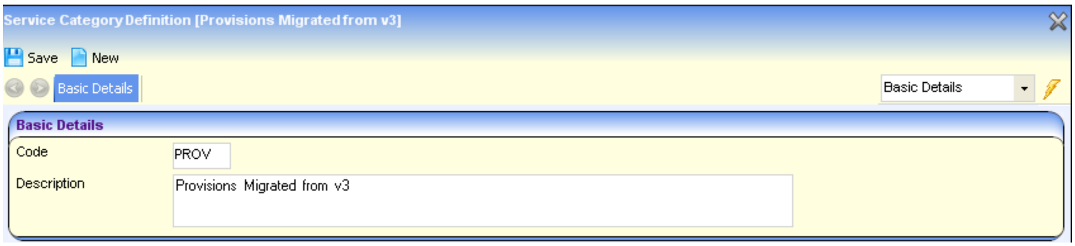


Example v4 Migrated Service

Service Category

- PROV – Provisions Migrated from v3

Default Category automatically created by the first Service to be migrated.



Service

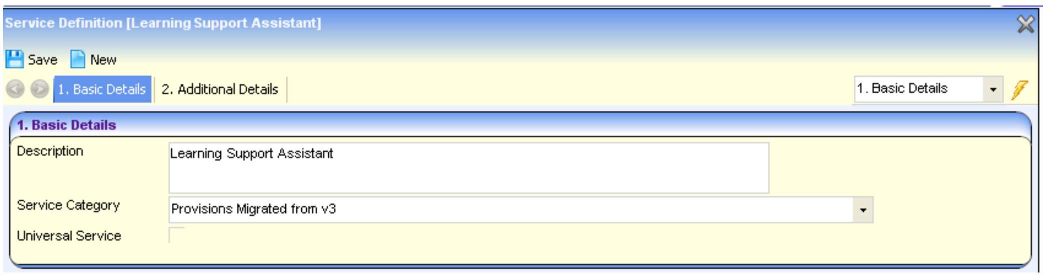
- Created from v3 Provision User Codes
- Automatically placed in default Service Category as above

Description

- Learning Support Assistant

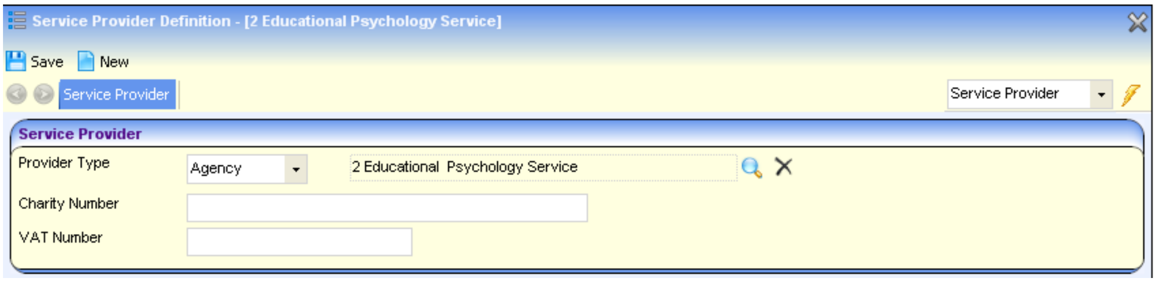
Service Category

- Provisions Migrated from v3



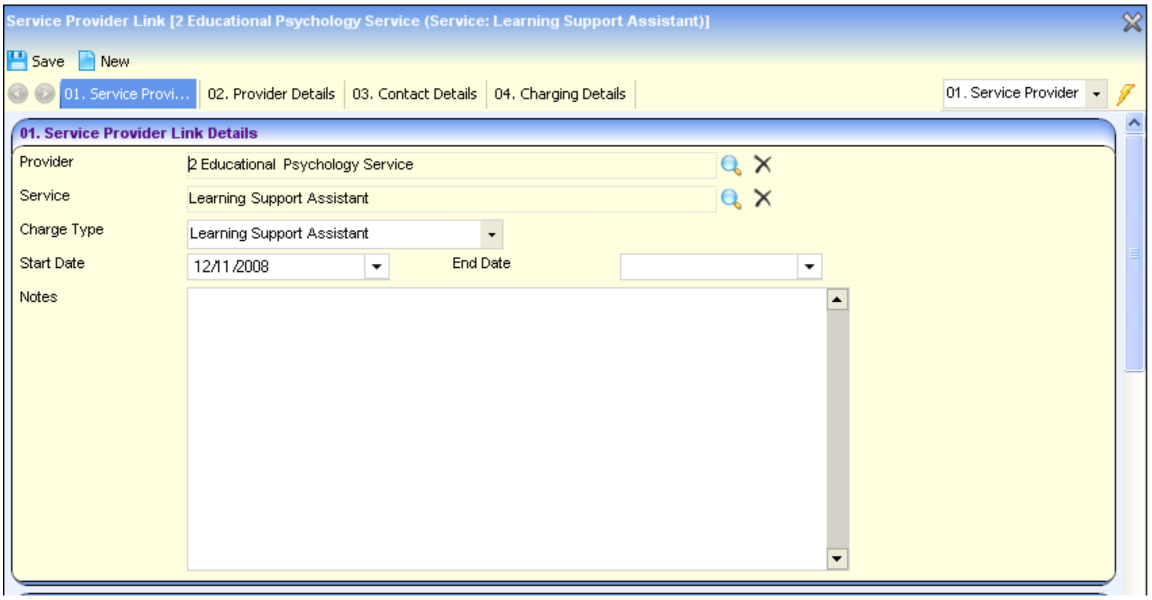
Service Provider

- Created from v3 Service - 2 Educational Psychology Service
- Automatically Assigned to Provider Type of Agency



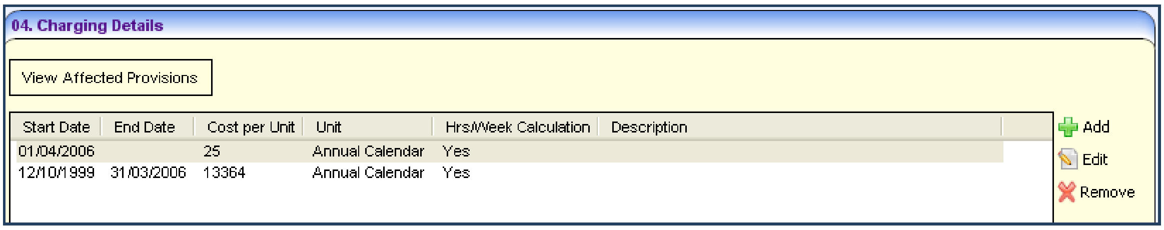
Service Provider Link

- Created from the migrated Service and Service Provider
- Charge Type = Description of Cost Type in v3

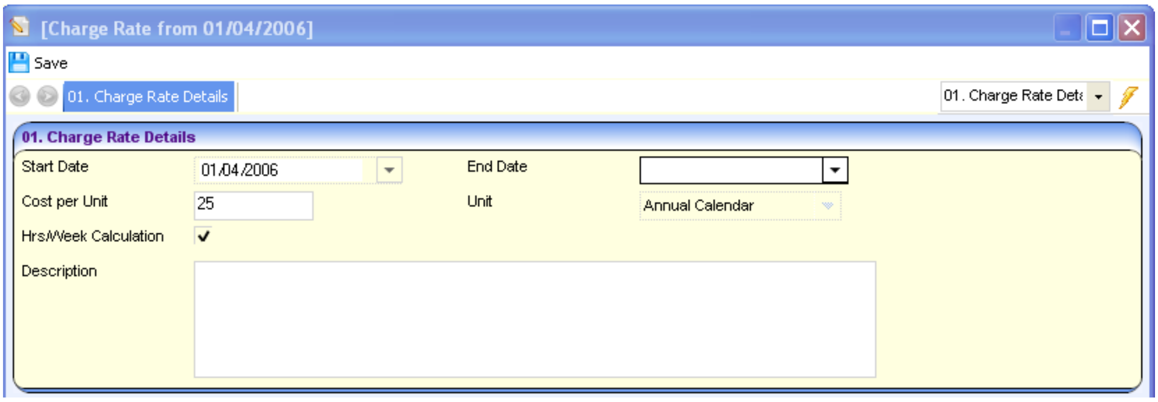


Service Provider Link - Charging Details

- Created from Cost Type Details and Unit Cost Details in v3



- Edit displays information from Unit Cost Details in v3



Provision Records

Each existing v3 Provision records and associated Cost Details has a one to one relationship and will continue to do so within v4 i.e. each will end up in v4 as a Provision record and a Charge/Cost Detail.

Transaction Records will remain linked to the migrated Charge/Cost Detail which is created from the associated Cost Details.

Migrating Activities

Activity Owner

The name of the Case Worker will be migrated as the Activity Owner on the Activity Form in v4.

Linked Activities

In v3 the Item List functionality allows the LA user to add details of sub-activities, these will be migrated to the Linked Activities panel on the Activity Form in v4.

The v4 system will display the same generic Activity Form for the Liked Activity; users will be able to define the same kind of details that can be defined for the 'main' Activity.

In v3 in certain scenarios when a visit s added for the School Support then a record in the Item List is automatically created with the details of the 'main' visit. If there is a record in the Item List in v3 and the details of this are exactly the same as the 'main' visit then this will not be migrated as a Linked Activity in v4.

Activity Type

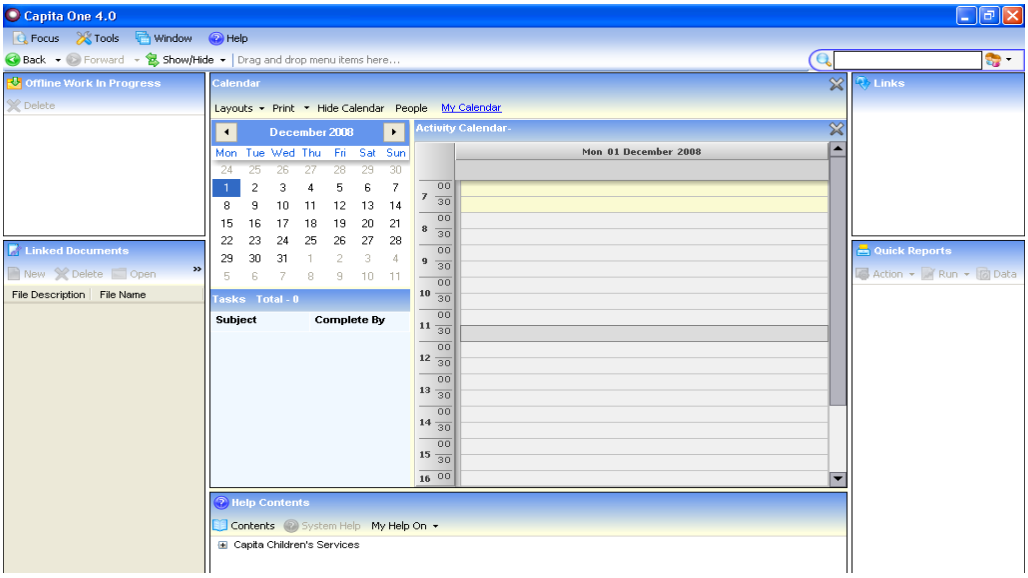
In v3 LA users could define a lookup for the Support Type field; the data for this field will be migrated to the Activity Type field in v4. The Activity Type field in v4 is mandatory, when migrating from v3it is possible that there have been no values defined for the Support Type field, therefore the Activity The field will be plated with either of the following depending on the type of visit that was defined in v3:

- Home Support
- School Support
- Other Support

In v4 the lookups for Activity Types will be migrated and maintained against a Service Team in v4 Services | CSS Service Teams Administration| Activity Types.

Calendar

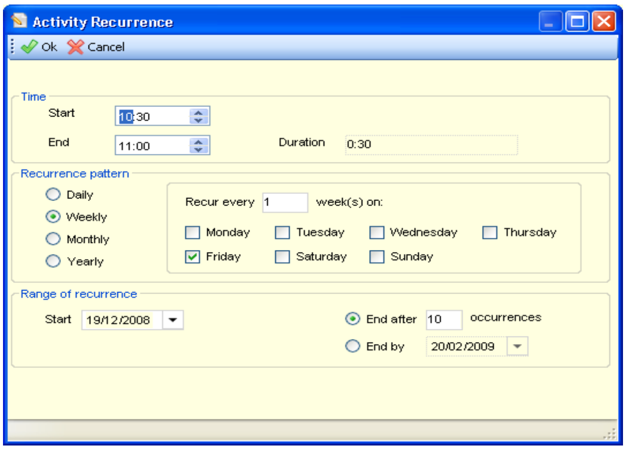
All existing visits for the Case Worker in v3 will be updated in the Calendar in v4.



It will also be possible to view the Calendars of other people by clicking on the 'People' hyperlink.

Recurrence Pattern

The Recurrence pattern set up in v3 will not be migrated to v4 instead any recurring visits will be migrated as individual Activities in v4 and the link for the Recurrence pattern will be removed.



Activity Time

In v3 all the Time Elements were set up in Tools | Module Administration| Support Services in v4 the lookups for Activity Types will be migrated and maintained against a Service Team in v4 Services | CSS Service Teams Administration| Activity Time Categories.

It is also possible for LA users to add additional Activity Time Categories this will need to be done in Tools | Administration| Lookups in Table ID 1061.

The fields in v3 to capture the Time were recorded as decimals; the values for these fields have been migrated as Hours and Minutes in v4 on the Activity Form.

Linked People

In v3 there is a functionality to add support details for a Student in the Student Support Details tab. All the Student records in the Student Support Details tab will be migrated as Linked People on the Activity Form in v4:

- The Start Time, the End Time and the Group Size recorded for Student in the Student Support Details will be migrated and stored against the Linked Person in v4.
  - Where there is a Student entered in the Student Support Details tab more than once with the same Start Time and End Time then these times will be migrated for the Linked Person in v4
  - Where there is a Student entered in the Student Support Details tab more than once with different Start Times and End Times then these times will not be migrated for the Linked Person in v4 and an Error will be reported by the migration routine

The following section describes the migration of Student Support Details from v3 to v4 the following should be taken into account:

- It is not possible for more than 1 Support Detail Code to be added for the Activity in the Student Support Details tab in v3. However it is possible to add duplicate Students in v3 with different Support Detail Codes. Where there is more than 1 record for the Student and the Support Detail Codes are not the same then the Student will be migrated as a Linked Person with the multiple Support Types against him/her in v4 (it is possible to record more than 1 Support Type against a Person in v4).
- In v3 it is possible to define a Memo for each Student held in the Student Support Details tab it is also possible to record a Memo for each Linked Person. The Memos in v3 will be migrated for the Linked People in v4. If a Student has been recorded more than once in the Student Support Details tab and only one Memo has been defined (and the other Memos are blank) then this Memo will be migrated for Linked Person. If a Student has been recorded more than once in the Student Support Details tab and all the Memos have data defined for them then it will not possible for the Memos to be migrated, the system will report an Error in the migration routine.

Pro- Rata Time

This Pro-Rata field in v3 field for the Student Support Details will not be migrated to v4.

Lookups

All lookups in v3 will be migrated and maintained against a Service Team in v4 Services | CSS Service Teams Administration; it is also possible for LA users to add additional Activity Time Categories this will need to be done in Tools | Administration| Lookups:

Field in v3	Field in v4	Table ID in v4
Support Type	Activity Type	1055
Focus	Activity Focus	1056
Target Group	Target Group	1057
Time/Hrs	Activity Time	1061
Support Detail Code	Support Type	1058

Location Details

It will be possible for LA users to enter the following information for the Location Details:

- Base – the Agency/Base where the visit will/has taken place
- Site – the site of the Agency/Base where the meeting will/has taken place. This will be defaulted with the principle site of the Base (of defined) but this can be modified
- Location – the address of where the meeting will/has taken place. This will be defaulted to the address of the principle site (if defined) but this can be modified. This will allows allow LA users to define the address of a person where a visit to the child or parents home is required
- Any v3 Visits that will be migrated will not be synchronised to Microsoft Outlook automatically; there is an option for users to synchronise the CSS Activities to Outlook manually

- The **Sync to Outlook** button on the Activity form will allow the user to update any historical (those Activities that have been added in CSS prior to the functionality updating of the Activity Owner's Microsoft Outlook Calendar was released i.e. pre CSS 3.37 release); this will include uploading any Recurring Activities by updating Microsoft Outlook Calendar with the Recurrence pattern of the Activities. This button will remain enabled on all Activity forms to allow the user to update any CSS Activities that have not been synchronised to the Activity Owner's Microsoft Calendar

Migrating Equipment

In v3, the Equipment Inventory containing details of the Equipment Items for loaning is stored on one table.

For v4, the Equipment Inventory has been restructured into a hierarchical format in order to allow one or more Equipment Items to belong to the same Equipment Family. This has seen the creation of 4 new entities for the Equipment Inventory as follows:

- Equipment - contains details of the Equipment 'Family' (Category, Make, Model, Description) that the Equipment Item belongs to
- Equipment Item – contains details of the individual Item of Equipment
- Purchase Order - allows one set of purchase details to be recorded for one or more Equipment Items
- Repair Record – allows the logging of an Equipment Item to send away for Repair or Test

The migration of the v3 Equipment Inventory will populate the new structure above in V4 , apart from the Repair Record which can be first used when creating a new entry or maintaining an existing entry on the Equipment Inventory.

The existing relationship in v3 between a Student, Person or Base and the Loan of an Equipment Item will be migrated as is into v4.

Refer to the document *CSS Migration of Tables and Fields* for further details of the migration of the v3 fields to v4 for Equipment.

Migrating v3 Referrals with Prosecutions to v4

This section describes the migration of those Referrals in v3 that have data recorded in the:

- Referral tab (provided that there is a Prosecution associated with the Referral)
- Prosecutions tab
- Court Case sub tab
- Outcomes sub tab
- Disposals (within the Outcomes sub tab)
- Appeals (within the Court Case sub tab)

A new Legal Actions Involvement form will be created in v4 and the set up of this form will be the same as setting up the existing Involvements forms i.e. the CSS Generic Involvement, SEN Assessment form etc. This new Legal Actions Involvement form will allow users to record details for:

- Generic Involvement
- Attendance Monitoring/Warning Letters
- Penalty Notices
- Court Orders
- Parent Contracts
- Prosecutions – it will be possible for the user to record following details about the Prosecution:
    - Court Case Details
    - Adjournments
    - Appeals
    - Court Case Outcomes
    - Disposal Details

***Note**: the Referral, Prosecutions, Court Case, Outcomes, Disposals and Appeals all have a 'User' and 'Last Updated' fields; when migrating the values in these fields must also be migrated; in addition to this any associated 'UDFs' and 'Memo' fields will also be migrated to the relevant areas of the new Legal Actions Involvement form.*

Referral: There will be data recorded in the Referral tab in v3; when the data is migrated to v4 the data recorded in the v3 Referral tab will be migrated to the Legal Actions Involvement form in the Generic Involvement details area in the Legal Actions Involvement form. The fields on the Referral tab in v3 will be present in the v4 Legal Actions Involvement form.

Referral Reason: In v3 there is 'Referral Reason' a field on the Referral tab; when the user defines a lookup value for this field on the Referral tab then this value is copied over to the 'Offence' field in the Court Case sub tab. There is a 'Prosecution' checkbox which has T/F flag in the **Module Administration | Service Codes** area for the Referral reason lookup; if this checkbox is set to T then when the user selects this lookup code for the 'Referral Reason' field then this automatically creates a Prosecution record in v3. The 'Prosecution' checkbox will not be migrated to v4 as this is not required for the Legal Actions Involvement Form. The reason for removing the 'Prosecution' checkbox is that when a Referral is created such as 'Attendance Monitoring' then this will not automatically create a Prosecutions record because such a Referral does not always result in a Prosecution.

The lookups for Referral Reason in v3 set up for the Service (which has Prosecutions associated with it) will be migrated to lookup *Table ID 1053* and for the involvement_form_reason table for the relevant Service(s) in v4.

Offence: The 'Offence' field in the Prosecutions tab will be migrated in a new lookup table; this will allow the users to define lookups for the 'Offence' type (which the user can define in the Prosecutions area of the Legal Actions Involvement form in v4).

In v3 the Offence field displays the value defined for the Referral Reason; these 2 fields derive the lookup form the sss_referrals.reason table.

In v4 there will be a new lookup *Table ID 1114* and inv_form_lgl_act_offence table which will hold the lookup for the Offence; this will be different from the Table where the Referral Reason lookup is held. All the lookups defined in the sss_referral.reason table that have the Prosecution flag set to 'True' in **Module Administration | Service User Codes** and that have been used/defined for the Referral will be migrated to Table ID 1114 and table inv_form_lgl_act_offence table for the relevant Service(s).

Prosecution: In the v4 the Legal Actions Involvement form there will be a new Prosecution details area and within this area will be the following panels:

- Court Case Details – any existing Court Cases for the Referral in v3 will be migrated in this area in v4
- Adjournments – this doesn't currently exist in v3 therefore there is no impact to migration
- Appeals – any existing Appeals for the Referral in v3 will **NOT** be migrated in this area in v4
- Outcomes – any existing Outcomes for the Referral in v3 will be migrated in this area in v4
- Disposals – any existing Disposals for the Referral in v3 will be migrated in this area in v4

***Note:** In v3 the user must associate a Parent/Carer associated to the Court Case; this person is also in effect associated with the Outcome and the Disposal details. In v4 the user will be able to associate the Parent/Carer or Person to the Prosecutions area rather than associating the Parent/Carer or Person to each of the Court Case, Adjournment, Outcomes etc. Therefore when migrating the details of the person associated with the Court Case in v3 the person will be migrated and displayed in the Prosecutions area of the v4 Legal Actions Involvement form.*

Appeals: In v3 if the Court Case has any Appeals data recorded for it and associated to the Court Case that it is an appeal of; Appeals **will not** be migrated to v4.

The functionality of recording Appeals in v4 will be the same as v3; this will allow users to record a Court Case for a Prosecution record and define this as being an 'Appeal' by linking this to an already existing Court Case.

Outcomes: Unlike v3 in v4 there can be only be 1 (Court Case) Outcome recorded for each Prosecution. When migrating the (Court Case) Outcomes data from v3 to v4 the (Court Case) Outcomes will be migrated with duplicate Court Cases i.e. Court Case has 2(Court Case) Outcomes in v3 when we migrate this will be become 2 separate Prosecution records in v4 for the Legal Actions Involvement; the reason for this is that in v4 it will only be possible to record 1 (Court Case) Outcome for a Court Case.

Disposals: The 'Court Order Type' field in the Disposal area in v3 has been labelled 'Disposal Type' in v4 and will be displayed in the Disposals panel (of the Prosecutions area); the data for Disposals will be migrated as it is.

In v4 there is a new Disposals area (as part of the Prosecutions details) and this field has a new lookup value = DCO (Disposal Court Order) to denote that the Disposal is a 'Court Order' and when this lookup is defined for the Disposal Type field then the Court Orders details area will be displayed and the user will be able add Court Order details.

In v4 it will be possible for users to record Court Orders for the Legal Actions Involvement form in the Court Orders area but when data is migrated from the Disposals area in v3 any existing records will be migrated in the new Court Orders area. There are two types of lookups in v3, one is the Court Orders Type Table ID 0762 (which is required for the Court Orders area in v4 and is not currently in the Prosecutions area in v3) and the other is the Court Orders Prosecution Type Table ID 0780 (which is the Court Order Type in the Disposal area in the Prosecution Outcomes tab in v3). These 2 lookup types are separate lookups and stored in different tables therefore when migrating they will be migrated as they are except for the lookups ESO, OOR, PO and SAO. In v3 if the lookup value for the Court Order Type field (in the Disposals area) is equal to ESO, OOR, PO or SAO then when this data is migrated to v4 the value for the Disposal Type will be DCO (Disposal Court Order) and a Court Order record will be created. Only those lookups that have been used in the v3 Court Type field (for a Disposal record) will be migrated.

Any new lookups added for the Disposal Type field in v4 will need to be mapped to an External Code of either DCO (Disposal Court Order - to denote that the Disposal Type **is a** Court Order i.e. ESO, SAO etc.) or DNCO (Disposal Non Court Order – to denote that the Disposal Type **is not a** Court Order i.e. Fine, Sentence, Community Service etc.)

It is possible to record more than 1 Disposal Details record for a Court Case in v3; these will be migrated as separate Disposal Details in the v4 Legal Actions Involvement Form.

Linked Documents: It is possible to define 'Linked Documents' against the Caseworker, the Student or the actual Referral record in v3 for a Referral. Any linked documents for a Referral (that has Prosecutions data defined for it in v3 regardless of whether it has been defined against the Person, Student or Referral) will be migrated against Legal Actions Involvement form in v4.

Timelines: Any existing Timelines for a Referral with a Prosecution will be migrated to the Legal Actions Involvement Form in v4 similar to how Timelines are migrated for the CSS Generic Involvement, SEN Involvement forms etc. Any Timeline designs set up for a v3 Referral with a Prosecution record defined for it will not be migrated to v4.

If a Timeline has been completed in v3 or is partially completed then the Timeline is not migrated to v4; however in v4 there will be a visual display of the Events, Steps, Due Date and details of whether the Timeline has been completed in the **v3 Timelines** textbox at the bottom of the Legal Actions Involvement form in a tree view.

UDFs: In v3 it is possible to define UDFs for the Referral, Court Case, Outcome and Disposal Details area. All UDFs will be migrated to the 'CSS Legal Actions Involvement entity' in the v4 UDF manager. All the UDFs will be migrated for the Legal Actions Involvement Form. In v4 however, it will be possible; for users to define UDFs

Memo: In v3 it is possible for LAs to define Memos against the Referral Court Case, Outcome and Disposal Details; any existing Memos will be migrated in each of the respective areas of the v4 Legal Actions Involvement form.

Migrating Lookups

In CSS/SEN v4, lookup codes can be shared across Service Teams and Involvement Forms where appropriate. The lookup code is set up once, and then selected for use across one or multiple teams or forms – there is no need to set up the same code more than once for a specific lookup category for use across multiple teams or forms. Specific lookup codes can also be used for specific Service Teams or Involvement Forms (e.g. an Involvement Form aimed specifically at Educational Psychologists may include some lookup codes that are specific to Educational Psychologists only).

This is different from version 3, where lookup codes stored against the Support Service (now referred to as Service Team), such as Referral Reasons or Referral Source, had to be set up separately for each Support Service. In version 3 there might be two different codes used across different Support Services that effectively meant the same thing, (e.g. one Support Service could use 'CS - Current School', whilst another service might be using 'SCH – School', or there could be the same code used across more than one Support Services but with different descriptions and possibly different meanings.

The Version 4 functionality here offers benefits when compared to v3 in reducing the maintenance time to set up lookups for Business System Administrators and also encouraging consistent use across Service Teams which should lead to improved sharing of information.

Given that v3 and v4 have a different approach to managing lookups, it is important to note that the business rules for migrating lookups associated with v3 Support Services are as follows:

- When migrating the first 'Support Service' from version 3, whether that be a CSS Service or SEN, then the lookup codes associated with that Support Service would normally be migrated as they are in v3 (assuming that no 'conflicting' codes have manually been set up in version 4 already). They will be automatically associated with the migrating Support Service.
- When subsequent 'Support Services' are migrated from version 3 then the system will detect any lookups that are already in use for the same lookup area in v4. Where the same lookup code already exists in version 4, then the migration routine will check the lookup description – if they are the same, then there is no conflict and the existing v4 code will be used for the migrated records. The check for description ignores case and ignores any trailing spaces.

- Where a lookup code already exists in version 4 but with a different description from the lookup in the process of being migrated (for the same lookup area) then the system assumes that these are conflicting codes. To resolve this conflict, it will change the lookup code that is in the process of being migrated: it will add a number to the end of the lookup code such as 1; if this in itself would create a duplicate code then the number at the end of the code is 2 and so on.
- If the lookup code already utilises the maximum number of characters supported for that type of lookup code then the last character will be replaced by a number. So, for example if there was an existing Involvement Source (known as Referral Source in v3) of 'PAR – Parents' (maximum length of this lookup code is 6) from a previously migrated service, but the 'Support Service' in the process of being migrated has an Involvement Source lookup of 'PAR – Parent/Carers', then the latter code would be changed to 'PAR1 – Parents/Carers' by the current migration process. A log message would be included in the Migration Log, e.g. 'Lookup code 'PAR' in v4 table 1052 Involvement Source already exists but with a different description – code changed to 'PAR1'.

It is not possible to edit lookup codes in the user interface in v4, although it is possible to edit descriptions.

Business System Administrators are advised to consider reviewing use of lookup codes across Support Services before starting the migration process. Any descriptions of codes 'that effectively mean the same thing' – e.g. descriptions of 'Parents' and 'Parents/Carers' used for different Support Services for the same lookup area - should be made consistent prior to migration.

Some CSS lookups for v4 are stored in the same tables as for v3. Some lookup table descriptions have been revised and this will mean that those lookup table descriptions will be changed in v3 as well as v4, e.g. 'Involvement Status' rather than 'Referral Status'.

As SEN is migrated to v4 the SEN Request Source lookups (table id 0122), which includes mappings to external codes, are being merged with the CSS Referral Source lookups stored for each Service into one table called 'Involvement Source'.

Since external codes are required for categorising SEN Sources for statutory returns this means that the external code mapping to all lookups in this area, including the CSS ones, has been made mandatory. When adding or editing 'Source' lookups you will be required to map to an external code.

Note on Confidentiality Settings

V3 Confidentiality Settings on Involvements and Communication records do not apply in the same way in v4 as confidentiality is now managed in V4 by Access Control Lists. These are explained in this document in the Access Control section.

However, the v3 Confidential flags for Referral (now Involvements) and Contact Log records are being migrated to v4 in a different format. They will be migrated with the rest of the Involvement or Communication record and so will be available for reporting.

Involvements v4:

The v3 confidentiality flag on a Referral will be displayed on a v4 Involvement as a flag labelled 'Exclude from CSS Summary Report'. Where v3 Referrals were marked as confidential, the equivalent flag on the v4 Involvement will be automatically ticked and so the Involvement will be excluded from the CSS Summary Report available from Student Details Links. The Involvement will still be listed via the Student Details/People Details Involvements menu link to all who can access the Involvement Summary for the person.

NOTE: For Services in v3 that are migrated to v4 Service Teams the Referrals Confidential flag in the v3 Service will be migrated to the "Exclude Involvements from CSS/SEN Summary Reports by Default" flag on the v4 Service Team and this flag is not referenced by the CSS Summary Reports.

The v3 Contact Log confidential setting will not be visible on the user interface within v4.

Where a v3 Service Referrals Confidential flag was ticked then the Migration Log will include a message to indicate that the System Administrator should set the Access Control List for the v4 Service Team's records in v4. Access Control Lists (ACL) set for the Service Team in v4 allows all Involvements and Communication Log records for that Service Team to be hidden from other Service Teams.

NOTE: It is not possible to set ACLs to display Involvements at a Summary level **AND** to hide the Communication Log entries entirely. You must either hide the Involvements and the Communication Log records totally, or hide the Involvement detail and the Communication Log detail and display the summary records for both entities.

If you do need to display the full Involvement record i.e. summary and detail but hide the entire Communication Log records, then the only option currently is to go into each Communication Log record and use the ACL settings there to hide the individual Communication Log record, repeating this as necessary for any other Communication Log records.

The Migration Log will also include a message for any individual v3 Contact Log record flagged as confidential/extremely confidential in v3 that did not belong to a service marked as 'Referrals Confidential', warning the System Administrator to set the Access Control List for that record in v4.

Steps to Migrate a CSS Service or SEN

Most steps are common to both migrating a CSS Service and SEN. However, any step required specifically for SEN will be identified with 'SEN only' and any step required specifically for CSS will be identified with 'CSS only'.

Before running the Migration routine the following must be done:

1. **Licence Keys.** LAs need to obtain Licence Keys for CSS v4 and/or SEN v4 and record them via v3 Launcher screen | Tools | Licensing.

2. **CSS only**. **Set Up CSS Involvement Form**. This step is only required where the v3 CSS Service has Referral records to be migrated. Via v4 Services | CSS Involvement Forms set up an Involvement Form (this is a template) which is based on the Form Type 'Generic CSS Involvement'. Provide a description, e.g. 'Educational Psychologist's Form', 'Behaviour Support Form' etc and a Caseworker Label, e.g. 'Educational Psychologist' or 'Behaviour Support Officer'. There is no need to set up any additional information at this stage for the Involvement Form as lookups and User Defined Fields will be populated during migration from v3. Lookup codes for Involvement Statuses, Sources, Reasons and Outcomes will be populated from the lookup codes used in v3 for the migrated Service.

3. **SEN only**. **Set Up SEN Involvement Forms**. Via v4 Services | CSS Involvement Forms set up Involvement Forms (these are templates) which are based on the following form types:

    - SEN Assessment Involvement
    - SEN Statement Review Involvement
    - SEN Tribunal Involvement
    - SEN Standalone Involvement

    If you have recorded all of SEN Assessments, Tribunals, Statement Reviews and Standalone Reviews in v3 then you will need to set up one Involvement Form for each type. If, for example, you have not recorded any SEN Tribunals in v3 then there is no need to set up an SEN Tribunal Involvement Form in v4.

    For each Involvement Form, provide a description, e.g. 'SEN Assessment Form' and a Caseworker Label, e.g. 'Assessment Officer'. There is no need to set up any additional information at this stage for the Involvement Form as lookups and User Defined Fields will be populated during migration from v3.

4. CSS only. **Identify LA Number for Mapping Agencies to Bases**. Via v3 System Administration | LA Defaults, select the row with Parameter Code 'AGENCYLANO' and the Description 'Migrated Agencies LA Number' and identify the LA number that will be used for new Bases created from Agencies. This is because LA number is currently a mandatory field for Bases, but this information is not stored against Agencies.

   NOTE: If the local LA number is used here then the new Agency Bases will automatically be displayed on any Base lists for the Base Selection 'LA Bases'. You may wish to consider using a dummy LA number here used specifically for Agencies. A new LA number lookup code can be added in v3 CSS | Module Admin | User Codes – LEA Name, Table ID 0106 or via v4 Tools | Administration | Lookups.
5. **CSS Only. Map Agencies to Bases**. Any v3 Agencies that already have an equivalent Base must be identified prior to migration so that the Agency's linked records can be migrated to this Base rather than a new Base being created by the system. Via v4 | Tools | Administration | Migration | V3 Agency Mapping to Bases access a list of CSS Agencies. For any which already have an equivalent Base, select the Agency and select the Base.

NOTE: After the first service has been migrated, then the system will retain the mapping of any Bases created from Agencies during that migration process. When subsequent services are migrated the system will check this list and will only create a new Base if a new Agency has been added since the last time a service was migrated.

6. **User Mappings to People**. Ensure that CSS Service Team members who will be identified as Caseworkers or Administration Officers are available as People in the One database. Ensure that the CSS Service Team members' User accounts are mapped to those People via v3 System Administration | Users – Mappings.

Before or after running the Migration routine, but before end users access CSS in v4, the following must be done:

7. **Set up the Team Structure**. Use of v4 CSS/SEN requires that Service Team members are identified by setting up an 'Establishment' (in other words a team) which comprises of Posts that are part of that Establishment. System Users (mapped to People) occupy those Posts over time. A hierarchy of Posts can be established. In future releases, this will be used to identify Managers. For this release the structure of the hierarchy itself is not important, what is important is identifying all the Posts and specifically identifying those that are Caseworkers and those that are Admin Officers. More than one CSS Service Team may have the same 'Establishment'.

   (a) This is set up in v4 via Tools | Team Structure. First, use the Posts menu route to set up all Posts to be used within the Team. The flags for 'Contact Supervisor' and 'CP Designated Manager' can be ignored here as these are used only for the ICS module. It is important to use the flags for 'CSS Caseworker' and/or 'CSS Admin Officer' to indicate whether the Post should be considered as a Caseworker and/or an Admin Officer. This will control who can be selected for these roles when setting up Involvements. Note that 'Caseworker' here is used as a generic term to cover any professional who owns an Involvement – e.g. this would include SEN Assessment Officers, Educational Psychologists and Education Welfare Officers.

NOTE: Post Descriptions must be unique. There is a current constraint in the system whereby a Post can only be associated with one Establishment (team), although the same system user can occupy more than one Post at once. There is also a constraint that if the same System User occupies more than one Post, they will be unable to see Workflow Messages on the Home Page. Therefore it is suggested that the Team Name is included in part of the Post Description, e.g. 'Educational Psychologist, Luton Locality'. This might need to include an abbreviation for the Service Team Name. In light of possible reporting requirements, for example, to report on tasks for all Educational Psychologists across all Locality Teams, it is recommended that the first part of the name is consistent across Establishments where a similar post will be set up for multiple establishments.

   (b) Next, within the same menu route set up Users currently assigned to Posts. A Post may be occupied my several users concurrently. One User may occupy multiple posts concurrently.

(c) Next, use the Tools | Team Structure | Establishments menu route. Add a new Establishment with a description such as 'Educational Psychologists Team', 'SEN Team' or 'Multi-Agency Team – South'. Create a hierarchy of posts for this Establishment by dragging from the list of Posts. Only Posts that have not already been assigned to an Establishment will be available for selection here. It is not currently possible to re-use Posts across Establishments. To place a Post underneath another in the hierarchy, drag the post and drop it whilst the cursor is over the 'Manager' post's description.

When setting up Establishments, also note the advice in the earlier section of this document entitled '**Managing Service Teams Involvement Forms in a multi-agency environment'.**

8. **Set system default for searching on Personnel Roles**. When searching for People in v4, the People Search enquiry screen includes the facility to search on Roles. This will allow users to search on the Roles already utilised in CSS and SEN and managed in v3 via the Tools | Module Administration | People Roles area. In addition, for those LAs using the Personnel module and recording Roles against Service records and Service Agreements, there is the facility to also search here on these Personnel Roles – please note that these Personnel roles are based on those defined by the DCSF for the School Workforce Census and are not the same as the Roles used in CSS and SEN in v3. If your LA stores Role information in the Personnel information and you would like to be able to search on these Personnel Roles as well then please go to v3 | System Administration | LA Defaults. Find the row with the Parameter Code PER_ROLES and the description 'Search Personnel module Roles?' By default the Value will be F for false. Change this to T for True and save.
9. **Set up User Group Permissions**. By default System Administrators will have access to all areas.
10. **Set up Report Permissions**. Via Tools | Permissions | Report Permissions.

Running the Migration Routine:

11. Access v4 | Tools | Administration | Migration | Migrate v3 Service. Select the v3 CSS Service to be migrated or access 'SEN'.

    Note: Any associated Timelines will be migrated alongside the referral by following this step.
12. **CSS only**. For v3 Services with referrals, select the Involvement Form (template) to which v3 referrals will be migrated. This has been set up in Step 2. For v3 Services with no referrals then the message 'No Referrals to migrate' will be displayed here.
13. **SEN only**. The system will check that appropriate Involvement Forms (templates) have been set up. These will have been set up in Step 2.
14. **CSS only**. Associate User Defined Fields (UDFs). The System presents a list of any UDFs set up in v3 on the CSS Referrals (SSS_REFERRALS) table currently. The System Administrator should select any Referrals User Defined Fields that you wish to associate with this Service. This is an optional process – not required if there are no UDFs to migrate for the selected service. **Any other Referrals UDFs data from version 3 not selected will not be accessible for this Service once it has been migrated and any data stored in those fields for this service will not be migrated**.

    Note: System Administrators should check carefully with Service Managers before selecting UDFs to migrate for the selected service. It is often the case that some UDFs set up for Referrals will not be used by all services. V4 offers the benefit over v3 in that only relevant UDFs need to be made available for each type of Involvement Form.

    If the CSS Referrals being migrated contain Hearing Impairment and/or Visual Impairment records that have UDFs, these UDF's will be migrated to the Hearing Impairment and/or Visual Impairment in v4 automatically.
15. **SEN only**. Note: Unlike the CSS Service migration, there is no need to select SEN UDFs to migrate - all v3 SEN UDFs will be migrated to the appropriate Involvement Form automatically.

16. The migration routine must be run in 'Report Only' mode first at least once before running in 'Migrate Live Data' mode. This is achieved by clicking the 'Report Only' button. This does **NOT** require exclusive use of v3 or v4.
17. A Service Migration Log is generated for each run of the Migration routine, whether that was in 'Report Only' mode or 'Live' mode. Review the Migration Log. This log contains details of how many records have been/will be successfully migrated for each of the key areas as well as listing any warning messages or errors. A Links Report entitled v3 Migration Report is available listing all migration messages and this can be printed and/or exported to Excel.
18. Correct any errors as appropriate highlighted in the Migration Log.

    NOTE: Details about migration error messages which are output by the system in the Service Migration Log and V3 Migration Report when running the migration routine can be located in the supporting document CSS SEN v3 Migration Errors Report which is also identified in the Other Documents to Help You section of this document.
19. The migration routine can be run in 'Report Only' mode more than once, to give System Administrators to review the Migration Log and minimise errors listed here.
20. When ready, run the migration routine in live mode by clicking on 'Migrate Live Data'. **This requires exclusive use of v3 and v4. Once this is run in 'Migrate Live Data' mode there is no option provided to roll the data back to the pre-migration state.** This could only be achieved by System Administrators restoring the system from backup.
21. Review the Migration Log and take any action as necessary to amend individual records.
22. Log out of One v4 and then log back in before opening up any other v4 menu routes.

After running the Migration routine, but before end users access CSS in v4, the following must be done:

23. **Set up CSS Service Team Details**. Access v4 | Services | CSS Service Teams Administration and select the CSS Service Team that has just been migrated. Select an 'Establishment' – this selects the CSS Service Team's members based on information already recorded under Tools | Team Structure. It is essential to establish the members of the Service Team.

    In the Service Category panel of the selected Service Team click on Add and then on the CSS Service Category Enquiry window select Search. Select the Service Category PROV – Provisions Migrated from v3. This will ensure that Service Providers can then be accessed for this migrated service when managing Provision.

    For the purposes of ContactPoint, indicate whether the CSS Service contains Sensitive records. Select an Address – this will also be used for ContactPoint purposes.

    Most Lookup Codes stored at the Service Team Level will have been populated during the migration process (e.g. Communication Categories, Activity Types, Activity Focuses, Activity Target Groups, Provision Funding Bodies and Provision Reasons). For CSS Services where Activities will be recorded, choose the Time Categories that will be used for recording Activity Time details.

    When setting up **Time Categories** please note that they will be displayed in alphabetical order on the Activities form. You may wish to use a number at the start of each description to control the order the Time Categories, to ensure, for example, that 'Follow up' is not at top.

    Note that v3 Lookup Codes for Referrals that were formerly stored against the v3 Service are now stored against the equivalent v4 Involvement Form.
24. **Involvement Forms.** Go back to v4 Services | CSS Involvement Forms and open the details of the Involvement Form(s) you have already set up. In the 'CSS Service Teams' panel, add the CSS Service Team that has just been migrated to v4 to the appropriate Involvement Form(s).

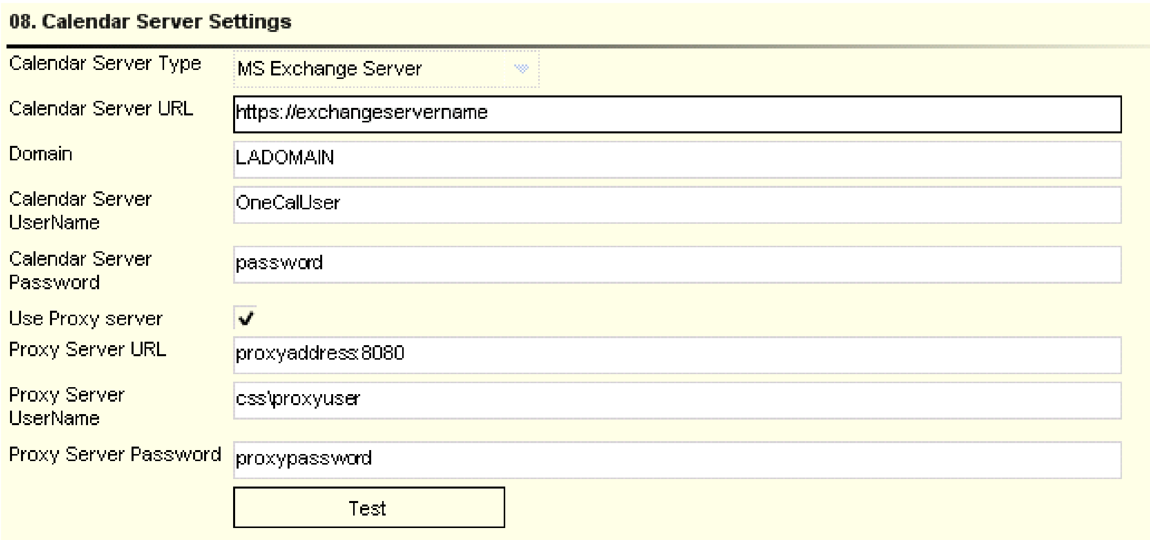
25. **Involvement Forms UDFs**. Click on UDF Management. This will list the v3 Referrals UDFs that have been selected to migrate with this service as well as any other v4 UDFs. The System Administrator can select the required UDFs and specify the panel and exact location where each Involvement Form UDF should be displayed, choosing from any panel on the form. This can be previewed. By default, selected Referrals UDFs will have been placed in a default standard panel for 'User Defined Fields'. However, these can be relocated to another panel location.
26. **Other User Defined Fields Location**. Visit Tools | Administration | UDF Management. The System Administrator can specify the panel and location for each UDF that has been migrated for Activities (from v3 School Support), Provisions, People, Hearing Impairment and Visual Impairment in a similar way to that described above.
27. **Access Control. Set the Access Control List (ACL) for the migrated CSS Service Team's records via v4 Services | CSS Service Teams Administration by selecting the CSS Service Team and using the 'Set ACL Defaults' button near the top of the form.** Read and Write access can be granted or denied to specific Users, Posts (from Team Structure), Groups (of Users, set up in v3 System Administration) or Service Teams. If no ACL is set then by default all users will have access to the team's records. All records belonging to that CSS Service Team will automatically inherit the same Access Control List. (See separate section outlining Access Control). **If no Access Control list is established here then all users with access to CSS areas, regardless of their Service Team, will be able to access data for the migrated Service Team.**
28. **Access Control.** For individual records requiring specific Access Control settings, e.g. for extra confidentiality, access the records and set their Access Control Lists manually. The Migration Log draws attention to any Communication records flagged as confidential in v3 that don't belong to a confidential service.
29. **CSS only.** Agency to Bases migration. Consider manually setting up Base Contacts for each Agency Base since it is not possible to migrate the v3 Agency free text Contact Name. Until Base Contacts set up is migrated to v4 this will need to be done in v3 Bases | Base Contacts.
30. **SEN only.** SEN User Defaults. The User Default for SEN Assessment Officer and SEN Administrative Officer now uses Post and Establishment to determine the User for the default rather than the People Role table previously used in v3. Therefore Assessment Officers and Administrative Officers must be set up as Users and assigned to a Post of Assessment Officer or Administrative Officer before the SEN User Defaults in these two areas can be set. The Assessment Officer and Administrative Officer default will then populate the Caseworker panel on a SEN Assessment Involvement.
31. **Provision.** Existing Provision Years within v3 will be migrated over to v4 with the first CSS or SEN Service migrated. Additional years where needed can then be added once migration has been completed.

    As part of the migration, the Provision User Codes of Type 'Provision' will be migrated into the Services table in v4 under the default Service Category of 'Provisions migrated from V3' as there is no equivalent of this field in v3. It is recommended that once each migration is complete, these Services should be reallocated and /or grouped into one or more new Service Categories and then linked to the CSS or SEN Service Team that has been migrated.

    The following will also need to be linked to the CSS or SEN Service Team being migrated.
    - Funding Body
    - Provision Reason
32. **Timelines.** Where you wish you to use v4 Timelines, design one or more v4 Timelines for the migrated service to use via focus Workflow Management by clicking on New. See Help for detailed instructions on creating timelines.

Setting up Outlook Synchronisation process:

33. The Exchange server must be installed with the Web Access service turned on. The service must support the Integrated Windows authentication method.
34. Case Workers must be mapped to people in the One system. Their email addresses (defined on the Person Details tab) must match email addresses defined on the exchange server for the users.
35. Case Workers should have the Update Calendar Online flag ticked. This flag can be found on the Person Details tab as well.
36. A special user should be created in Active Directory. This user should have access to Exchange and be able to log into Exchange. The One Application Server will be using this user to access all the calendars of all other users.
37. All Case Workers should allow the special user to access their calendars and add and modify events. This can be done by using MS Outlook application, by following the points:
    - In the Outlook client application, open the calendar view, right click the calendar (in the panel on the left) and select “Change Sharing Permissions”. Or select “Properties” and then the “Permissions” tab – depending on the version of Outlook.
    - Add the special user to the list
    - Set the Permission Level for the special user to Author. This level will allow the One Application server to create new entries in the calendar, modify them and remove.
    - Apply the changes
38. On the One Application Server, in the CCS Server Configuration tool, provide all the information about the Exchange server setup:



- Calendar Server Type will be set automatically to MS Exchange Server
- Calendar Server URL should be the Https (or Http) address of the server where the exchange service is running. There should be no slash character at the end of the address. The address will be concatenated by the application server with the rest of the full address details. Example:

```
<ExchangeServerURL>/exchange/<ToUserName>/Calendar/appointment<AppointmentID>.eml
```

- Domain – the domain in which the users used by exchange server are defined
- Calendar Server UserName – name of the user who will be used by the application server to log into the exchange server. The name will be saved to the file encrypted.

- Calendar Server Password – password of the user. The password will be saved to the file encrypted.
- Use Proxy Server – ticked if a proxy has to be used to access the exchange server from the application server.
- Proxy Server UserName – the proxy user. Will be saved encrypted in the file.
- Proxy Server Password – the proxy user password. Will be saved encrypted in the file.

Access Control in v4

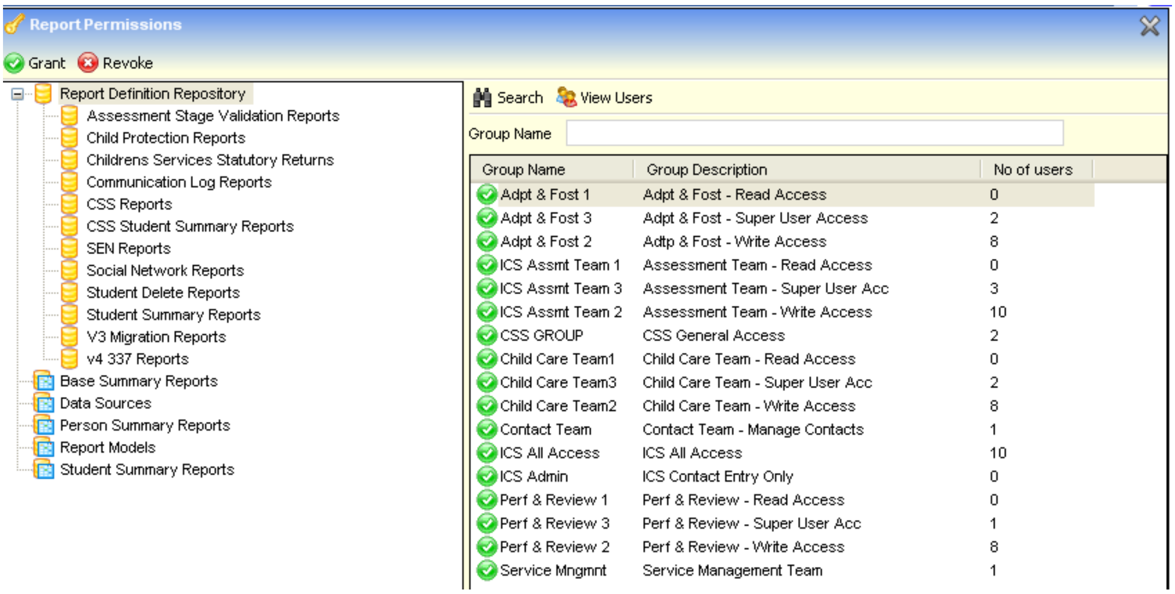
System Administrators will need to ensure that Access Rights have been set appropriately in v4 before new users to v4 start to use the system.

The Access Rights given to a User (for example, through Permissions to the User group, or through an ACL set against the Service Team that the User belongs to) will apply whether the User accesses CSS through v4 Rich Client or v4 Online. This means that the System Administrator only has to set these Access Rights once for any particular area of the system and represents an improvement on v3 Online where Access Rights were set separately from those of v3 Rich Client.

Note that System Administrators will automatically have access to all areas.

Report Permissions

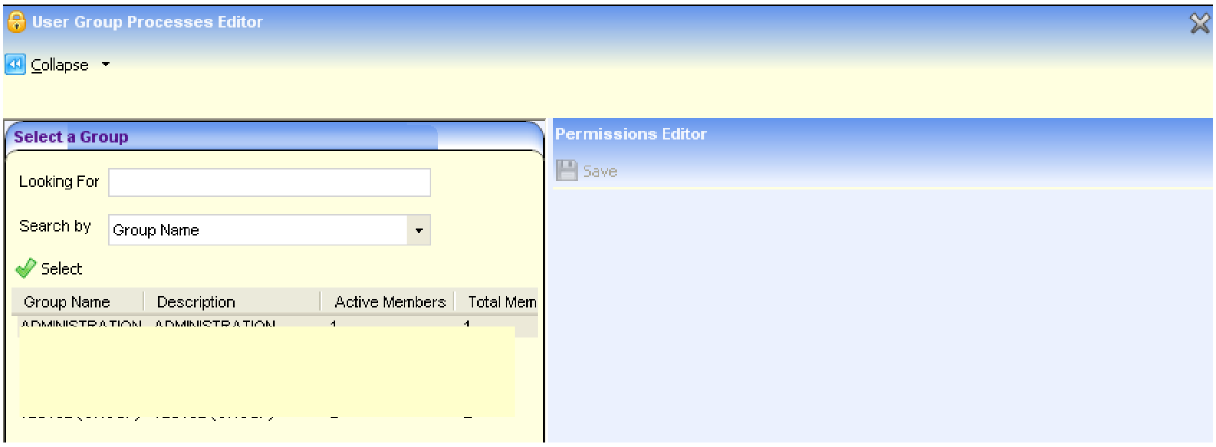
Access to Reports within v4 is controlled via Tools | Permissions | Report Permissions.



User Group Processes

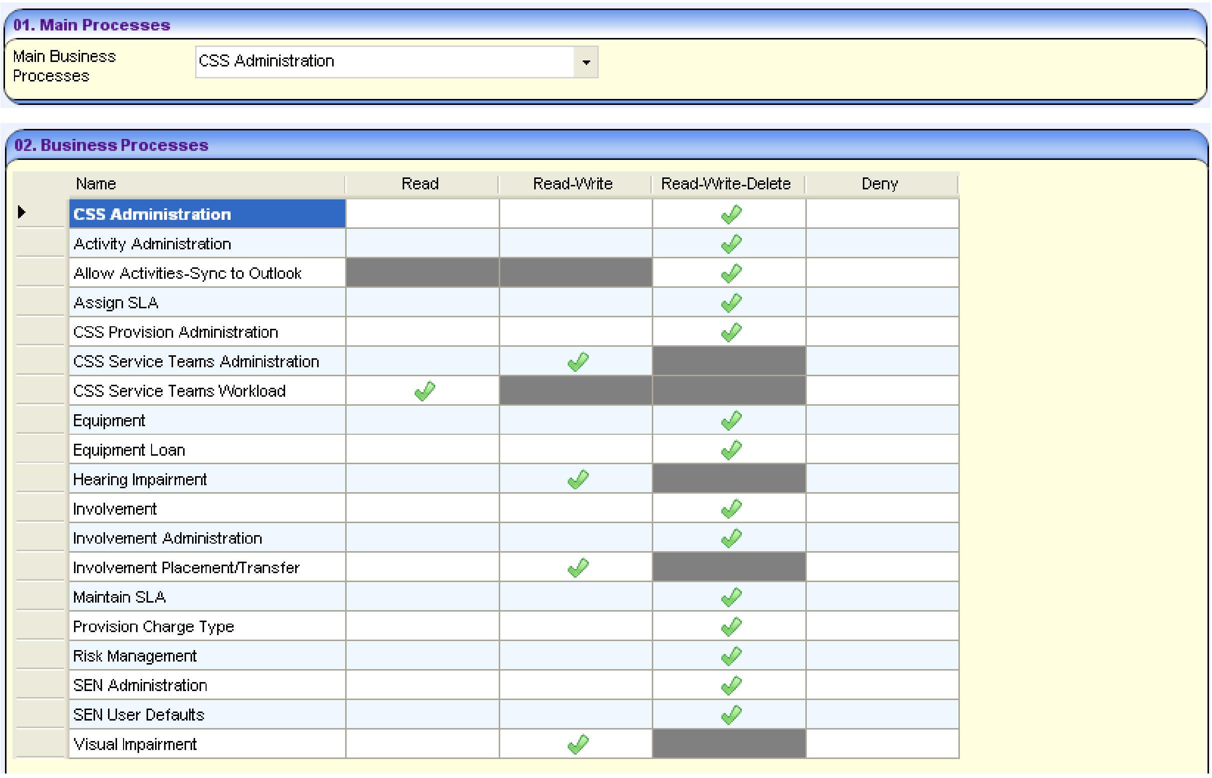
This is a new and simplified method of managing permissions which is available via v4 Tools | Permissions | User Group Processes and runs in tandem with the existing User Group Permissions area.

In this area security is set against a group but uses top level business processes that map to Menu Routes and Links which in turn link to a User Group.



In the User Group Processes Editor select the User Group you wish to manage permissions for and the Permissions Editor will then be displayed.

Use the Main Business Processes lookup to select the top level business process and the Business Processes panel will display all available options.



Full details of the management of permissions in this area can be found in the Help Files.

NOTE: Field level permissions for All Secured Data must be set in User Group Permissions; these are predominantly ICS related.

For CCS the following Main Business Processes will need to be managed:

- CSS Administration
    - Now includes business processes for Hearing Impairment and Visual Impairment
- Person Administration
- Service Administration
- Social Network
- Student Data
- Administration
    - Includes Communication Log, Linked Documents

User Group Permissions, Menu Routes, Menu Links and Processes

Access to menu routes, links and processes in v4 is controlled via v4 Tools | Permissions | User Group Permissions within the following areas:

- All Secured Services
- All Secured Menu Routes
- All secured Menu Links
- All Secured Data

Permissions here are assigned to Groups of Users, rather than individuals which are defined in v3 System Administration. Currently it is not possible to define Groups of Users in v4.

Secured Menu Routes

Here is a list of key menu routes useful for CSS and SEN that System Administrators may wish to consider for each Group of Users. They are listed here according to the order in which they are listed in the Focus Menu. Access to menu routes is granted via User Group Permissions under the node 'All Secured Menu Routes'.

V4 Focus/Menu Route	Note
Bases	
People | Person	
People | Students	
Services | CSS Service Teams Administration	
Services | CSS Service Teams Workload	
Services | CSS Involvement Forms	For the set up and administration of Involvement Forms. Specific Involvements for individuals or groups are accessed via the People focus, the Home Page 'My Involvements' area or CSS Service Teams Workload area

Services | SEN Administration	For the set up and administration of SEN specific reference data such as: SEN Review Types SEN Configuration - Statutory Limits for Assessment SEN User Defaults
Services | Service Level Agreement	Maintain Service Level Agreement Assign Service Level Agreement
Services | Services	For the set up and administration of CSS Services being provided by the LA to its clients
Services | Service Categories	For the set up and administration of grouping of CSS Services (see above) into Service Categories
Services | Service Providers	For the set up and administration of Providers of CSS Services to clients (see above)
Services | Service Provider Links	For the set up and administration of the relationship between Providers and CSS Services (see above) and the Charge/Unit Cost details for these Providers/Services for use when allocating Provision
Services | CSS Provision Year	Provision Year Definition
Equipment Inventory	Creation and maintenance of Equipment Item on the Inventory for loan to a Student, People or Base
Tools | Administration	Alert Definition Lookups UDF Management Migration (Migrate v3 Service, V3 Agency Mapping to Bases) Timeline Design.
Tools | Audit Trail	Full auditing facilities for the CSS and SEN areas, including facilities to control which information should be audited, will be delivered in a future release. However, an audit report is available in this release for Provisions, which will be automatically audited.
Tools | Permissions	Report Permissions User Group Permissions
Tools | Team Structure	Managing Establishments & Posts – System Administrators must set up Establishments to be linked with CSS Service Teams
Tools | Year Settings	Academic Years NCY

Specific Note for Local Authorities using ICS

Those LAs already using ICS will be used to the People focus | Person menu route which potentially includes access to highly confidential data. This has been re-named to People focus | ICS Person. This is because for CSS, SEN and any other groups of users requiring general access to Person Details, a new People focus | Person menu route has been made available. For users requiring access to search for people without permissions to view ICS sensitive data, they should be granted permissions to the new People focus | Person menu route.

Secured Menu Links

Here is a list of key **menu links** listed in Tools | Permissions | User Group Permissions useful for CSS and SEN. Access to menu links is granted via User Group Permissions under the node 'All Secured Menu Links':

V4 Menu Links	Note
My Completed Reports	
Court Orders	
Student Details	
Person Details	
Carers	Parents/Carers
Person Details	
Looked After Child	
Provision	
Placement/Transfer	
Attendance Summary	
Activities	Including School Visits and Home Visits and Meetings.
Calendar	Calendar of Activities
Risks	Equivalent of v3 Risk Assessments, risks to professionals dealing with the person
CSS Service Teams	Equivalent of v3 Services
Involvements	Access to CSS Generic Involvements & SEN Assessments, Reviews & Tribunals.
Equipment	
Communication Log	
Social Network	
Service Provider Definition	This area is used to set up information for Provision recording
Hearing Impairment	Access to Hearing Impairment information
Visual Impairment	Access to Visual Impairment information

Secured Services

Here is a list of key Secured Services (web services) group headers listed in Tools | Permissions | User Group Permissions useful for CSS and SEN (Web Services provide access control of processes). Access to these is granted via User Group Permissions under the node 'All Secured Services'. When granting permissions to the group header, then those permissions will be automatically granted to all the web services underneath this header within the node group. Access to individual web services can be granted or denied as appropriate.

V4 Secured Services Grouping	Note
Lookup	Retrieves some lookup codes
Menu Item	Retrieves menu items
Relationships	
Utilities	These web services include control of logging in, accessing workflow items, address searching, accessing lookups, retrieving users and groups, licenced modules, UDFs, Memos etc.
Tools	Retrieving Names of Users and Groups and Posts and also Retrieving Roles
BinaryDocumentHandlerService	Please note – Users do not need permissions to these services in order to access Linked Files Instead the user will also need get/save access to the form on which the file is linked – e.g. to an Activity.
Student	Retrieving, saving and deleting various groups of data regarding Students
Person	Retrieving and saving Person information.
Bases	Retrieving Bases
Maintain Base	Retrieving, saving and deleting Base related information.
Alert	Processes surrounding generating Alerts
Reports	Processes surrounding Reporting
Audit Service	Retrieving Audit information
Involvement	Processes surrounding retrieving, saving and deleting all types of involvement. System Administrators can grant permissions to specific types of Involvements – e.g. CSS Generic, SEN Assessments, SEN Reviews etc.
Risk	Retrieving, saving and deleting Risk Assessment information (e.g. risks to LA Officers when visiting specific people).
Migrate V3 Service	For System Administrators migrating CSS Services or SEN from v3
Communication Log	Retrieving, saving and deleting Communication Log information.
Equipment	Retrieving, saving and deleting Equipment information.
Provisions	Retrieving, saving and deleting Provisions information.
Activity	Retrieving, saving and deleting Activity information.

SLA	Retrieving, saving and deleting Service Level Agreement information.
Special Educational Needs Web Service	Processes relating to retrieving and saving SEN involvements and SEN configuration.
CSS Service Team	Retrieving and saving CSS Service Team details including associating lookups with Service Teams.
Timeline	Processes relating to associating Timelines with Involvements.
Service	Processes relating to Services (required for Provisions).
Service Providers	Processes relating to Service Providers (required for Provisions).
Service Category	Processes relating to Service Categories (required for Provisions).
Service Provider Links	Processes relating to Service Provider Links (required for Provisions).
Post	Processes relating to setting up Team Structure Posts to be used for Establishments.
Establishment	Processes relating to setting up Team Structure Establishments.
Association – specific web services required only – be careful	Under the Association node there are several, but not all, web services that are related to CSS/SEN use. It is recommended that permissions to these services are granted individually. The ones that relate to CSS/SEN use are as follows: • Get Social Network Contacts excluding Associations • Get all contacts for a person • Get contact details for a person • Save a person's contact • Delete a person's contact Also see note below on Social Network
Hearing Impairment	Processes relating to retrieving and saving Hearing Impairment details
Visual Impairment	Processes relating to retrieving and saving Visual Impairment details

Social Network – For those LAs using ICS, there is already a Social Network facility which presents a diagrammatic representation of professional and personal relationships for a selected person. This includes an 'Associations' area, where ICS can add in new relationships, including those of a very sensitive nature. CSS also provides access to the Social Network facility.

System Administrators must consider very carefully who should have access to read Associations information. It may be, for example, that only ICS users should be able to access Associations.

In Tools | Permissions | User Group Permissions under All Secured Services there is an Association node. In order to suppress access to Associations via the Social Network, then permission must be denied to the service 'Get Social Network Associations Contacts'.

Note that the service 'Get Social Network contacts excluding Associations' must be enabled to let any user see any other Social Network Contacts displayed.

Note that users logged on as System Administrators have access to the whole of the Social Network regardless of Permissions settings.

Secured Data

Here is a list of 'All Secured Data' items listed in Tools | Permissions | User Group Permissions useful for CSS and SEN – where access is controlled to the specific data item:

V4 Secured Data Item	Note
Assessment Educational Psychologists Memo	Used on SEN Assessment Involvement
Assessment Summary Memo	Used on SEN Assessment Involvement
A Persons details, including social care flags	*Note – these do NOT apply to People focus | Person. These items only apply to the People focus | ICS Person menu route and should only be used by ICS module users.*

Data Panels – Hiding specific panels from some forms

V4 provides the ability to hide/show specific Panels on key forms for specific Groups of Users. This enables System Administrators to control access to some sensitive items of information grouped together in a panel as well as to 'remove clutter' from some screens in cases where not all panels are used to store data according to local procedures.

The following areas provide the ability for System Administrators to hide panels:

- Person Details
- Student Details
- Involvements
- Activities
- Services | CSS Service Teams (this might be used to enable some users just to manage lookups in this area)
- Services | CSS Involvement Forms (this might be used to enable some users just to manage lookups in this area)

System Administrators can specify which panels should be hidden by accessing any example of the selected entity – e.g. to hide panels on the Person Details form, use the People | Person menu route, search for and open the details of any person and then click on the Data Panels button near the top of the screen. Select the Group of Users, and then specify which panels to hide. By default all panels will be accessible.

NOTE: View/Hide Data Panels is not available against Hearing Impairment or Visual Impairment as these are online pages embedded into the v4 application.

Data Panel Control on Involvements

It is possible to show/hide panels for each specific Involvement Form template defined. For example, if two Involvement Forms had been defined (via Services | CSS Involvement Forms) based on the Generic CSS Involvement Type, one called 'Education Psychologists Form' and one called 'Behaviour Support Form', then the System Administrator can hide panel 'Outcomes' from the 'Education Psychologists Form' (which would apply to any individual involvements created from that Involvement Form) but this would not affect the 'Behaviour Support Form' and its involvements created based on that.

This would be achieved by the System Administrator accessing any individual involvement based on the 'Education Psychologists Form' and clicking on the 'Data Panels' button there.

Access Control Lists (ACLs)

In v4 access to specific records can be controlled via Access Control Lists (ACLs). These can be set by a System Administrator opening the record and clicking on the 'Set ACL' button near the top of the screen. For example, to control access to a specific Communication Log item for a Person, search for the person via the People | Person menu route and click on the Communication Log menu link displayed in the 'Links' panel. Search for and open up the specific Communication Log record and use the 'Set ACL button'. Access can be denied or allowed to specific individual Users, Posts, Groups of Users and Service Teams.

Default settings can be applied to all of a CSS Service Team's records (e.g. its Involvements, Activities, Provisions, Communications and Risks). These are set by the System Administrator accessing Services | CSS Service Teams Administration, selecting the Service Team and using the 'Set ACL Defaults' button. Any new records added belonging to the Service Team will automatically inherit the ACL settings set here. If required, these can be changed at the individual record level e.g. to make a specific record 'more confidential'.

By default no ACL setting will be applied to a Service Team, this means that by default any user with access to CSS areas will have read and write access to a Service Team's records. Business System Administrators must ensure that they have considered Service Team access control and have recorded appropriate settings via the 'Set ACL Defaults' button before opening up the system to end users.

If the Default ACL settings are updated over time then any records belonging to the Service Team whose ACL settings match the old Service Team defaults will be updated automatically. Any individual records belonging to the Service Team where the ACL has been amended will not be updated automatically.

NOTE: ACL settings cannot be set against Hearing Impairment or Visual Impairment; access to Hearing Impairment or Visual Impairment will be controlled by the ACL set against the Involvement that the Hearing Impairment or Visual Impairment is associated to. The Hearing Impairment or Visual Impairment links will only be made available if the user has access to the details of a CSS Generic Involvement after which both links will be available.

Access Control and Viewing Summaries of Records

The Access Control features were enhanced in the Spring 2009 release so that it is now possible to set the following levels of access:

- Write Access
- No Read Access
- Summary Read Access Only
- Full Read Access

If Summary Read Access Only has been granted, but detail access denied, then, when accessing the Involvements for a Person or Student via the Involvements menu link the Involvement Summary List will include a summary of those Involvements but the detail will not be visible.

If conflicting permissions exist, for example if someone belongs to two Service Teams who have conflicting ACL's set or if the Service Team has one set of ACL's set but the Individual User, has a different set of Permissions, then use the 'Favour Allow' or 'Favour Deny' features to control access.

Favour Allow

- In the case of a conflict, the system follows the highest level of permissions, so errs on the side of allowing access

Favour Deny

- In the case of a conflict the system follows the lowest level of permissions, so errs on the side of denying access.
  V3 Confidentiality settings for Involvements and Communications do not apply to v4.

Other Documents to Help You

CSS Migration Tables and Fields – Dec 10

This document is included on the installation DVD. For each area of the CSS/SEN software this lists the tables and fields used to store data in v4 and the corresponding tables and fields in v3. This will be useful for Report Writers as well as System Administrators.

CSS SEN v3 Migration Errors Report

This spread sheet provides details about migration error messages which are reported by the system in the Service Migration Log and V3 Migration Report when running the migration routine.

CSS Changes in Terminology

This document is aimed at CSS/SEN users to provide an overview of the main changes in terminology in v4 compared to v3.

Reporting Advice

On the installation DVD there are documents entitled 'Technical Guide – Report Authoring in CCS Enterprise Architecture' which give technical information or setting up reports in v4.

Product Notes

Each release identified within this document will have supporting Product Notes and these should be read in conjunction with this document as they will supply a more detailed level of available functionality.

Where to go for more help

More detailed information on v4 CSS and SEN is included in the Help Files.

If you wish to discuss training and consultancy for migrating to CSS and/or SEN from v3 to v4 the Capita Professional Services team can be contacted on

Tel: 01234 838080

Fax: 01234 832194

Email oneservices@capita-cs.co.uk

The Capita One Service Desk can be contacted on

Tel: 0870 2411 323 - Calls to 0844/0845/0870 numbers will cost three pence per minute, plus your phone company's access charge.

Fax: 01234 832082

Email: one.support@capita-cs.co.uk