

# SEN Handbook

last updated for the Autumn 2020 release (3.73)

Handbook

**CAPITA**

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# 01

## Document Change Control

Date	Release	Description
Autumn 2020	3.73	<p><b>Schedule Task</b></p> <p>When a new financial year is created or a new charge rate is created against a service provider, all provision records need to be updated with the new calculations. Whilst the system is updating the provision records a timeout can occur preventing the records from being updated.</p> <p>There is now a new Update Provision Scheduled Task that can manage this process more efficiently. This means that when the LA adds a new financial year or charge rate, the provision update process won't run immediately. Instead it is run based on when the LA has defined it to run in the scheduled task. Having this process run as a scheduled task means the time out will not happen and the financial year will be successfully created alongside updating the provision records.</p> <p>For more information see <a href="#">Update Provision Scheduled Task</a> on page 41.</p>
Autumn 2018	3.67	<p><b>Service Team Definition</b></p> <p><b>Panel 12 Outcomes / Aims</b> has been removed from the service team default items.</p> <p>For more information on creating a Service Team, see <a href="#">SEN Service Teams</a> on page 11.</p>





# 02 | Introduction to SEN

## Overview

Special Educational Needs (SEN) is a separately licensed module within One v4. It supports Local Authority (LA) teams undertaking the assessment and review of students with special educational needs.

## Using this Handbook

This handbook is intended for One system administrators and users of SEN, including assessment officers and administration officers. The [02 | Setting Up SEN](#) chapter on page 3 of this handbook covers the configuration of SEN and the rest of the handbook covers day-to-day usage of the software.

**NOTE:** Certain areas in SEN v4 are common across other One modules, e.g. User Access Control, Communication Log, Activities. These shared components and functionality are listed in the Appendix on page 95 with details of where to find more information.

## SEN Key Concepts

To help get the most from the system, these are some important key concepts in One SEN v4.

### Child/Person Focused Processing

One SEN v4 software works on the premise that you can search for the student/person first then access all related information and carry out all appropriate business processes for that student/person, subject to access control.

SEN uses business processes to determine the user groups that have access to specific functionality.

### Workflow Driven Home Page

As soon as you log in, SEN v4 displays a customisable home page that gives you useful information about your tasks. For more information, see [Using My Home Page](#) on page 76.

### My Involvements

For caseworkers and administration officers, this area lists any involvements currently assigned to you. Involvement forms are tailored to each service team with integrated workflow and user-designed fields. For more information on configuring involvement forms, see [SEN Involvement Forms Setup](#) on page 18.

For more information on how to record a student's SEN progress using involvements, see [Using SEN](#) chapter on page 39.

## My Activities

**My Activities** are displayed on **My Home Page** which provides summary information about each activity that the person logged in is involved with. Activities can represent school, home or other agency visits, meetings (e.g. panel meetings, case conferences) or can represent work that a caseworker must do, such as write up a report or preparation time. For more information, see [Activities Workload](#) on page 75.

## My Workflow Messages

This area lists actions due as a result of involvement timelines (e.g. letters to be sent, responses to chase, meetings to arrange).

## Reports and Documents

Reports and documents are available directly from the home page. For more information, see [Documents and Reports](#) on page 89.

## Case Notes

Case notes are used to record details of events, meetings and communications between people. Case notes can be logged as key events in building up a history of the child.

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

Any files or documents that are linked to case notes are recorded on the **Case Note** panel and on the **Chronology** browse.

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

For more information on case notes, refer to the v4 Client help file.

For more information on how to create a case note, refer to *RG\_Chronology\_Case Notes* available on the **One Publications** website via **Reference Guides | CSS / SEN / SEND / ChSC**.

## Chronology

The chronology records significant events and changes in the life of a child/young person. The chronology records information about meetings, communications, case notes, which events are key events, etc.

Documents can be attached to the chronology by adding a new event. These attachments can be uploaded to the One database.

For more information on the chronology, refer to the v4 Client help file.

For more information on the chronology, refer to the following reference guides available on the **One Publications** website via **Reference Guides | CSS / SEN / SEND / ChSC**.

- *RG\_Chronology\_Case Notes*
- *RG\_Chronology\_Using the Chronology.*

# 03 | Setting Up SEN

## Introduction

This chapter describes the setup procedures required before you can use One SEN. You can access most of the setup and configuration areas via **Focus | Services and Tools | Administration**.

**NOTE:** Menu paths described in this handbook may be different if your One menu has been customised.

## SEN Set-Up Checklist

Setup:	See page
Services and services categories	3
Lookup tables and lookup codes	5
Team structure (users, posts, establishments)	7
Service teams	11
SEN administration (review types, limits config, user defaults)	16
SEN involvement forms	18
Timelines	21
User permissions	31
Provision	33

## Services

Creating services and service categories enables you to put services into logical groups, for example, Social Services or Youth Services.

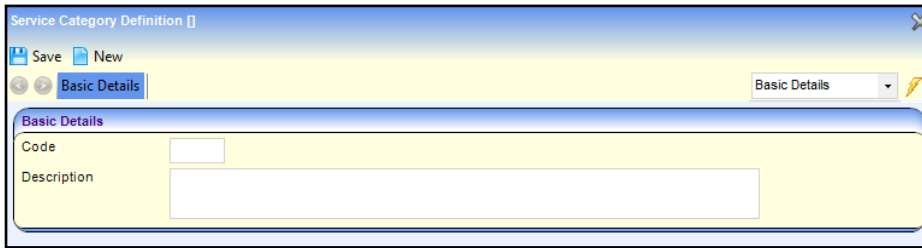
### Adding a Service Category

Select **Focus | Services | Service Categories** to display the **Service Category Enquiry** dialog.



1. Click the **New** button to display the **Service Category Definition** dialog.

## Setting Up SEN



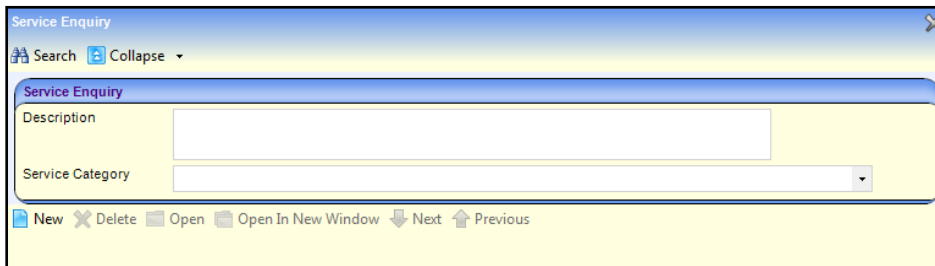
2. Enter a category **Code** of up to five characters.
3. Enter a category **Description**, for example:

<b>Code</b>	SOCSV
<b>Description</b>	Social Services

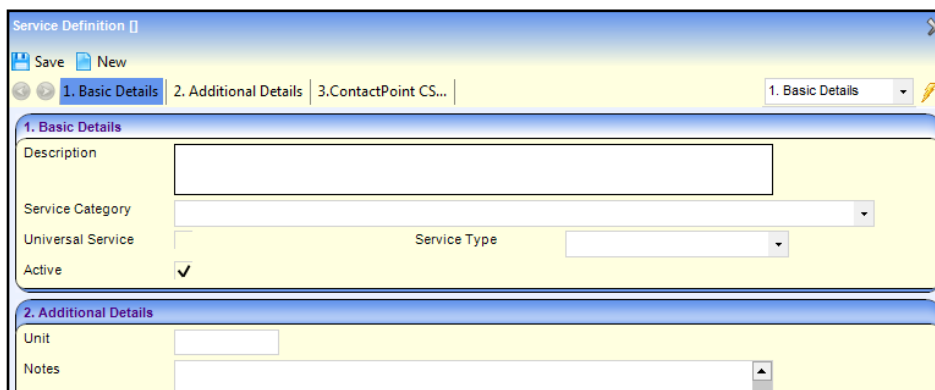
4. Click the **Save** button to make the category available for selection when creating provision records.

## Adding a Service to a Service Category

1. Select **Focus | Services | Services** to display the **Service Enquiry** dialog.



2. To create a new service, click the **New** button to display the **Service Definition** dialog.



3. In the **Basic Details** panel:
  - a. Enter a **Description** of the service.
  - b. Select a **Service Category**.

**NOTE:** A service can be included in multiple service categories.

- c. Tick the **Universal Service** check box, if the service is available to all students.

**NOTE:** This check box must contain a true value (tick) or false value (cross). If you save the record and this check box is empty, it defaults to a tick.

- d. Select a **Service Type**, which is a DfE requirement for Crystal reporting.
4. Click the **Save** button.

## Lookup Tables and Codes

**NOTE:** Specific lookup codes must be defined prior to use, this means that a considerable amount of planning and consultation should be carried out.

Lookup tables populate fields throughout One. There are two types of lookup codes:

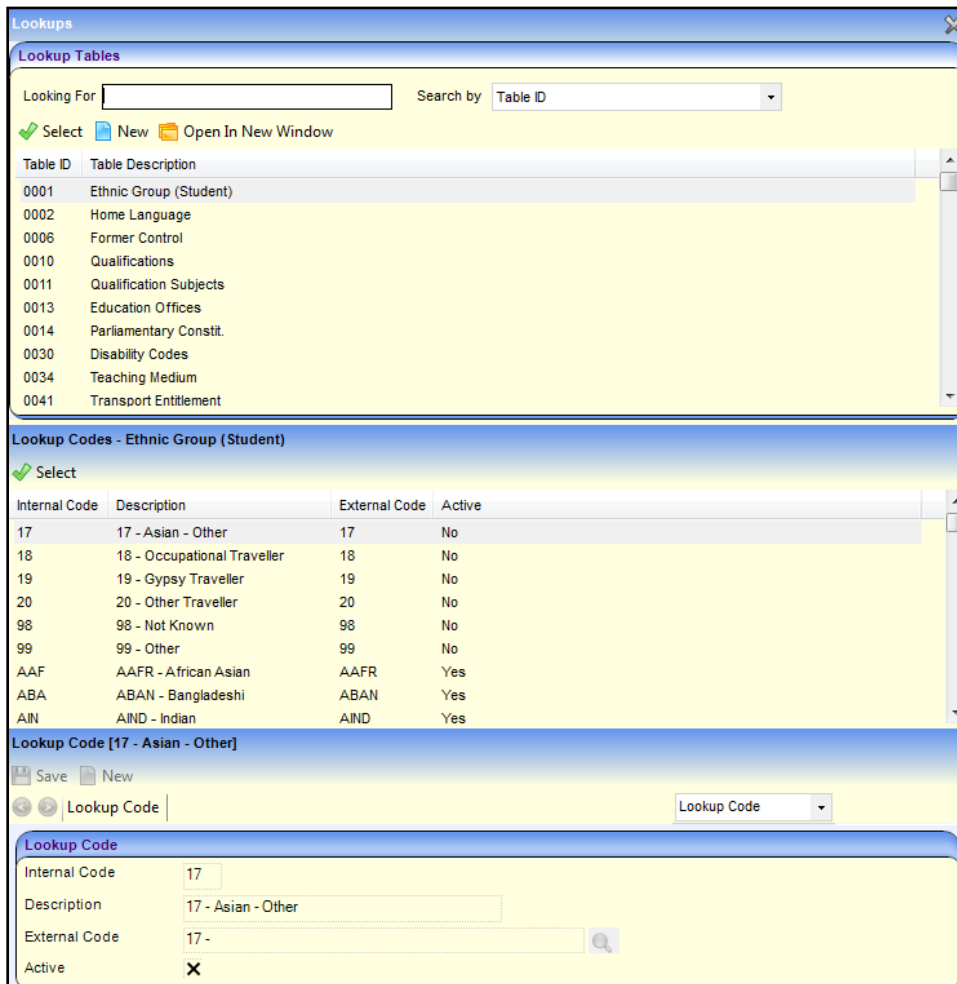
- **Local situation only:** Codes that are applicable only to your local situation and are therefore solely user-defined.
- **External Mapping codes:** Locally-used codes which need to be mapped to an external code. External codes are used to complete information in a DfE return, e.g. Ethnic Group, or where the software needs a prompt for certain activities.

With external mapped codes, the LA decides on the codes and descriptions to be used to reflect the local situation and then decides how they are mapped to the appropriate external code. This code cannot be altered.

**NOTE:** Lookup tables and codes cannot be deleted.

## Searching for and Editing Lookup Tables and Codes

1. Select **Tools | Administration | Lookups** to display the **Lookups** dialog.



2. **Lookup Tables** panel: Where there are many lookup tables listed, the **Looking For** facility enables you to search and display a lookup table:
  - a. Enter the first characters of the **Table ID** or **Table Description**.

## Setting Up SEN

- b. Select a search option from the **Search by** drop down.
3. **Lookup Codes** panel: Highlight a **Lookup Table** to display all lookup codes, both **Active** and **Inactive**, in the **Lookup Codes** panel.
4. To edit the code, highlight it to display details of that code in the **Lookup Code Details** panel. You can edit the **Description**, change the **Active** flag and add new codes.
5. Click **Save**.

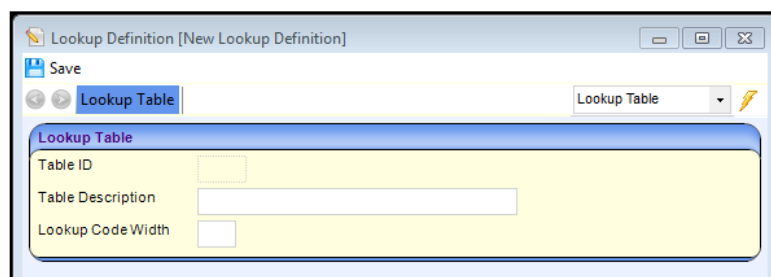
**NOTE:** You can make codes inactive to enable your Local Authority to 'retire' codes that are no longer to be used but are needed for historical purposes.

## Adding a new Lookup Table

1. Select **Tools | Administration | Lookups** to display the **Lookups** dialog.



2. Click the **New** button to display the **Lookup Definition** dialog.



3. Enter a **Table Description**.
4. Enter the **Lookup Code Width**, a code with a maximum of 6 characters.
5. Click the **Save** button. One assigns a unique **Table ID** to the new lookup table.

**NOTE:** User defined tables start with 8\*\*\*

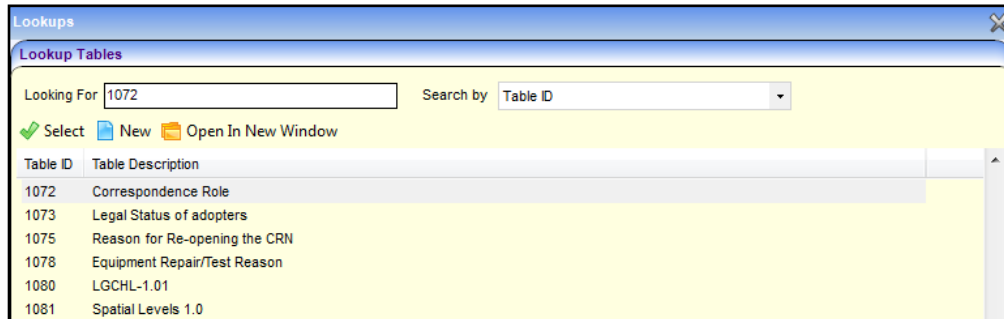
The next stage in the process is to populate the new lookup table with lookup codes. For more information, see [Setting up Lookup Codes](#) on page 7.

## Setting up Lookup Codes

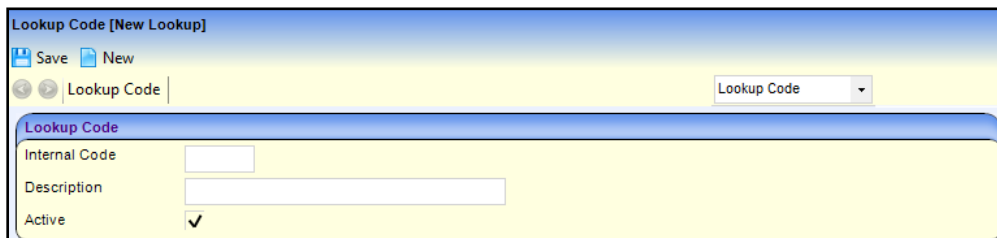
Setting up lookup codes enables you to customise a lookup table to meet your local needs.

**NOTE:** Where lookup codes are defined by the DfE, the option to “add new” is not available.

1. Select **Tools | Administration | Lookups** to display the **Lookups** dialog.



2. Highlight the **Lookup Table** you want to add codes to, then click the **Select** button to display the **Lookup Code** dialog.
3. Click the **New** button to display the **Lookup Code** panel.



4. Enter a unique **Internal Code** and **Description**.
5. Select the **Active** check box, to make the code available for use.

**NOTE:** When a lookup table requires external mapping codes, an additional field, **External Code**, is available on the **Lookup Code Details** panel for you to select and display the mapping code.

6. Click **Save** to add the new code to the lookup table.
7. Repeat the previous steps until you have added all the required lookup codes.

## SEN Team Structure

One v4 supports multi-agency team working as well as specialised teams. Records such as involvements, activities, provisions, etc. are owned by a specific SEN service team and access is controlled accordingly.

When you create a new service team you must link it to an *Establishment* which represents a hierarchical team structure with *Posts* and *Users*. System users (which are mapped to *People* in the people database) occupy those posts.

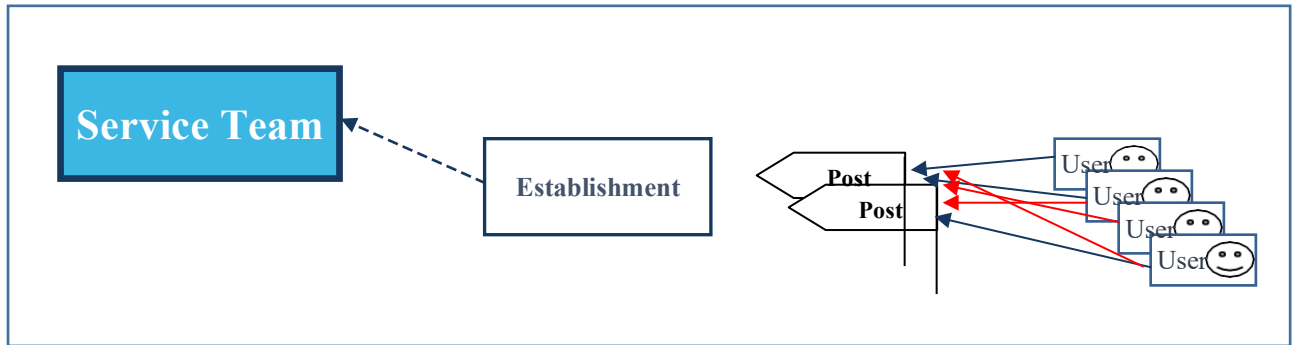
Before you can create a new service team, the hierarchical SEN team structure for your Local Authority must be in place, as follows:

**Users** are mapped to **Posts**

**Posts** are mapped to an **Establishment**

An **Establishment** is linked to **Service Teams**

(**Service Teams** are linked to **Involvement Forms**)



**NOTE:** 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.

## Service Teams and Involvement Forms

A caseworker who creates an involvement record for a student must be assigned to a post in the establishment that is linked to a service team. That service team can then be linked to one or more involvement forms. Only involvement forms which include such service teams are available for selection by that user.

## SEN Posts

A post is a person’s job position in a Local Authority, e.g. contact supervisor, admin officer, assessment officer, etc.

A post can only be in one establishment/team, but a person can be in more than one post.

## Creating a Post

This procedure shows how to create a new post and assign users to it. To make a post available for selection:

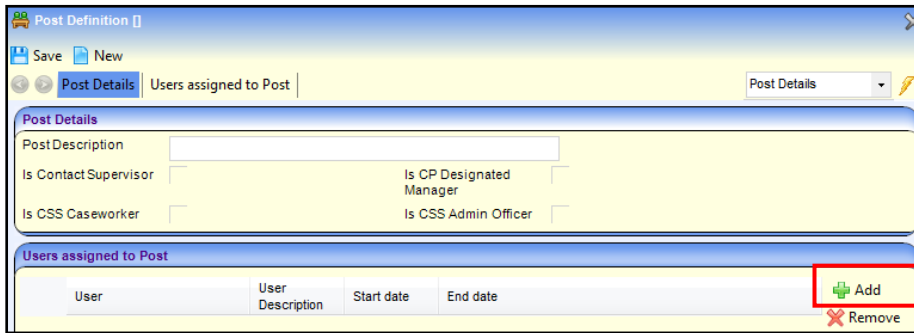
- The **Is CSS Caseworker** check box must be selected, and
- The post must contain at least one member who has a current or future **Start Date**.

1. Select **Tools | Team Structure | Posts** to display the **Post Definition Enquiry** dialog.

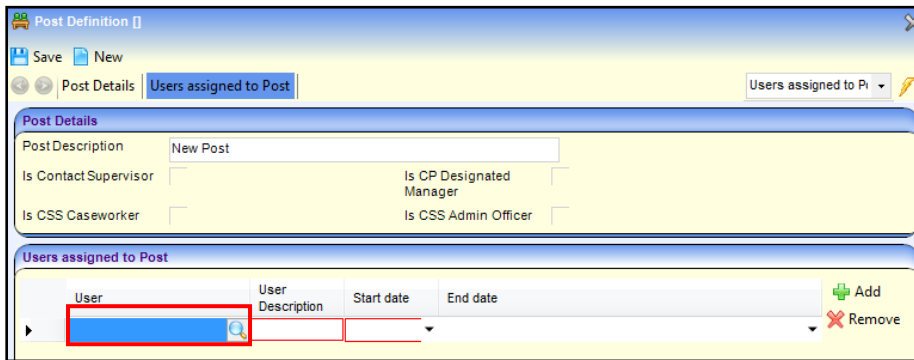




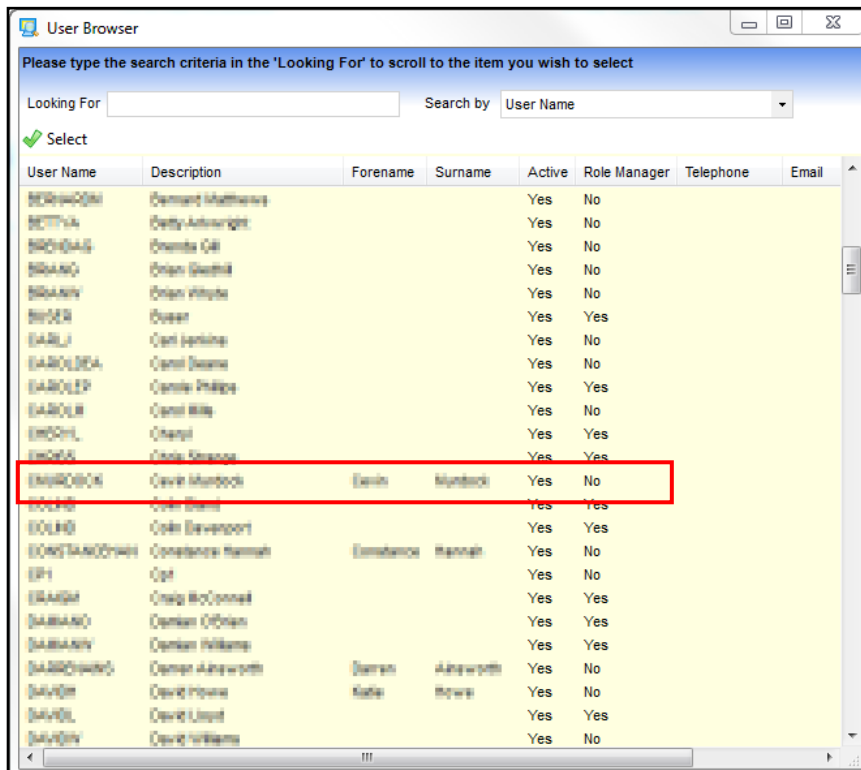
- Click the **New** button to display the **Post Definition** dialog.



- Enter a **Post Description**.
- Select the required check boxes for SEN involvements, i.e. **Is CSS Caseworker** and **Is CSS Admin Officer**.
- To assign users to the new post, click the **Add** button to display a new row on the **Users assigned to Post** panel.

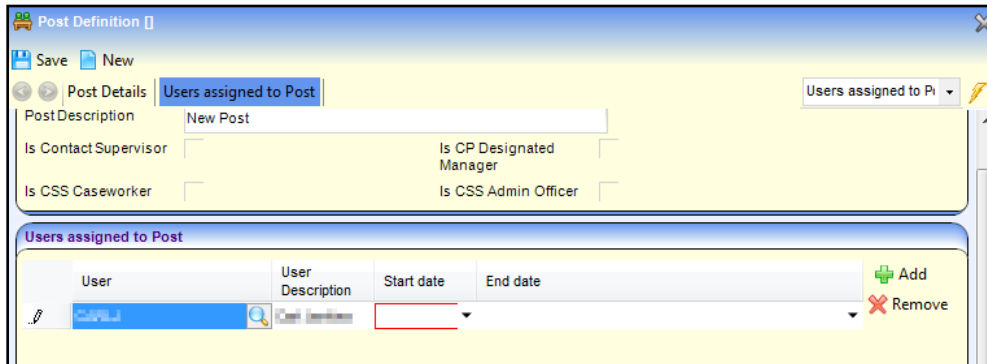


- To display a list of users available for assigning to the new post, click the **Browse** button to display the **User Browser** dialog.



## Setting Up SEN

6. Highlight a **User Name** field and click the **Select** button. The selected user is added to the **User assigned to Post** panel.



The screenshot shows the 'Post Definition' dialog box with the 'Users assigned to Post' tab selected. The 'Post Description' is 'New Post'. Below the tab, there is a table with columns: User, User Description, Start date, and End date. A user is selected in the table, and the 'Add' button is visible. The 'Remove' button is also visible.

7. Enter a **Start Date**. If a user is being added to a post for a fixed term, also enter an **End Date**.
8. Click the **Save** button.

## SEN Establishments

Establishments enable you to group posts within a team structure. For example, the establishment, SEN Service Manager, could contain the following posts:

**SEN Service Manager**  
-SEN Case Officer  
-SEN Admin Officer  
**SEN Business System Administrator**

**NOTES:** An establishment cannot be created until posts have been defined. For more details see [SEN Posts](#) on page 8.

A post can only be in one establishment/team, but a person can be in more than one post.

## Creating an Establishment

To create a new establishment and assign posts to it:

1. Select **Tools | Team Structure | Establishment** to display the **Establishment Definition Enquiry** dialog.



The screenshot shows the 'Establishment Definition Enquiry' dialog box. The 'New' button is highlighted with a red box. The dialog has a search bar and a 'Collapse' button. Below the search bar, there is a 'Name' field. At the bottom, there are buttons for 'New', 'Delete', 'Open', 'Open In New Window', 'Next', and 'Previous'.

**NOTE:** To view existing establishments, click the **Search** icon to display establishments matching your search criteria.

- Click the **New** button to display the **Establishment Definition** dialog.

**Establishment Details**

Name: SEN

Address: [Home icon] [Close icon]

Email Address: [Empty text area]

Telephone: [Empty text field]

Organisation Name: [Empty dropdown menu]

Send To ContactPoint:

ContactPoint Sensitive Service:

- Enter the **Name** in the **Establishment Details** panel. The establishment is displayed in the **Post Hierarchy** panel ready to be assigned posts.

**Establishment Details**

Name: SEN

Address: [Home icon] [Close icon]

Email Address: [Empty text area]

Telephone: [Empty text field]

Organisation Name: [Empty dropdown menu]

Send To ContactPoint:

ContactPoint Sensitive Service:

**Post Hierarchy**

Move Post Up [Up arrow icon] Move Post Down [Down arrow icon] Remove Post [Close icon]

SEN [Folder icon]

Posts

- SEN Admin Officer
- SEN Sys Admin

- To assign a post to an establishment, select a post from the **Posts** (i.e. not assigned to any establishment) pane on the right-hand side and drag it to the required position on the establishment tree on the left-hand side.

**NOTE:** If the required post is not available, you can set up posts via **Tools | Posts | Post Definition**. For more information, see [Creating a Post](#) on page 8.

- To reposition a post in the hierarchy, use the **Move Post Up** and **Down** buttons. You can also reposition a post left-clicking and dragging it to the required branch on the tree.
- Click the **Save** button.

## SEN Service Teams

Involvements, activities, provisions, etc. are owned by a SEN service team, and access is controlled accordingly.

### Creating a Service Team

To create a new service team, or edit an existing one:

- Select **Focus | Services | CSS Service Teams Administration** to display the **CSS Service Team Enquiry** dialog.

## Setting Up SEN

- Click the **New** button to display the **CSS Service Team Definition** dialog.

- Enter the **CSS Service Team** panel:
  - Enter the **Service Team Name** and other required details, e.g. **Service Telephone**, **Service Email**, **Address**, etc.
  - Select the **Exclude Involvements from CSS/SEN Summary Reports by Default** check box if applicable, to deny confidential information to other services and agencies.
  - The **Show Hearing Impairment** and **Show Visual Impairment** check boxes are not required for SEN service teams; they are only applicable to CSS service teams.
  - Select the **Timelines can be Deleted** check box to enable timelines to be deleted from students' involvements created by this service team.

**NOTE:** When you select this check box, a **Delete Timeline** button is added to the toolbar on involvement records.

- Select the **Establishment** to which this service team is linked. For more information about establishments, see [SEN Establishments](#) on page 10.
- In the remaining panels on the **CSS Service Team Definition** dialog, select the default items appropriate to the new service team you are creating.
  - Enter the remaining panels:
    - Click the **Add** button to display the **Lookup Codes** chooser dialog.
    - Highlight one or more **Codes** then click the **Select** button to add them to the panel.

The following table shows the source of the service team default items. In most cases these are lookups prepopulated via **Tools | Administration | Lookups**.

Panel	Name	Populate from
2	Communication Categories	Lookup Table_ID 1065
3	Activity Types	Lookup Table ID 1055
4	Activity Focuses	Lookup Table_ID 1056
5	Activity Target Groups	Lookup Table ID 1057
6	Activity Support Types	Lookup Table ID 1058
7	Provision Funding Bodies	Lookup Table ID 0126
8	Provision Reasons	Lookup Table ID 0822

Panel	Name	Populate from
9	Activity Time Categories	Lookup Table_ID 1061
10	Service Category	Services   Service Categories
11	Activity Attendance Codes	Lookup Table_ID 1068
12	This panel has been removed	
13	Activity Templates	Data Management   Templates
14	Charge Types	Services   Provision Charge Types

Here are some notes on the **CSS Service Teams Definition** panels:

- **Communication Categories** (panel 2) are for reporting purposes only.
- You must enter **Service Categories** (panel 10) for the service team to be available for selection for involvements and activities.
- **Activity Templates** (panel 13) is specific to PULSE licence holders. If you try to add a template and your Local Authority does not hold a PULSE licence, a message is displayed informing you that you do not have a licence.
- **Charge Type** (panel 14) enables you to link a **Charge Type** to a **Service** allowing it to be independent of an individual service provider link when you want to add a provision. This also enables multiple provision records linked to a charge type for a specific service, to be maintained easily in bulk. For more information, see [Provision Setup](#) on page 32.

6. Click the **Save** button.

## Deleting a Service Team

A service team can only be deleted if there are no records attached to it. If there are records attached to the service team, these must be deleted or reallocated to another service team.

**Note:** Deleting or reallocating a record should be carried out in accordance with the LA's policies and processes with regards to data retention.

If a deleted service team is mentioned in another service team's ACL, the ACL is updated for the remaining service team's record. For more information on ACLs, see [Access Control Lists \(ACLs\)](#) on page 33.

When a service team is deleted, it is recorded in the audit trail via **Tools | Audit Trail | Audit Trail**. For more information on the audit trail, see [Using the Audit Trail](#) on page 91.

If a service team has been migrated from One v3, it cannot be deleted.

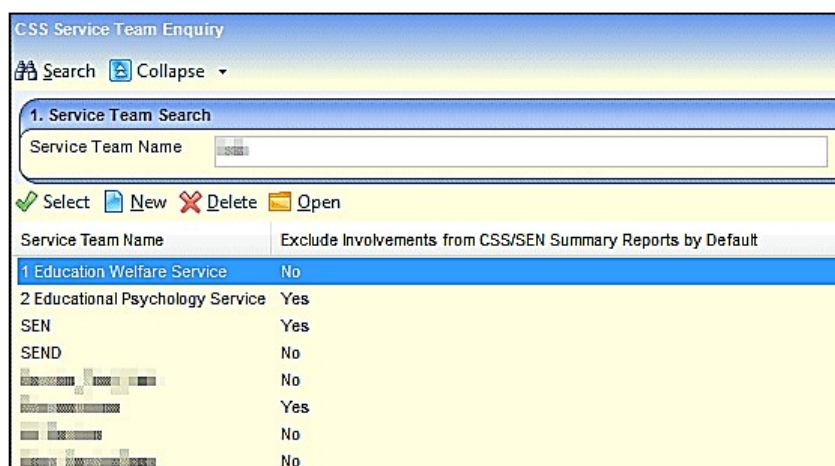
The following service teams cannot be deleted as they are seeded service teams:

- SEN (ID – 9999999999)
- Exclusions (ID – 9999999998).

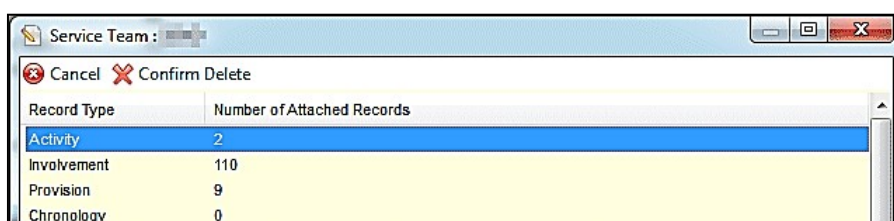
To delete a service team:

7. Select **Focus | Services | CSS Service Teams Administration** to display the **CSS Service Team Enquiry** page.

## Setting Up SEN



8. Highlight the service team and click the **Delete** button to display the **Service Team Confirm Delete** dialog. The list displays the **Record Type** and the **Number of Attached Records**.



9. Click the **Confirm Delete** button to remove the service team. Once the service team has been deleted, it cannot be retrieved.

If the service team has attached records, the following message is displayed:

A service team may only be deleted if it has no dependent records.

If the service team has been migrated from One v3, the following message is displayed:

This is a service team which was migrated from v3, therefore it cannot be deleted.

If the service team is seeded, the following message is displayed:

This is a unique seeded service team; therefore, it cannot be deleted.

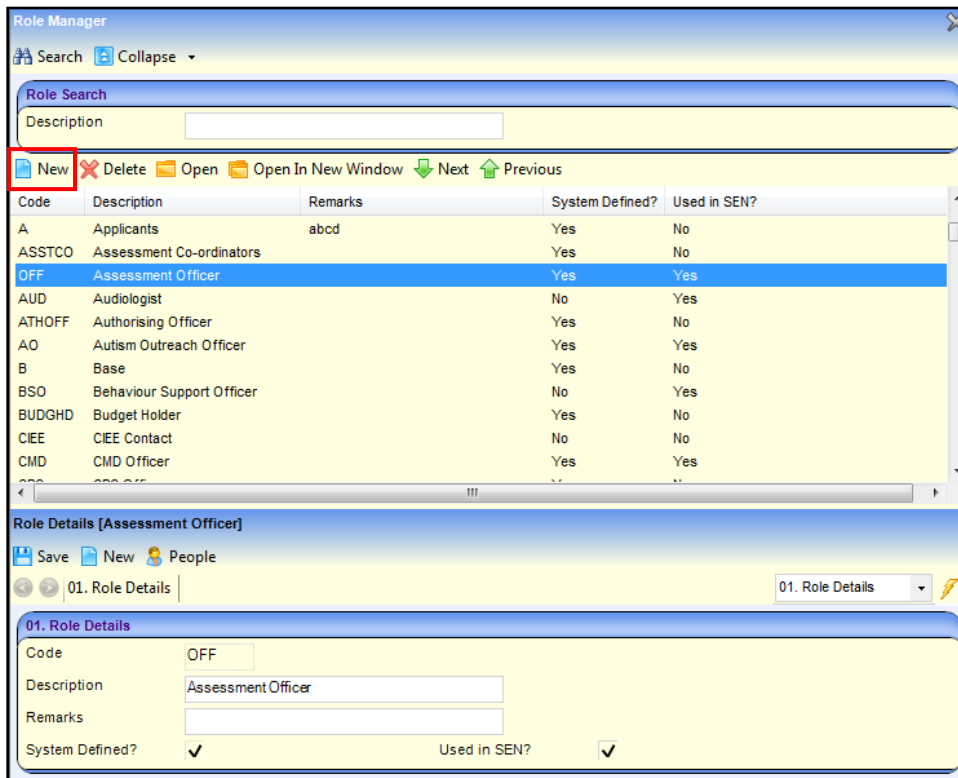
## SEN Role Manager

Roles are used throughout One to enable specific people to be available for selection when populating relevant fields, e.g. SEN Assessment Officer.

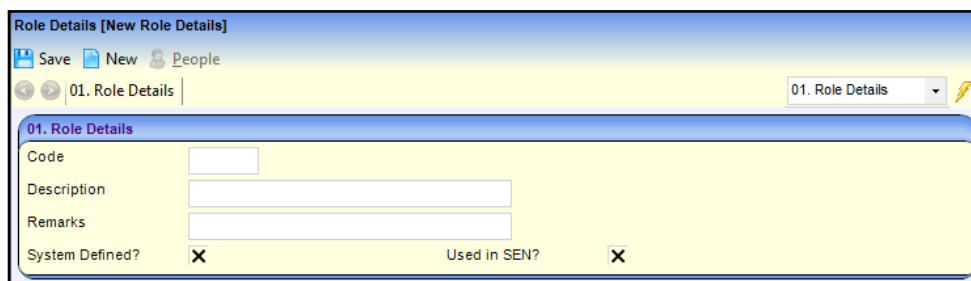
The **Role Manager** enables you to add roles to the list of seeded roles and assign people to those roles.

## Adding a Role

1. Select **Tools | Administration | Role Manager** to display the **Role Manager** dialog.



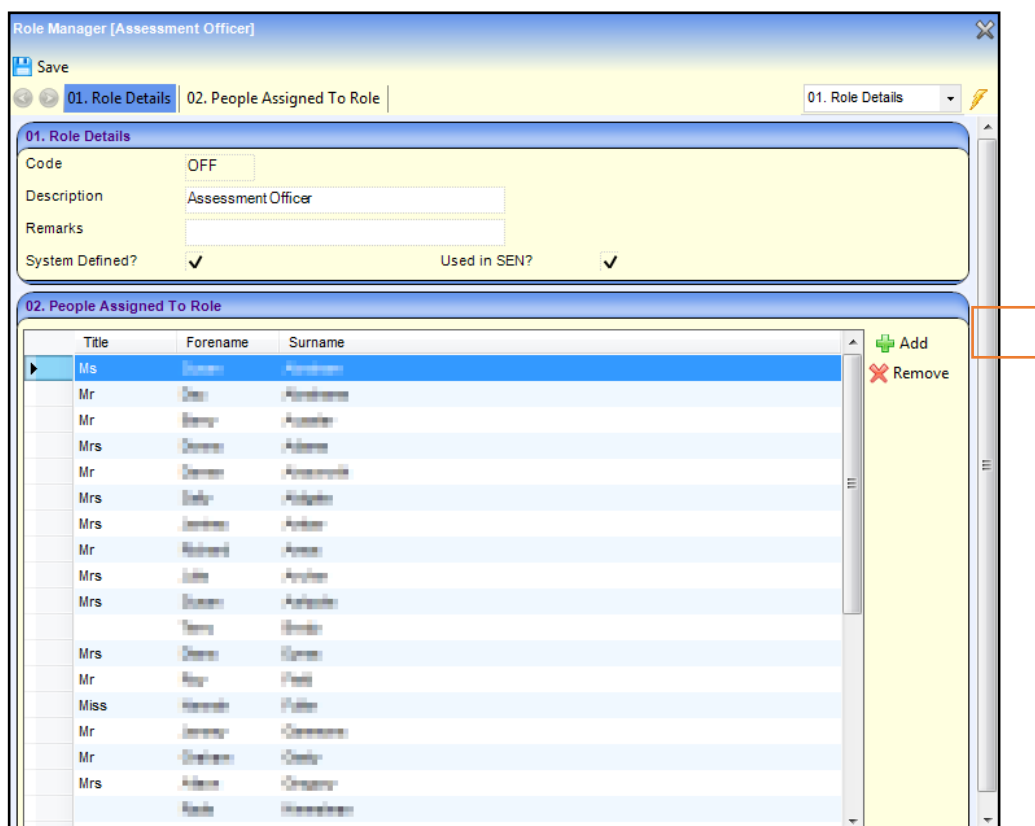
2. Click the **New** icon to display the **Role Details** dialog.



3. Enter a unique role code (up to six characters) in **Code**, along with an appropriate **Description**. A free text **Remarks** field is also available.
4. **System Defined** check box:
  - When selected, this box indicates that the highlighted **Role Code** is system defined and cannot be deleted.
  - If a role is user defined and saved with this check box selected, it also cannot be deleted.
  - Defining a role with this check box deselected means the role can be deleted after first removing the **Associated People**.
5. **Used in SEN** check box: Select this check box to allow the new role to be filtered to the relevant area. Any role may be flagged for SEN use.
6. Click the **Save** button.

## Assigning a Person to a Role

1. In the **Role Details** panel, click the **People** button to display the **People Assigned to Role** panel.



2. Click the **Add** button to display the **Person Enquiry** page.
3. Search for the person you want to assign, and then add them to the **People Assigned to Role** panel.
4. Click the **Save** button.

## SEN Administration

There are three SEN configuration options:

- **SEN Review Types Setup** enables you to set up the types of assessment review.
- **SEN Configuration** enables you to record the SEN statutory time limits that update the **Assessment Progress** panel on an assessment involvement. For more information, see [Enquiring on Progress of the Assessment](#) on page 42.
- **SEN User Defaults** enables you to set your own default users for SEN assessment roles, i.e. **Assessment Officer**, **Administrative Officer**, **Medical Officer** and **Social Services**.

## Setting up SEN Review Types

The **SEN Review Type Set up** dialog enables you to set up different types of assessment review. Review types populate the **Review Type** drop-down when statement review involvements and standalone review involvements are created. For more information, see [Creating a Statement Review Involvement](#) on page 54.

1. Select **Focus | Services | SEN Administration | SEN Review Type Setup** to display the **SEN Review Type Enquiry** dialog.



Review Type	Description	Next Review	Active
MON	Interim Review	Yes	Yes
NOR	Normal Annual Review	Yes	Yes
P	Planned Review	Yes	Yes
R14	14+ Annual Review	Yes	Yes

2. Click the **New** button to enable editing.
3. Enter the **Review Type** code and **Description**. Consider whether the following fields are appropriate for your processes:
  - a. **Next Review**: With this check box selected, One automatically creates a statement review for one year's time when an assessment involvement's **Final Date** field is entered and saved. For more information, see [Saving the Involvement and Creating a Review](#) on page 51.
  - b. **Active**: This checkbox allows you to 'archive' a review type. You may wish to do this if a review type is not to be used again but has records held against it.
4. Click the **Save** button.

## Setting up SEN Configuration

Each phase of a SEN assessment has a statutory time limit as outlined by the DfE Code of Practice. This screen enables you to enter the timescales as a default, against which the process dates of an assessment are validated on the **Assessment Progress** panel on an assessment involvement. For more information, see [Enquiring on Progress of the Assessment](#) on page 42.

1. Select **Focus | Services | SEN Administration | SEN Configuration** to display the **SEN Configuration** dialog.

Phase	Weeks	Days	Days
Phase 1 - Decision Weeks	6	Days	0
Phase 2 - Assessment Weeks	10	Days	0
Phase 3a - Proposed Statement Weeks	2	Days	0
Phase 3b - Final Statement Weeks	8	Days	0

2. Enter the assessment timescales. All phases are defined in weeks and days.
3. Click the **Save** button.

## Setting up SEN User Defaults

The **SEN User Defaults** dialog enables you to set your own default names for SEN assessment roles, i.e. assessment officer, administrative officer, medical officer and social services and communication log sender.

**NOTE:** These names are specific to your User ID and must belong to your service team. It is not mandatory to define all professionals.

## Setting Up SEN

Select **Focus | Services | SEN Administration | SEN User Defaults** to display the **User Defaults** dialog.

- To add a default name to a role, click the **Browse** button to display a list of people who are assigned to the selected role. Select the required name then click the **OK** button.
- To remove a default name, click the **Clear Selection** button. This clears the field for you to reselect, it does not delete the person from the role table.
- To clear all fields, click the **Remove Defaults** button.

**NOTE:** You should choose a user in your service team for **Assessment Officer** and **Administration Officer**.

Once defined, the names automatically populate the **SEN Professional** panel on SEN assessment involvements. For more information, see [Adding Assessment Officers and Admin Officers](#) page 42.

## SEN Involvement Forms Setup

This section describes how to set up SEN involvement forms based on the following templates supplied by Capita:

- **SEN Assessment Involvement form:** Use this involvement to record details and assign relevant officers to the appropriate roles required to support the SEN involvement throughout the Assessment process.
- **SEN Statement Review Involvement form:** SEN statements must be reviewed once a year to ensure that the support specified within them remains appropriate.
- **SEN Standalone Review Involvement form:** Use this involvement where there is no formal SEN record, for example where a student is being monitored prior to a possible assessment.
- **SEN Tribunal Involvement form:** Where parents disagree with the decisions of the Local Authority, they have the right to appeal to the SEN and Disability Tribunal, an independent body.

## Overview

The process for creating involvement forms and using involvements is as follows:

1. Capita provides four SEN involvement templates, included in the SEN v4 module.
2. Local Authorities' business system administrators:
  - set up involvement forms to reflect your SEN processes, based on the Capita-supplied templates, and
  - link your involvement forms to service teams.

These procedures are described in [Setting up a SEN Involvement Form](#) on page 19.

- Service team members linked to an involvement form, e.g. caseworker and admin officers, can then create a student's assessment involvement. This procedure is described in [Using SEN](#) chapter on page 39.

**NOTE:** You can create multiple versions of SEN involvement forms which can be made available to designated service teams to suit your business processes.

## Prerequisites

Before setting up SEN involvement forms, you should make sure that lookup tables and the service team structure have been set up in SEN.

### More Information:

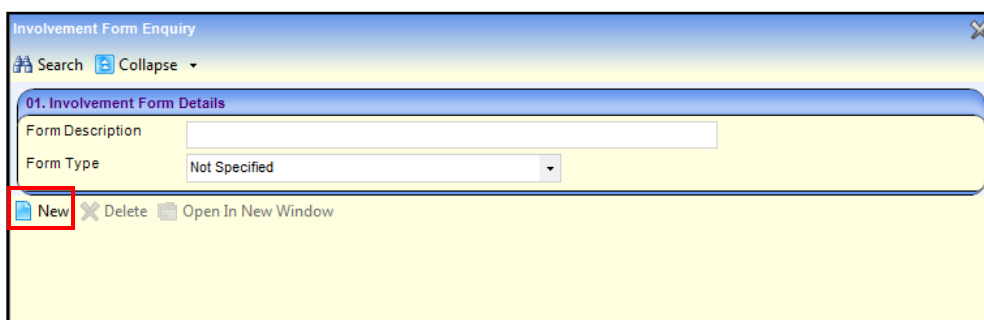
[Setting Up SEN](#) on page 3

## Setting up a SEN Involvement Form

This procedure shows how to set up an involvement form. Here is an overview:

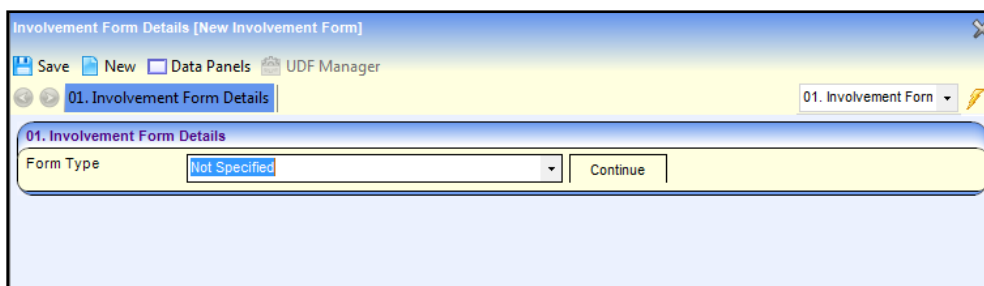
- give the involvement form a description,
- enter the name your local authority uses for your SEN officers who are responsible for SEN cases, e.g. assessment officers,
- add the lookup codes which display in the drop-down fields on the panels in a student's involvement record. For more information on creating involvement records for students, see [Using SEN](#) chapter on page 39.

- Select **Focus | Services | CSS Involvement Forms** to display the **Involvement Form Enquiry** dialog, where you can search for existing forms and edit or create new ones.



**NOTE:** If you edit an existing involvement form, changes will take effect immediately but will not affect existing involvement records that have already been created for students.

- Click the **New** button to display the **New Involvement Form** dialog.



- Select the **Form Type** from the drop-down, then click the **Continue** button to display the **Involvement Form** panels

**NOTE:** Form types are the Capita-supplied involvement form templates.

## Setting Up SEN

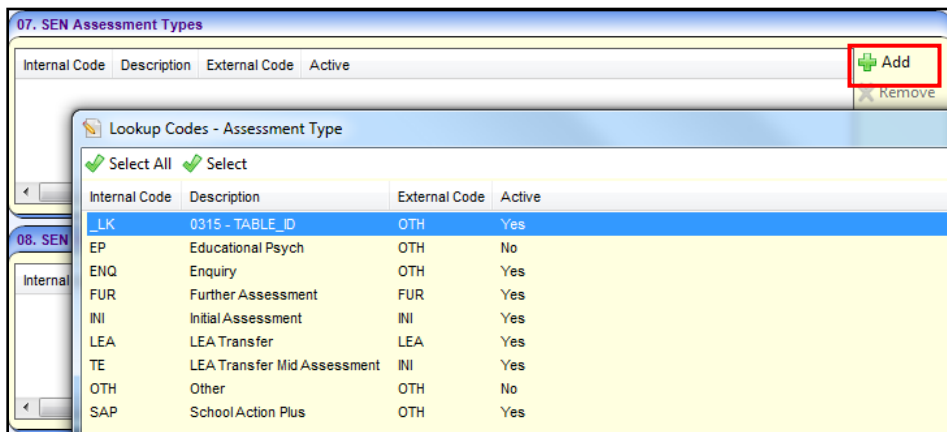
4. Enter the **Involvement Form Details** panel:
  - a. Enter a **Form Description** to describe this involvement form. This name is displayed when users choose a new form.
  - b. Enter a **Caseworker Label**. This title is shown on the involvement form and reflects the label your local authority uses for caseworkers.
5. Click the **Save** button to save the involvement form.
6. In the **CSS Service Teams** panel, link the service teams that can use this form to create involvement records for students:
  - a. Click the **Add** button to display the **CSS Service Teams Enquiry** dialog.

- b. Enter search criteria in **Service Team Name** then click the **Search** button.
    - c. Highlight the required service team then click the **Select** button to add the service.

**NOTE:** You can associate involvement forms with one or more service teams. This means that a particular involvement form may not be available to a user in another service team.

7. Continue to populate the remaining panels with the lookup codes. The displayed panels depend on the involvement form type. The following steps are for setting up a SEN assessment involvement form:
  - a. In the **Statuses** panel, add the involvement statuses that you want to be displayed in the involvements created from this template, e.g. *Active, Closed* etc.
  - b. In the **Sources** panel, add the organisations or individuals that can originate a request for assessment, e.g. *Current School, Parent*, etc.
  - c. The **Reasons** and **Outcomes** panel contain generic functionality and are not part of the statutory SEN process.

- d. In the **SEN Assessment Types** panel, add the statutory assessment types relevant to this involvement form, e.g. *Initial Assessment*, *Further Assessment* etc.



- e. In the **SEN Assessment Categories** panel, you can add values to the involvement form on which you can filter, e.g. you can set up categories such as Cognition and Learning, Communication and Interaction etc.
8. Click the **Save** button. The new involvement form is now available for use by its target caseworkers.

**NOTE:** Saved involvement forms are added to **Focus | Services | CSS Involvement Forms**.

## UDFs and Involvement Forms

**User Defined Fields (UDFs)** enable you to add extra fields to accommodate data items that One does not store. The **UDF Management** functionality is available on the four SEN involvement forms.

UDFs are created against entities; they can only be used once. When defined, UDFs are stored in a series of UDF tables.

UDFs cannot be deleted; they can only be made inactive by removing them from the entity. If a UDF is removed from an entity, it is removed from all records for that entity; this affects all records regardless of when they were created.

UDF Management is accessed by clicking on the **UDF Manager** button at the top of the **Involvement Form Details** page or via **Tools | Administration | UDF Management**.

### MORE INFORMATION:

For more information on UDFs, see the online help or

*RG\_Administration\_Managing UDFs* on the **One Publications** website via **Reference Guides | Administration**.

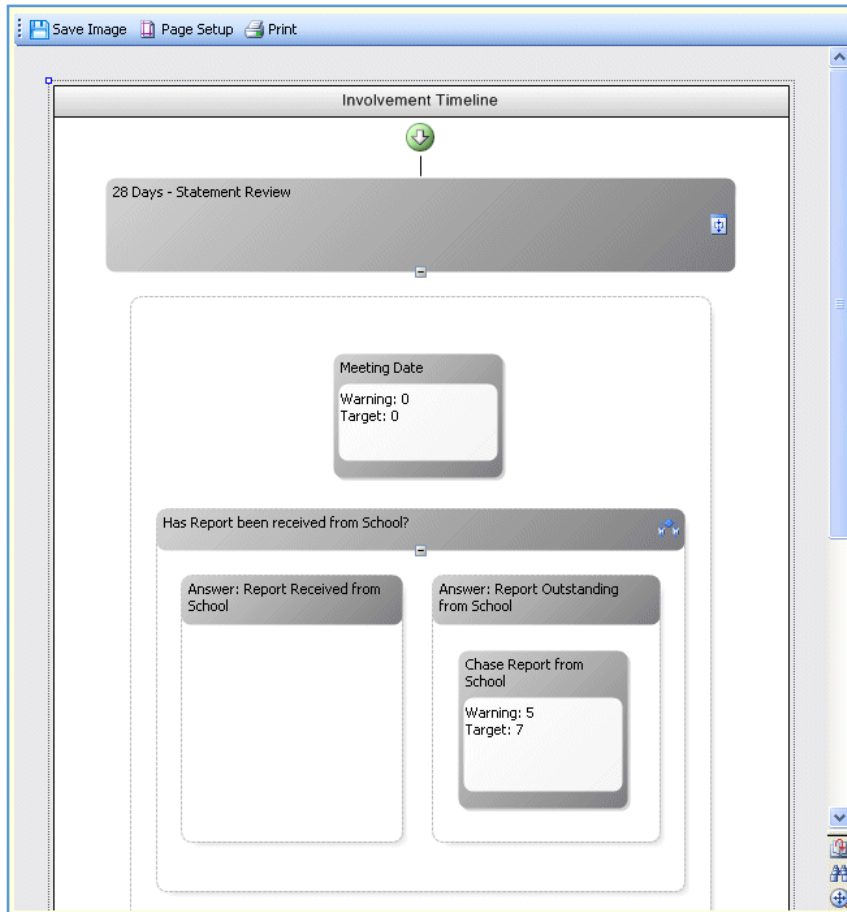
## Timelines

### What is a Timeline?

A timeline is a set of predefined activities that a caseworker or administrative officer follows when dealing with a particular type of involvement, e.g. sending letters, recording decisions, etc.

Timelines are connected to involvement forms. When you enter a date in a timeline activity, it automatically fills in the linked date field on the involvement.

Timelines are process flowcharts with a beginning and an end, showing the flow of activities as a series of connected boxes, as in this example of part of a statement review timeline:



The timeline design tool supports the addition of multiple branches whose 'route map' is determined by customisable user questions/answers. For example, at the end of an SEN assessment, the user can be asked by the timeline whether they want to issue a draft statement or a note in lieu. When the user responds, the workflow follows the correct branch.

## Pre-defined Timelines

Pre-defined timelines are supplied by Capita appropriate to the SEN process; these are associated with a SEN Assessment Source and Assessment Type.

If required, you can edit or create your own timelines from scratch.

Timelines can be created by dragging and dropping workflow activities into the workflow designer, allowing additional activities to be carried out individually, in parallel with other activities or in a specific sequence.

## Timelines are linked to Involvements

A timeline is designed once but re-used many times by associating an instance of it with an involvement form.

To use a timeline, it must be associated with an involvement, as follows:

- Create a new involvement, or
- Select an existing involvement without a timeline.

When a timeline is associated with an involvement, it is given a start date and its activities are displayed for completion as **Workflow Messages** on the caseworker's or admin officer's **Home Page** after the number of pre-defined days has elapsed.

**NOTE:** Although it is optional to link a timeline to an involvement, it is necessary to do this for a timeline to function correctly with an involvement.

### Linked Fields

When an activity that is linked to a field within an involvement is completed, the completed date entered on the timeline populates the corresponding linked field in the involvement.

However, if a date has already been entered in a linked field on the involvement, then the timeline linked activity is completed, the date entered on the involvement will be overwritten by the completion date of the linked timeline activity.

## Using the Timeline Designer

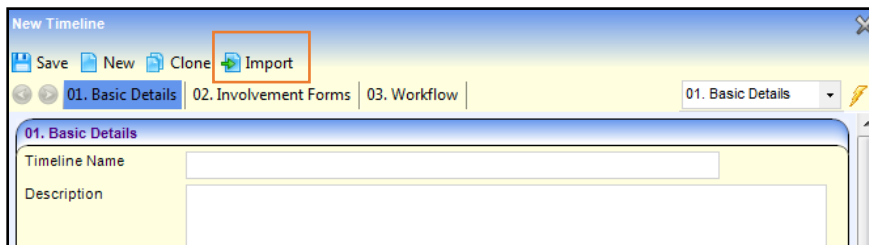
Use the **Timeline Designer** via **Tools | Administration | Timeline | Timeline Design** to:

- Import a timeline template (a file in .XOML format).
- Create a new timeline from scratch.
- Edit an existing timeline.
- Clone an existing timeline.

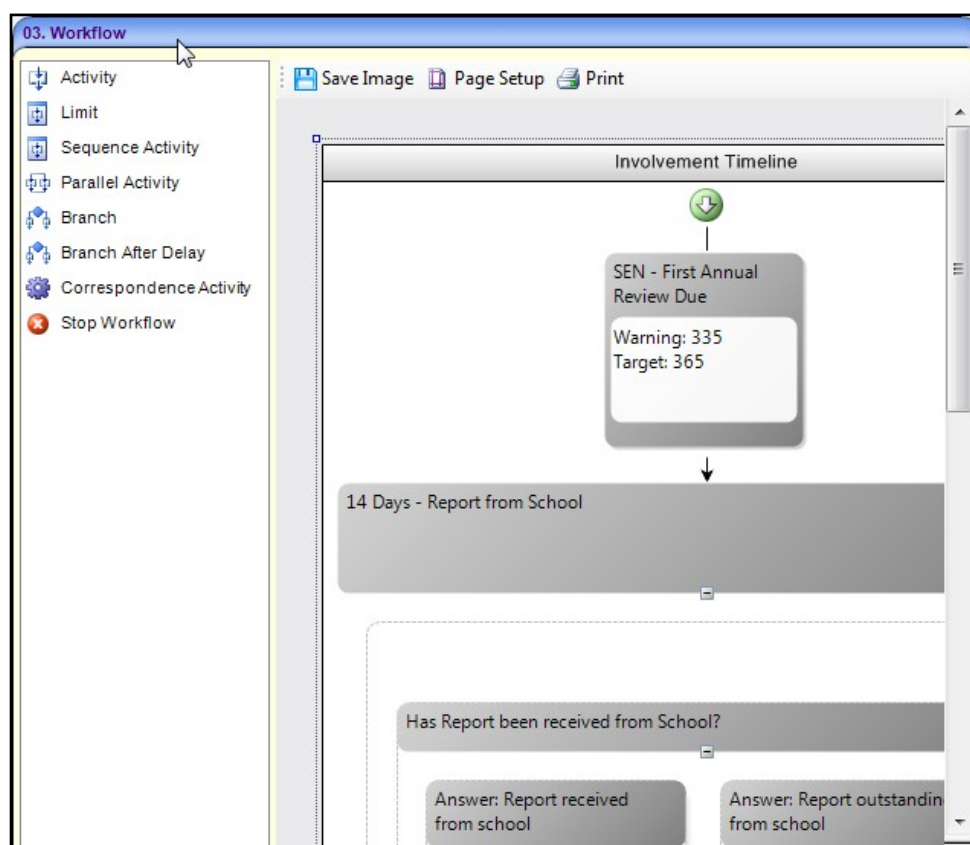
## Importing a Timeline

This procedure describes how to create a new SEN timeline by importing a timeline definition file, which has a .XOML file extension.

1. Select **Tools | Administration | Timeline | Timeline Design** to display the **Timeline Enquiry** page.
2. Click the **New** button to display the **New Timeline** page.



3. Click **Import** to display the **Open** dialog.
4. Browse for the .XOML timeline definition file you want to import then click the **Open** button to display the imported timeline in the **Workflow** panel.



5. Enter **Timeline Name** and a **Description**, if required.
6. Enter the **Involvement Forms** panel:
  - a. Click the **Add** button to display the **Involvement Form Link** window.
  - b. Click the **Search** button to display the **Involvement Form Enquiry** window.
  - c. Select the required **Form Type** then click the **Search** button to display involvement forms of that type.
  - d. Highlight the required involvement form then click the **Select** button.

**NOTE:** A timeline must be linked to one or more involvement forms.

If the involvement form you are linking the timeline to is an assessment involvement form, you can filter the use of this timeline/involvement link by **Assessment Source** or **Assessment Type** fields, by selecting the relevant checkboxes in these panels.

7. If required, edit the timeline In the **Workflow** panel. For more information, see [Creating a new Timeline](#) on page 25.
8. Click the **Save** button in the **New Timeline** page to save the timeline/involvement form link.



## Creating a new Timeline

To design a new timeline:

1. Select **Tools | Administration | Timeline | Timeline Design** to display the **Timeline Enquiry** dialog.
2. Click the **New** button to display the **New Timeline** dialog.

3. Complete the fields in the **Basic Details** panel:
  - **Timeline Name:** Must be alpha numeric, cannot contain any symbols.
  - **Description:** Free text field.
  - **Working Day Base:** Not required for SEN.

**NOTE:** To create a timeline, you must add one or more involvement forms.

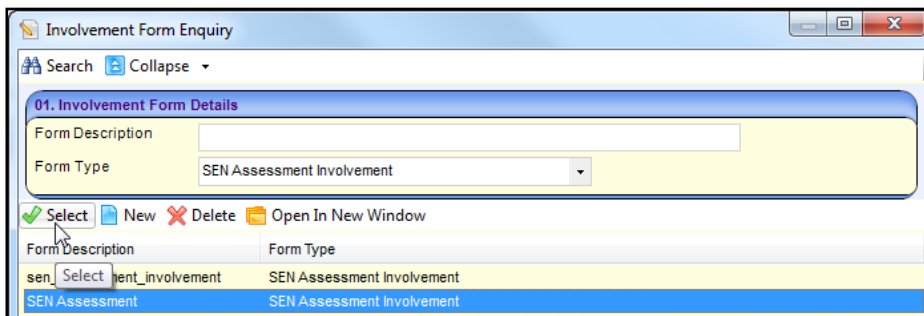
4. In the **Involvement Forms** panel, click the **Add** button to display the **Involvement Form Link** window.
5. Click the **Search** button to display the **Involvement Form Enquiry** window.

6. Enter search criteria in **Form Description** and **Form Type** then click the **Search** button to display the search results.

**NOTE:** To retrieve all involvement forms, click the **Search** button without entering search criteria.

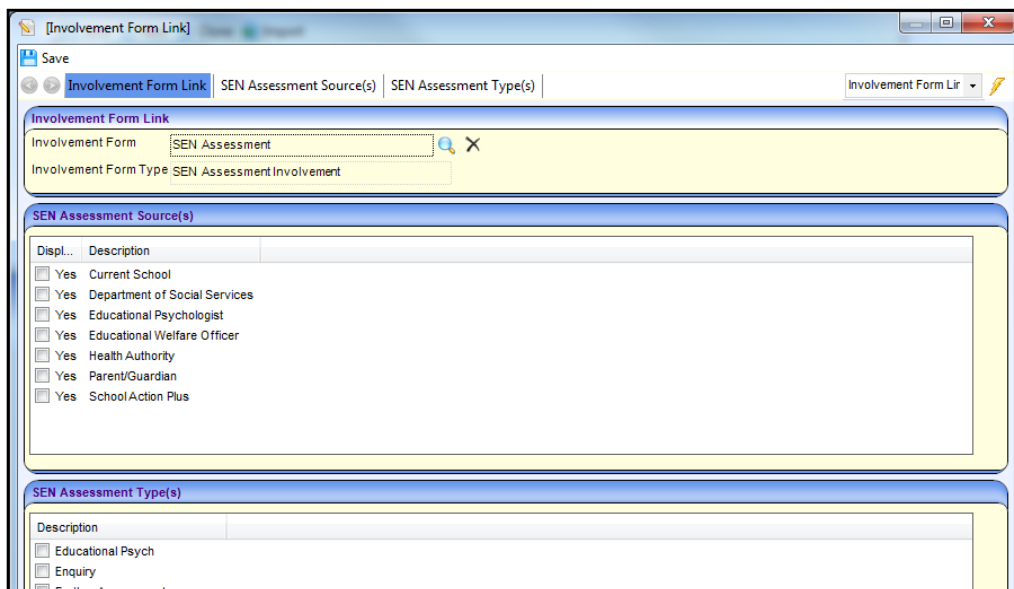
## Setting Up SEN

- Highlight the **Involvement Form** you want to add to the timeline then click the **Select** button to display the **Involvement Form Enquiry** window.

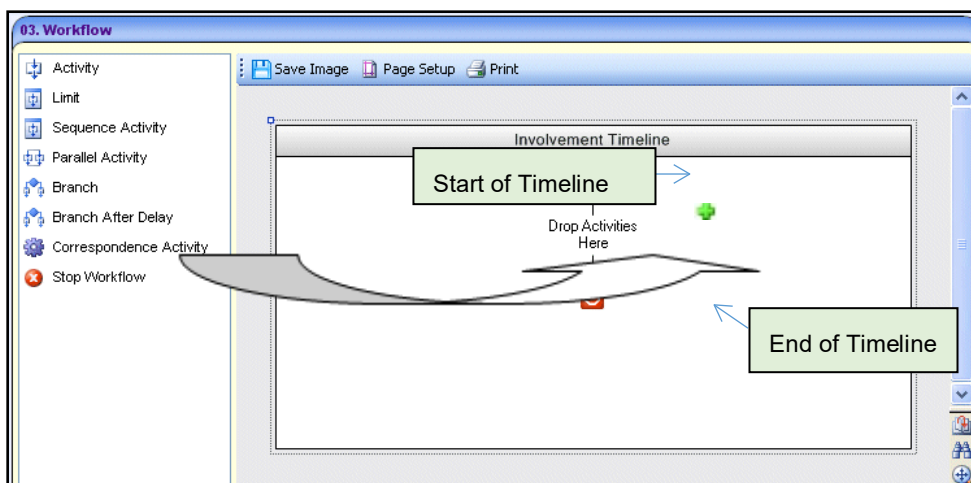



- Select the involvement form you want to add to the timeline, then click the **Save** button.

**NOTE:** If you add an assessment involvement form to a timeline, you can filter the use of this timeline/involvement link by selecting the required check boxes in the **Assessment Source** or **Assessment Type** panels.











- Click the **Save** button to add the involvement form to the **New Timeline** dialog.
- In the **Workflow** panel, drag and drop **Workflow Activities** onto the **Involvement Timeline**. Any number of activities can be used to create a timeline.

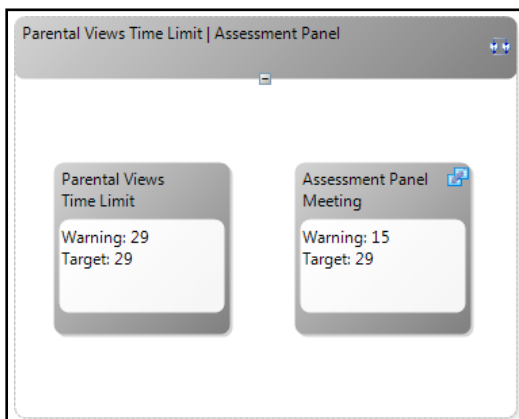


**NOTE:** When you drag a workflow activity onto the timeline, green plus symbols  show where you can drop the activity.

Workflow activities consist of a number of different properties:

	Activity	Designer Properties
	Activity	Adds a single activity directly to the timeline or inside a parallel, sequence or branch activity
	Limit	Defines maximum days in which a group of activities must be completed
	Sequence Activity	Adds a group box, places activities that are to be carried out one after the other into the sequence box
	Parallel Activity	Adds a group of activities that are to be carried out in parallel, but enables them to be completed in any order
	Branch	Defines multiple routes through the timeline
	Branch After Delay	Defines multiple routes through timeline (preceded by reminder message)
	Correspondence Activity	Generates outbound correspondence, e.g. email or a letter at run time. Letters are based on templates in the Communication Log.
	Stop Workflow	For Branches only! Terminates the timeline

- To enter the relevant details for the selected activity, double-click the activity's shaded header area to display the **Activity Properties** dialog, for example:

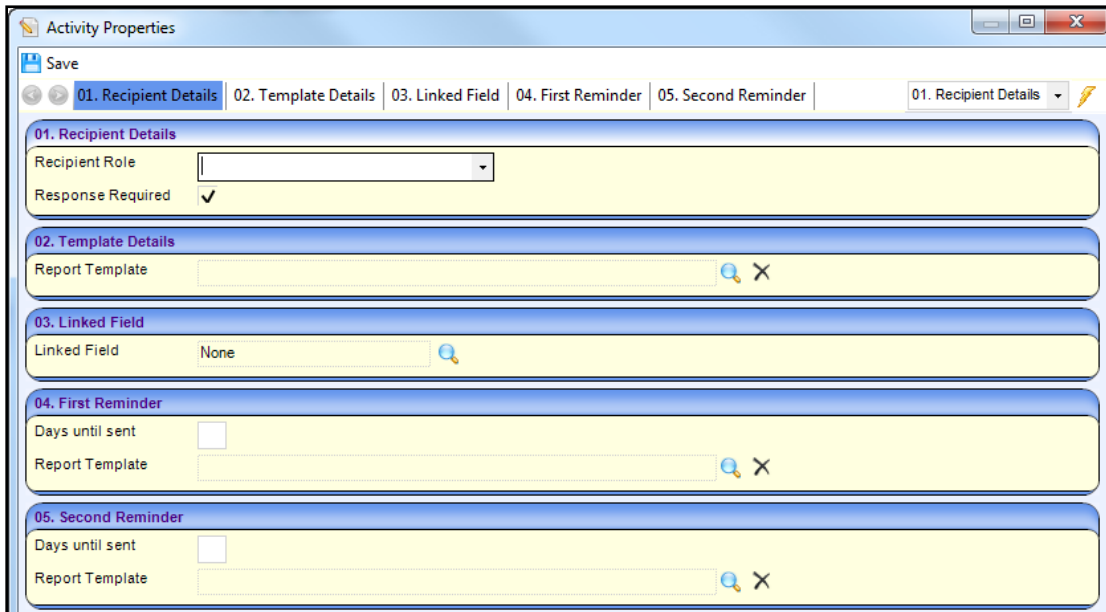


To display the **Activity Properties** dialog, double-click the shaded header area.

For details on creating correspondence activities, see [Using Timelines to Generate Correspondence](#) on page 29.

## Setting Up SEN

12. Select the panels in the **Activity Properties** dialog. The panels that display depend on the activity you select. The following is an example of the correspondence **Activity Properties** dialog.



**NOTE:** When specifying the number of days for a task, you should always use calendar days.

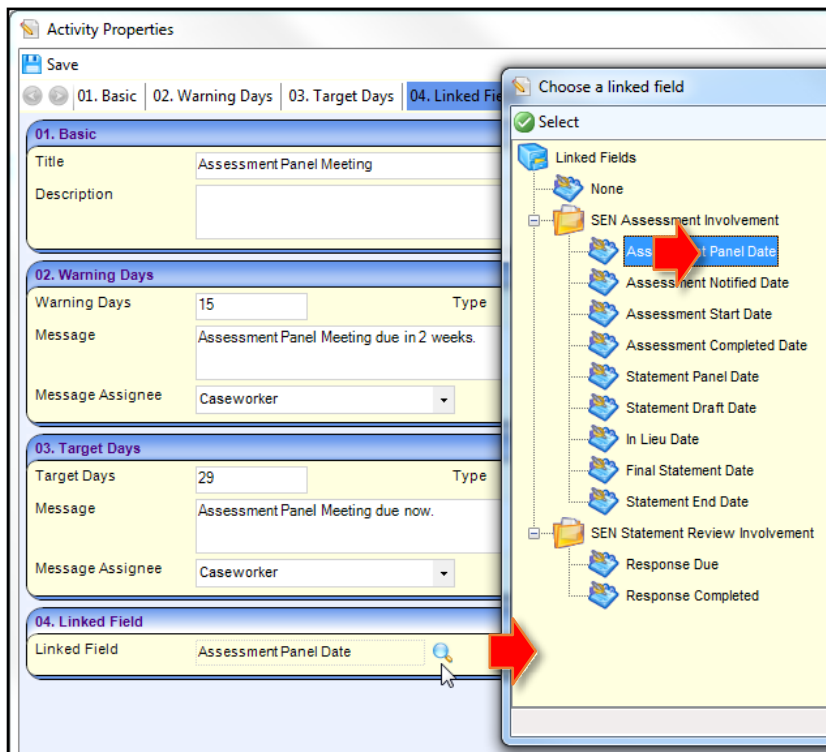
13. Click the **Save** button.

### Linking a Timeline Activity to an Involvement Field

You can link a timeline activity to a field on the linked involvement using the **Linked Field** activity property.

**NOTE:** If a field is not linked to a timeline activity, no workflow messages are produced.

1. Double-click a timeline activity to display the **Activity Properties** dialog.
2. Click the **Search** button in the **Linked Field** panel to display the **Choose a linked field** dialog.



3. Select the required date field you want to link, then click the **Select** button to return to the **Activity Properties** dialog.
4. Enter the other fields as required, for example **Warning Days** and **Target Days**. Workflow messages are produced based on the number of days passing for an activity and can either be:
  - **Warning Days** - what is coming up that you need to attend.
  - **Target Days** - what activities have been missed.
5. Click the **Save** button to return to the **New Timeline** dialog.

**NOTE:** A link icon appears in the top right corner of the **Activity** box. When the activity is completed via the timeline, the corresponding field on the involvement is updated. However, if a field is edited on an involvement it is not updated on the timeline.

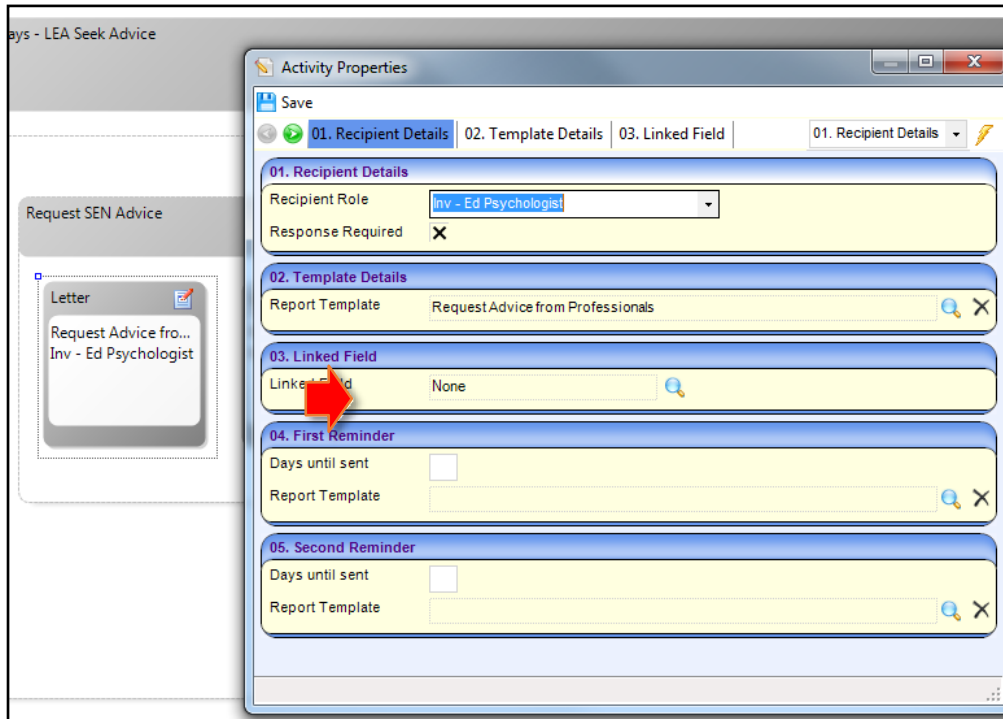
## Using Timelines to Generate Correspondence

Use **Correspondence Activities** in the timeline design to generate emails and letters, e.g. to professionals, from templates stored on the communications log and saved as linked documents for that student. Correspondence activities can generate letters from templates based on either quick reports or Crystal reports.

**NOTE:** A letter generated using a quick reports template can be edited before it is saved.

1. Double click the timeline activity, e.g. a letter in this example, to display the **Activities Properties** dialog:

## Setting Up SEN



2. Select the **Recipient Role**. You can choose from the following options:
  - **Person**: One loads a person search at runtime, i.e. when the timeline is used in an involvement.
  - **Parent – Joint**: Where those with parental responsibility for the student share the same address, any letters that are generated are automatically addressed to both parents.
  - **Parent – Individual**: One letter is produced per parent/carer, irrespective of whether there are multiple parents living at the same address.
  - **Base**: Recipients prefixed with **Base**, e.g. **Base - Ed Psychologist**, are linked to the student's base.
  - **Inv**: Recipients prefixed with **Inv**, e.g. **Inv - Ed Psychologist**, are linked to the student's involvement. For more information, see [Adding Assessment Officers and Admin Officers](#) on page 42.
3. **If required, select the Response Required check box.** This specifies that a response from the recipient is required. After the letter has been sent to the recipient, the activity is not completed until a response has been received and logged.
4. **If required, select the Reminders check box.** You can set up first and second reminders to be sent based on the number of days after the original letter has been sent, i.e. **Days until sent**. Also, you can include a **Report Template**, which is sent as an attachment.

A workflow message is received when the date for the first reminder is reached for a particular activity. The date for the second reminder is calculated when the first reminder is sent.

### More Information:

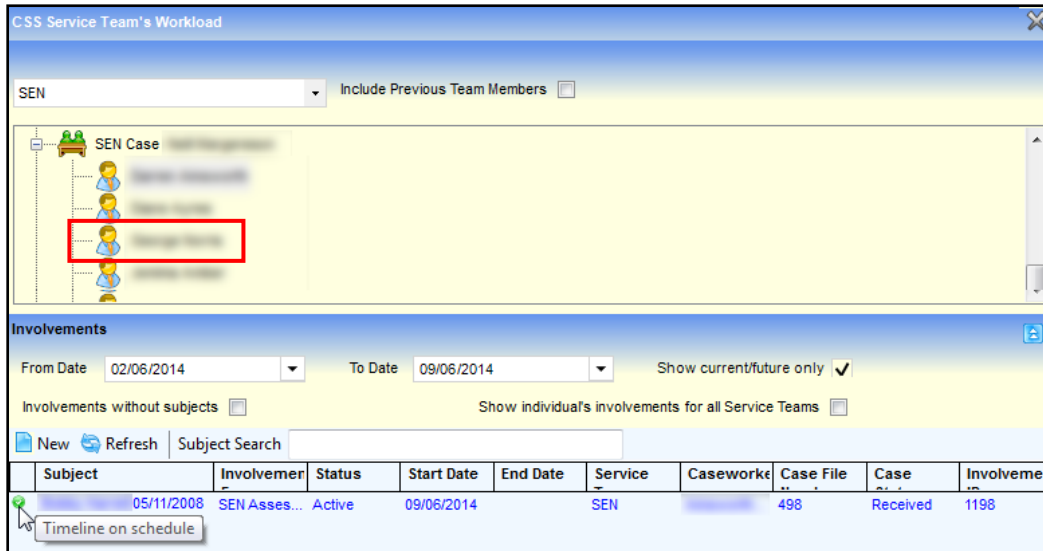
*Generate Correspondence* topic from the One online help.

5. Click the **Save** button.

## Service Manager's View

A service team manager can view timelines that have been associated with an involvement for their team members.

1. Select **Focus | Services | CSS Services Teams Workload** to display the **CSS Service Team's Workload** dialog.
2. Highlight the required team member, e.g. an assessment officer, to display their involvements that have a timeline attached, in the **Involvements** panel.



3. To open the involvement in the **Timeline Details** panel, click the subject's name link in the **Subject** column.

**More Information:**

CSS Service Team Workload topic from the One online help.

## User Access Control

User permissions functionality consists of three areas, which you access via **Tools | Permissions**:

- Report Permissions
- User Group Permissions
- User Group Processes

### Report Permissions

Use **Report Permissions** to control the level of access a user must report areas and specific reports within One. Permissions to access and run reports in the v4 client are granted by the systems administrator via **Tools | Permissions | Report Permissions**.

**More Information:**

RG\_Permissions\_Report Permissions available from <http://www.onepublications.com>

## User Group Permissions

**User Group Permissions** control group access to all web services, web methods, menu routes and menu links into the One business processes.

Select via **Tools | Permissions | User Group Permissions**.

**More Information:**

*RG\_Permissions\_User Group Permissions* available from <http://www.onepublications.com>

**User Group Processes** control the level of access a user group has to specific areas and functionality within One. A group's permissions can be assigned broadly against a main business process or to any of the individual business processes that constitute a main business process. Business processes map to menu routes and links, which in turn are linked to a user group, rather than an individual.

Select via **Tools | Permissions | User Group Processes**.

**More Information:**

*RG\_Permissions\_User Group Processes* available from <http://www.onepublications.com>

## User Group Permissions and User Group Processes

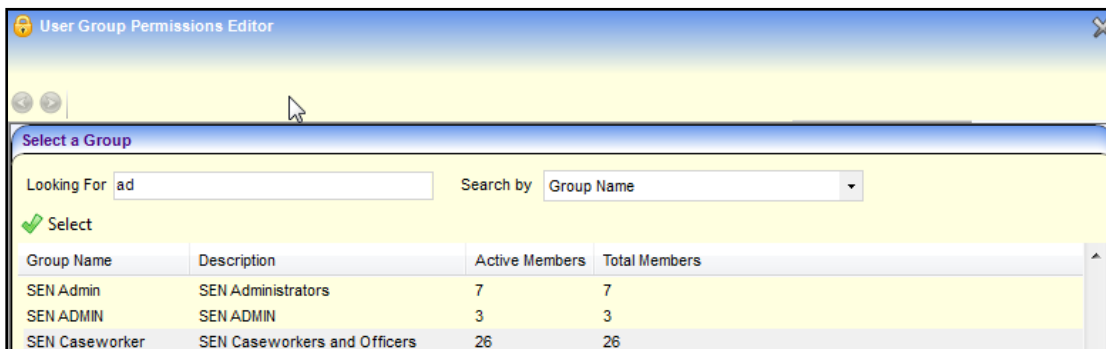
**User Group Permissions** work in tandem with User Group Processes, where the user selects the desired business process and One sets the privileges accordingly. Click the link in the **Links** panel to switch between the two methods.

## Data Panels

In the toolbar area at the top of many pages is the **Data Panels** button which gives you the option to hide panels which are infrequently used. However, it is not a security measure as data is still delivered to the panel and not restricted.

To deny access to the **Data Panels** icon:

1. Select **Tools | Permissions | User Group Processes** to display the **User Group Permission Editor** dialog.



2. Highlight the required **Group** then click the **Select** button to display the **Permissions Editor** dialog.
3. In the **Main Processes** panel, select **Administration** from the **Main Business Processes** drop-down to display the **Business Processes** panel.
4. In the **Data Panel** row, select the **Deny** column.
5. Click the **Save** button.



## Access Control Lists (ACLs)

Access to specific records can be controlled using 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

A system administrator can deny or allow access to specific individual users, posts, groups of users and service teams.

## Provision Setup

The provision functionality enables you to record service provider, service and charge/cost information against a student to cover the full period of time of provision.

### More Information:

[Recording a Provision](#) on page 63

One automatically calculates the charges for each provision year based on the start date and end date of the provision together with the **Provision Years** (which are usually financial years) defined in the system.

### More Information:

[Provision Year Setup](#) on page 37

You can record payments to third parties as transactions against a provision charge/cost.

There are two ways to record a provision against a student. Which method you choose depends on your Local Authority's preference:

- 'Service Provider Link' method
- 'Charge Type and Service' method.

**NOTE:** When you create a provision record for a student, One allows only one of the above methods, i.e. 'Service Provider Link' or 'Charge Type and Service'.

## Service Provider Link Method

Before you can record a provision against a student, you must link together the service provider, the service being provided and the associated charge type.

### Example

A **Service Provider** (e.g. *Special School for the Deaf*) is linked with the **Service** being provided (e.g. *Learning to Sign*) with a **Charge Type** (e.g. £50/day).

### Setup (summarised):

1. Define which services are available for selection by your service team. Do this using the service categories which are applied to a service via **Focus | Services | Service Categories**. For more information, see [Services](#) on page 3.
2. Define the provider, service, and charge type association via **Focus | Services | Service Provider Links**.

## Charge Type and Service Method

Here you link the service with a charge type, i.e. no link exists to the service provider (until you create a specific provision record).

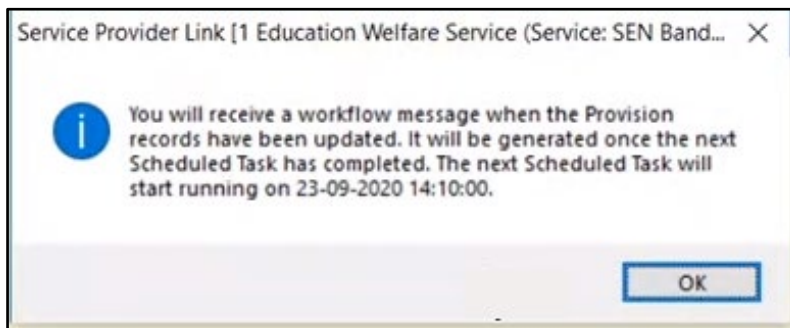
Changes to a charge type affect all records using it, so this method allows multiple provision records, linked to a charge type to be maintained easily in bulk.

### Example

A local authority associates a charge type (e.g. £50/day) with a specific service (e.g. Learning to Sign). Any changes you subsequently make to that charge type affect all provision records for that service.

### Provision Update

If a Scheduled Task with an action of Update Provision exists, the provisions are not updated immediately. This instead happens when the task is scheduled. On saving a new charge rate, the user is notified if this is the case.

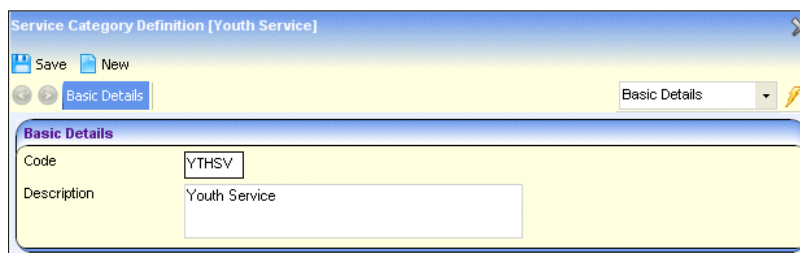


For full details see [Update Provision Scheduled Task](#) on page 41.

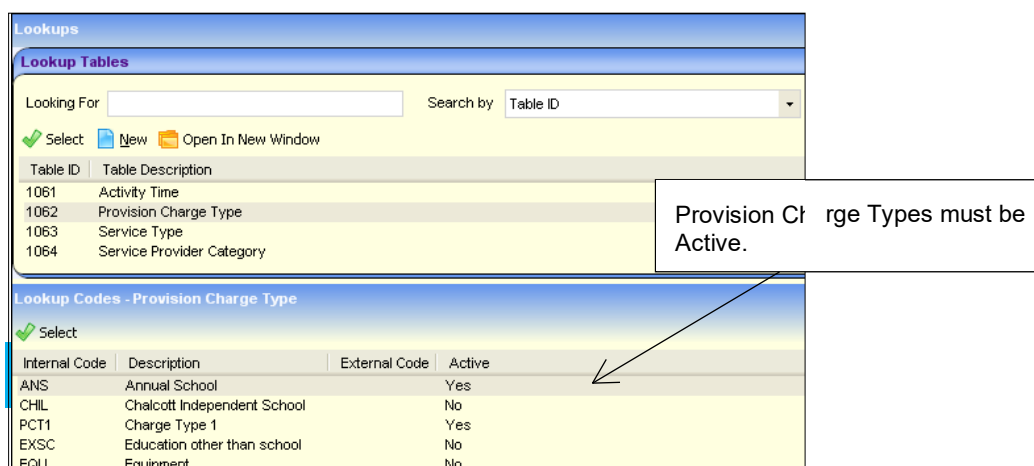
## Setup (detailed)

Define which services categories are available for selection by your service team.

- Define services categories via **Focus | Services | Service Categories**.



- Define which services are applied to a service category via **Focus | Services | Services**.
- Define the **Provision Charge Type Lookup Codes** via **Tools | Administration | Lookups, Table\_ID 1062**:



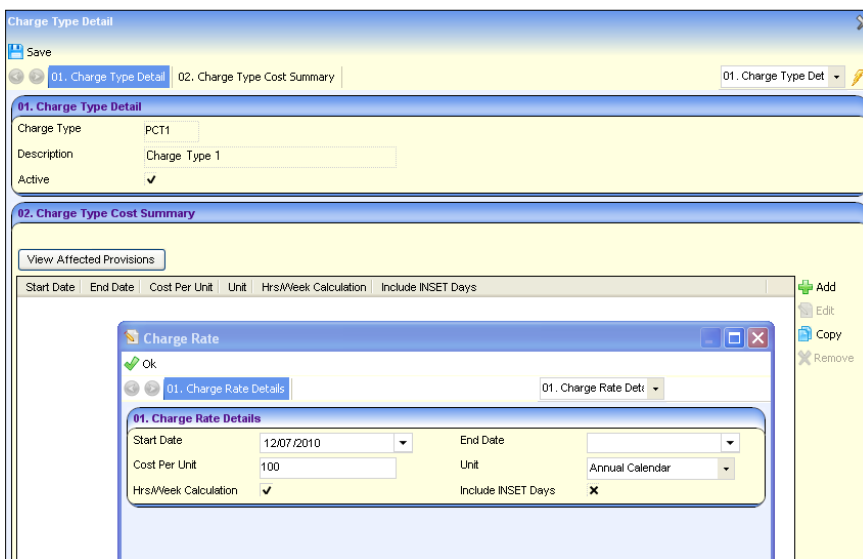
8. **Provision Charge Type** codes added to the lookup table are listed in **Focus | Services | Provision Charge Type** where the **Charge Rate** is defined.

**Important Note:**

*If an end date added for the **Charge Details** on a **Provision Charge Type** is before the start date of the provision record, when new charges are added to the provision charge type One resets the existing provision hours on the student provision record to 1 and records of any payments that have been made are lost.*

*To prevent any payment records being lost, see the section on [Charge/Cost Details and Provision Charge Type](#) on page 36.*

9. To define the provision charge rate:
  - a. Access the **Charge Type Detail** page via **Focus | Services | Provision Charge Type**.
  - b. In the Charge Type Cost Summary panel, click the Add button to display the Charge Rate dialog.

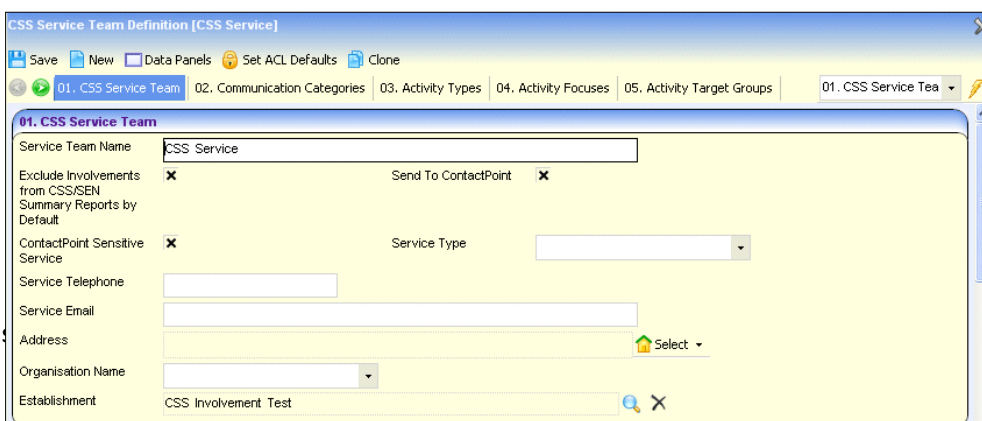


- c. Enter the **Charge Rate Details**:

- **Cost per Unit:** The **amount** allocated based on the selected **Unit**.
- **Unit:** this is the period which the cost is based on, i.e. Annual Calendar, Annual School, Day, Half-Term, Hour, Monthly, Termly or Weekly. The unit may be marked as Not Applicable if, for example, the cost is a "one-off", set for a fixed period.
- **Hrs/Week Calculation:** Select this **check** box to enable, for example, an Annual cost to be calculated per hour or week
- **Include INSET Days:** Select this **check** box if the provision includes INSET days

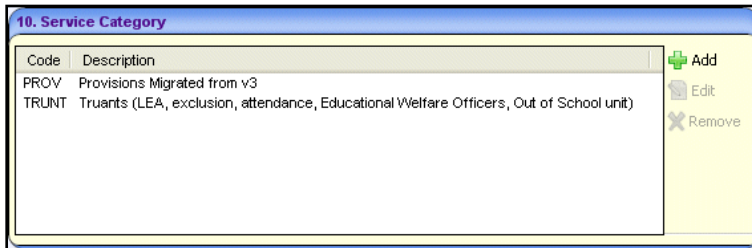
10. Define the values in the service team via **Focus | Services | CSS Service Teams Administration**:

- The **Service Team** must be linked to an **Establishment** of which you are a member:



## Setting Up SEN

- Add **Service Categories** (see step 1, above) to the **Service Team** (panel 10) which links the service to the service team:



**NOTE:** When you create a provision record for a student, One allows only one of the above methods, i.e. 'Service Provider Link' or 'Charge Type and Service'.

## Charge/Cost Details and Provision Charge Type

If an end date is added to the **Provision Charge Type | Charge Details** panel before the start date of the **Provision** record, One resets the existing provision hours on the student provision record to 1 and any payment records that were made are lost.

To avoid payment records being deleted, complete the following procedure:

1. Follow steps 1 – 6 above to set up the **Charge Type and Service** method.
2. Click the **Save** button. The following message is displayed:
  - Saving these changes to this Provision Charge Type will cause some provision records to lose Charge/Cost Detail rows with payments attached and/or Provision Hours which have been entered against the record. OK Cancel Export Details.
  - Choosing **OK** will continue the save without further confirmation.
  - Choosing **Cancel** will return you to the **Provision Charge Type** screen with your changes intact but not saved.
  - Choosing **Export Details** will generate a .csv file containing details of the children and provisions affected, which you can select where to save.
3. Click the **OK** button to save the record as normal; the affected payments will be deleted.

Click the **Cancel** button to stop the save, but retain the data entered by the user on the **Provision Charge Type** screen.

Click the **Export Details** button to display the following message:

A .csv file containing the affected children and provisions will be saved at the location of your choice. It contains children's data so please choose an appropriate location. Do you wish to continue? Yes No.

4. Click the **No** button to return to the first warning message without saving the changes made to the **Provision Charge Type**.

Click the **Yes** button to select a location to save the file containing an export of the student/provision data affected by the potential changes to the **Provision Charge Type** record.

The exported .CSV file provides enough information for the affected records to be found via the v4 Client. The file lists provision records rather than students, so if one student has multiple provision records, each affected provision is listed as a row.

	A	B	C	D	E	F	G	H	I	J
1	Student ID	Name	Date Of Birth	Provision ID	Provision Year	Provision Start Date	Provision End Date	Service	Service Team Name	
2										
3										
4										
5										
6										
7										
8										

**Note:**

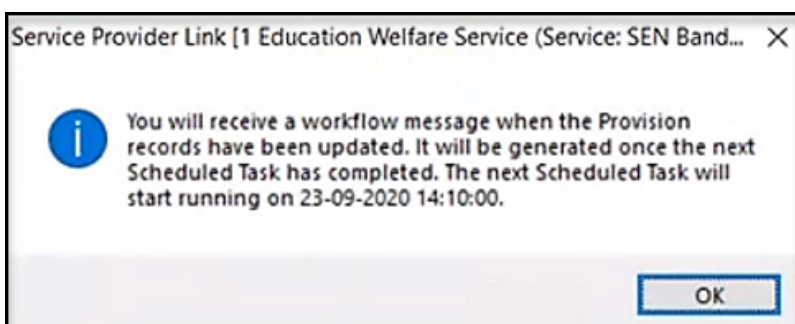
Adding **Provision End Dates** for charge details will prevent this problem occurring.

It is advisable to ensure that charge details are kept up to date. If they are not up to date, they should be edited before adding payments to provisions.

## Provision Year Setup

One enables you to define year details for business processes, including provision. Years can be either academic or financial, with user-defined start and end dates.

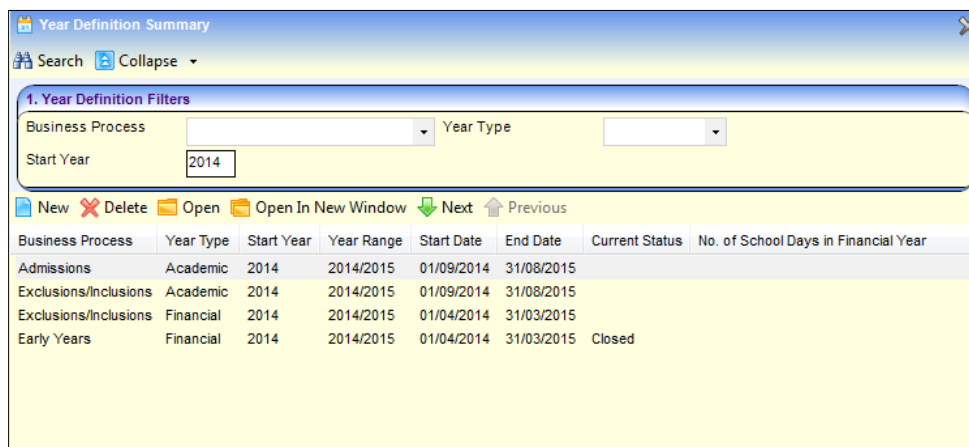
When a new financial year is created all provision records are updated. If a Scheduled Task with an action of Update Provision exists, the provisions are not updated immediately. This instead happens when the task is scheduled. On saving a new financial year, the user is notified if this is the case.



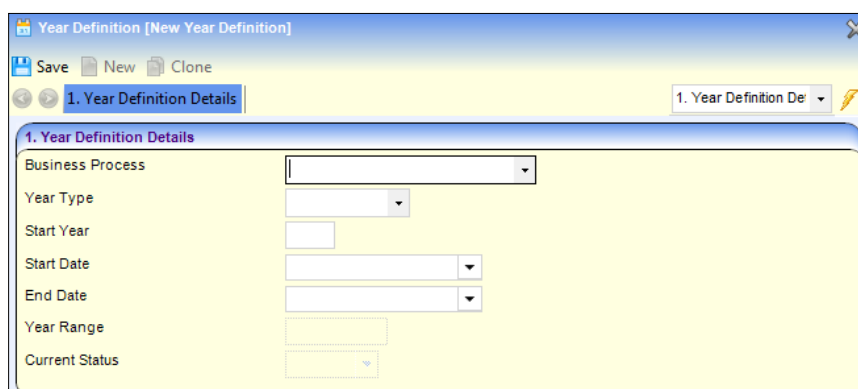
For full details see [Update Provision Scheduled Task](#) on page 41.

Creating a new Provision Year

1. Select **Tools | Year Settings | Year Definitions** to display the **Year Definition Summary** page.



2. To add a new provision year, click the **New** button to display the **Year Definition** page.



## Using SEN

- a. Select **Provisions** from **Business Processes** drop-down.
- b. Select either **Financial** or **Academic** from the **Year Type** dropdown.

**NOTE:** Once a **Year Type** has been saved it cannot be edited.

- c. In **Start Year**, enter the year you want the provision year to start.
- d. In the **Start** and **End Date**, the system defaults according to the **Year Type** and the **Start Year**. If required, you can change these fields.

**NOTE:** One calculates the **Year Range** depending on the **Start Year** you entered above.

3. When you have finished, click the **Save** button. If the **Year Type** is **Financial**, One calculates the **No. of School Days in Financial Year**.

The screenshot shows a software interface for defining a year. The title bar reads 'Year Definition [Provisions, Financial, 2014]'. Below the title bar are buttons for 'Save', 'New', and 'Clone'. There are two tabs: '1. Year Definition Details' (selected) and '2. Record Update History'. The '1. Year Definition Details' tab contains the following fields:

- Business Process: Provisions
- Year Type: Financial
- Start Year: 2014
- Start Date: 01/04/2014
- End Date: 31/03/2015
- Year Range: 2014/2015
- Current Status: (empty)
- No. of School Days in Financial Year: 190

The '2. Record Update History' tab contains:

- Last Updated: 06/01/2014 16:31:56
- Updated By: System Administrator

Here are some points to note about the **No. of School Days...** field:

- The **No. of School Days...** field is used for calculations performed by the **Annual School Census** process. The calculation is:  
(School Days covered by provision) / (School Days in the Provision Year)
- The **No. of School Days...** field defaults to 190. If you want a different value, you must amend it before the year definition record is saved.
- Only whole numbers can be entered with a maximum range of 1-366 (365 for financial years not covering a leap year day). Additionally, the maximum value that can be entered cannot exceed the total number of calendar days in the provision year.
- The field value is automatically set to 190 days for existing financial provision years. Whether the years are future, current or past does not affect this.
- Where provisions exist for a given provision year, the **Year Definition** record for that year cannot be amended (including the new field for number of school days in provision year).



## Update Provision Scheduled Task

When a new financial year is created or a new charge rate is created against a service provider, all provision records need to be updated with the new calculations. Whilst the system is updating the provision records a timeout can occur preventing the records from being updated.

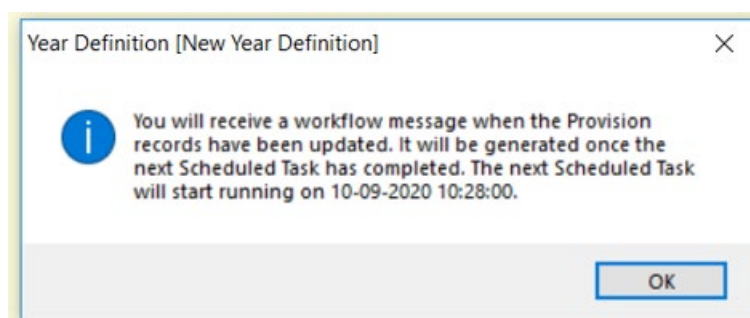
Creating a Scheduled Task with an action of Update Provision can manage this process. This means that when the LA adds a new financial year or charge rate, the provision update process won't run immediately. Instead it is run based on when the LA has defined it to run in the scheduled task. Having this process run as a scheduled task means the time out will not happen and the financial year will be successfully created alongside updating the provision records.

*For details of how to create and manage scheduled tasks, see the v4 Scheduled Tasks Guide.*

If no scheduled task exists in the future, the provision records continue to be updated immediately.

## Provision Update

When a new charge or financial year is created, the user is notified that the provision will be updated when the scheduled task runs and when that will be.



After the charge rate/financial year is created, a new cost record is created against the Student Provision, but only the Cost Per Unit column is updated.

02. Charge /Cost Details												Edit
Provision Year	Start Date	End Date	Unit	Cost Per Unit	FTE	Hrs/Wk	Wks/Year	Calculated Estimate	Edited Estimate	Amount Paid	Payments	Payments
2019/2020	01-09-2019	31-03-2020	Hour	50.00	1.0000	1.0000	52.2857	784.29	784.29	0.00	0	
2020/2021	01-04-2020	30-04-2020	Hour	50.00	1.0000	1.0000	52.1429	782.14	782.14	0.00	0	

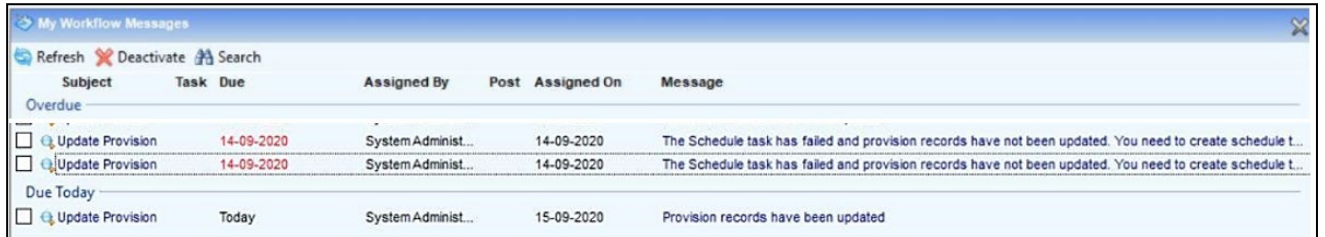
Once the scheduled task has run, the **Provision Year**, **Calculated Estimate** and **Edited Estimate** field are updated with the new calculations.

02. Charge /Cost Details												Edit
Provision Year	Start Date	End Date	Unit	Cost Per Unit	FTE	Hrs/Wk	Wks/Year	Calculated Estimate	Edited Estimate	Amount Paid	Payments	Payments
2019/2020	01-09-2019	31-03-2020	Hour	50.00	1.0000	1.0000	52.2857	2614.29	784.29	0.00	0	
2020/2021	01-04-2020	31-03-2021	Hour	50.00	1.0000	1.0000	52.1429	2607.15	782.14	0.00	0	
2021/2022	01-04-2021	31-03-2022	Hour	50.00	1.0000	1.0000	52.1429	2607.15	2607.15	0.00	0	
2022/2023	01-04-2022	31-03-2023	Hour	50.00	1.0000	1.0000	52.1429	2607.15	2607.15	0.00	0	
2023/2024	01-04-2023	31-03-2024	Hour	50.00	1.0000	1.0000	52.2857	2614.29	2614.29	0.00	0	
2024/2025	01-04-2024	31-03-2025	Hour	50.00	1.0000	1.0000	52.1429	2607.15	2607.15	0.00	0	
2025/2026	01-04-2025	31-03-2026	Hour	50.00	1.0000	1.0000	52.1429	2607.15	2607.15	0.00	0	

## Workflow Messages

A workflow message is generated after the scheduled task has run.

If the task ran successfully it states Provision records updated. If it is not successful it states it has failed and provision records have not been updated.



The screenshot shows a window titled "My Workflow Messages" with a table of workflow messages. The table has columns for Subject, Task, Due, Assigned By, Post, Assigned On, and Message. There are three rows of messages, two of which are overdue and one is due today.

	Subject	Task	Due	Assigned By	Post	Assigned On	Message
Overdue							
<input type="checkbox"/>	Update Provision		14-09-2020	SystemAdminist...		14-09-2020	The Schedule task has failed and provision records have not been updated. You need to create schedule t...
<input type="checkbox"/>	Update Provision		14-09-2020	SystemAdminist...		14-09-2020	The Schedule task has failed and provision records have not been updated. You need to create schedule t...
Due Today							
<input type="checkbox"/>	Update Provision		Today	SystemAdminist...		15-09-2020	Provision records have been updated

If the task fails, it will need to be run again.



# 04 | Using SEN

This chapter is for SEN assessment officers/service teams and admin officers in Local Authorities (LAs) who use One SEN for their day to-day business processes.

## SEN Involvements

Involvements contain pre-defined data fields enabling you to log details of a student's statutory SEN statement process.

There are four SEN involvements:

SEN Involvement	Linked to...	More information
Assessment	Student	Page 39
Assessment review	Assessment involvement	Page 54
Standalone review	Student	Page 54
Tribunal	Assessment involvement	Page 58

**NOTE:** Before you can create involvements for students, involvement forms must be set up and linked to service teams. See [SEN Involvement Forms Setup](#) on page 18 for more details.

## Assessment Involvement

Recording a SEN assessment for a student involves creating a SEN assessment involvement. Once you have created a SEN assessment involvement it is used throughout the statutory SEN process to add data for all SEN assessment phases, i.e. from the receipt of request for assessment to issuing a final statutory statement, as follows:

Phase	Statement Process	Weeks	More information in this Handbook
Phase 1	Decision	6	<a href="#">Logging a Request for Assessment (Phase 1)</a> on page 40.
Phase 2	Assessment	10	<a href="#">Logging Assessment details (Phase 2)</a> on page 49.
Phase 3a	Draft Statement	2	<a href="#">Logging Draft (or In Lieu) Statement details (Phase 3a)</a> on page 50.
Phase 3b	Final Statement	8	<a href="#">Logging Final Statement details (Phase 3b)</a> on page 51.

## The SEN Process and the Timeline

**NOTE:** Although it is optional to link a timeline to an involvement, it is necessary to do this for a timeline to function correctly with an involvement.

The SEN process is time specific. Each date field on an involvement indicates an event within the assessment process. These dates are linked to a timeline which is displayed at the top of the involvement form after you first save the involvement.

Pre-defined timelines are supplied by Capita appropriate to the SEN process. For more details about timelines and the SEN workflow process, see [Setting Up SEN](#) chapter on page 3.

## Prerequisites

Before you can create an involvement on SEN you should make sure the following are already setup within One:

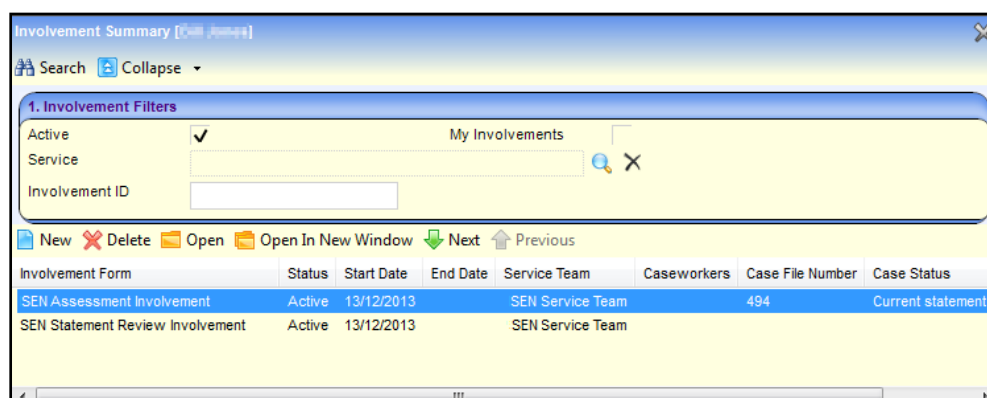
SEN Version	Prerequisite	More Information
v3	Map all users of Involvements to a <b>Person</b> on the One database (which is usually themselves). <b>Tools   System Administration   Users   User Details   Mappings</b>	<i>One System-Users, Groups, Permissions Handbook</i>
v4	Create a <b>Post</b> , e.g. Assessment Officer, via Tools   Team Structure. Add <b>User(s)</b> to a <b>Post</b> . Select if the user is a CSS Caseworker and/or SEN Admin Officer.	<a href="#">SEN Posts</a> on page 8
v4	Create <b>Establishments</b> via Tools   Team Structure. Add a <b>Post</b> to <b>Establishment</b> .	<a href="#">SEN Establishments</a> on page 10
v4	Create a <b>Service Team</b> via Focus   Services   CSS Team Administration. Link <b>Establishment</b> to <b>Service Teams</b> .	<a href="#">SEN Service Teams</a> on page 11
v4	Create <b>SEN Involvement Forms</b> via Focus   Services   CSS Involvement Forms. To SEN involvement forms, add <b>Caseworker</b> label, <b>CSS Service Team</b> , <b>Statuses</b> , <b>Sources</b> , etc.	<a href="#">SEN Involvement Forms Setup</a> on page 18
v4	If you are using timelines, link a timeline to SEN involvement forms via Tools   Administration   Timeline   Timeline Design	<a href="#">Creating a new Timeline</a> on page 21

## Logging a Request for Assessment (Phase 1)

This procedure describes how to log a request for a new statutory assessment, for example you have received a request from a student's parent to assess a student for SEN purposes.

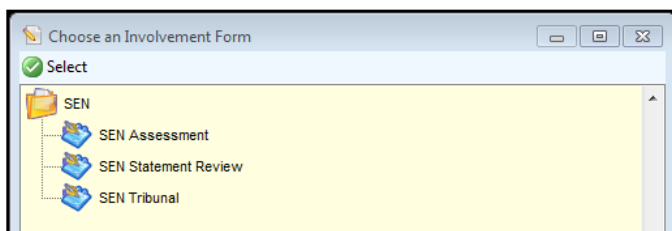
### Creating a new Assessment Involvement

1. From the required student's record, select **Involvements** in the **Links** panel on the right side of the **Home Page** to display the **Involvement Summary** dialog.



**NOTE:** If active involvements exist for this student, they are displayed below the **Involvement Filter** panel on the **Involvement Summary** page.

- Click the **New** button in the **Involvement Filters** panel to display the **Choose an Involvement Form** dialog.



- Highlight the required assessment involvement form then click the **Select** button to display a new blank involvement.

When you create an assessment involvement from a student's record, some fields are automatically populated. These include:

- The **Service Team** that you are linked to
- **Involvement Form** name
- **Subject**
- **Caseworker** or **Assessment Officer**
- **SEN Professionals**, as defined in **Services | SEN Administration | SEN User Defaults**. For more details see [Setting up SEN User Defaults](#) on page 17.

## Adding Request details

- On the **Involvement Summary** dialog, select the **Involvement Details** panel.

- Enter the required details:
  - Start Date:** The date the request for assessment was received by your Local Authority, e.g. letter from the student's parents.
  - Status** (*Lookup ID 0674*): Add a status to reflect the involvement circumstances, e.g. **Active**.
  - Description:** You can add descriptive text for this involvement.
  - Service Team:** This field is populated with the service team already linked to this type of involvement. For more information, see [SEN Service Teams](#) on page 11.
- In the **Subjects** panel, to see more details about the student, click the **Details** button. The **Subjects** panel is pre-populated with brief details about the student, e.g. name, date of birth and start date of this Involvement.

**NOTE:** If you create an involvement without selecting a student first, this panel is blank. To select a student, click the **Add** button.

## Using SEN

- In the **Reasons** panel, add reasons for the request, including a **Primary Reason**.
  - Click the **Add** button to display the **Involvement Reason Chooser** dialog.
  - Select one or more reasons from the list.
  - Click the **Save** button to populate the involvement.
- In the **Send Data to ContactPoint** panel, because *ContactPoint* is no longer used, make sure the **Send Data to ContactPoint** check box is **X**.

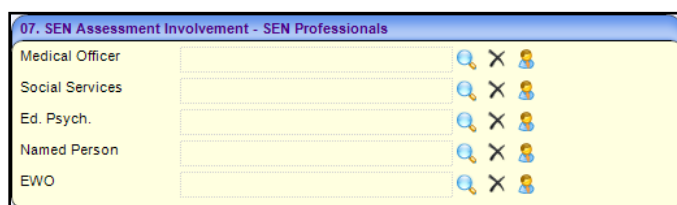
## Adding Assessment Officers and Admin Officers

The **SEN Officer** panel and the **SEN Admin Officers** panel may be pre-populated with officers who belong to the service team to which this involvement form has been linked. If not, the panel is blank.

- To add more SEN officers to these panels, click the **Add** button to display the **Chooser** dialog.
- Select the required officers, then click the **Save** button to populate the involvement.

## Adding SEN Professionals

The **SEN Professionals** panel is partially populated with names defined via **Services | SEN Administration | SEN User Defaults**. For more details, see [Setting up SEN User Defaults](#) on page 17.



07. SEN Assessment Involvement - SEN Professionals		
Medical Officer	<input type="text"/>	<input type="button" value="Search"/> <input type="button" value="X"/> <input type="button" value="Person"/>
Social Services	<input type="text"/>	<input type="button" value="Search"/> <input type="button" value="X"/> <input type="button" value="Person"/>
Ed. Psych.	<input type="text"/>	<input type="button" value="Search"/> <input type="button" value="X"/> <input type="button" value="Person"/>
Named Person	<input type="text"/>	<input type="button" value="Search"/> <input type="button" value="X"/> <input type="button" value="Person"/>
EWO	<input type="text"/>	<input type="button" value="Search"/> <input type="button" value="X"/> <input type="button" value="Person"/>

**NOTE:** *Named Person* is a generic field in which you can add another professional, if required.

To add more professionals to the **SEN Professionals** panel:

- Click the **Browse** button to display the relevant appropriate role table.
- Select the required professional.
- Click the **Save** button.

To clear a professional role, click the **Clear** button.

To see more details of each person, click the **Details** button.

**NOTE:** *You can link Educational Welfare Officer (EWO) and Ed. Psych. roles to a Base, e.g. the student's school. If so, these roles are automatically populated in the SEN Professionals panel.*

## Enquiring on Progress of the Assessment

Use the **SEN Assessment Progress** panel to enquire on the progress of the involvement since the assessment **Received Date**. This panel is only updated when you first save the involvement.

The fields are automatically updated as each phase is completed.

**NOTE:** *If the actual period is out of the statutory period, the dates are displayed in red.*

## Adding more Phase 1 Details to an Assessment

Use the **Assessment Details** panel to log assessment phase 1 details, e.g. SEN needs and medical needs.

**NOTE:** You can use the **Memo** buttons at the end of the panel, to record notes specific to the **Educational Psychologist** and **Summary** information. Alternatively, bigger documents can be linked to the involvement using the **Linked Documents** functionality. For more details, see [Linked Documents](#) on page 89.

### 1. Select the **Assessment Details** panel.

The screenshot shows a web form titled "09. SEN Assessment Involvement - Assessment Details". It has a yellow background and a blue header. The form contains the following fields and values:

- Type: Initial Assessment (dropdown)
- Source: Parent (dropdown)
- SEN Category: Communication and Interaction (dropdown)
- SEN Primary Need: AUT - Autistic Spectrum Disorders (dropdown)
- Add. SEN Needs: Beh, Emotional and Social Diff, Hearing Impairment, Medical (text area with a search icon and a '0' button)
- Medical Primary Need: AUT - Autistic Spectrum Disorder (dropdown)
- Add. Medical Needs: Aspergers, Downs Syndrome (text area with a search icon and a '0' button)
- Received Date: 18/11/2013 (dropdown)
- Assessment Panel Date: 18/11/2013 (dropdown)
- LA Transfer Date: (empty dropdown)
- Proposed:

### 2. Enter details as required:

- **Type** (*Table\_ID 0315*): Select the assessment type from the drop-down, e.g. **Initial Assessment**.

**NOTE:** If the assessment is transferred from another Local Authority, select **LEA Transfer**.

- **Source** (*Table\_ID 1052*): Select the origin of the request for this assessment, e.g. parental/guardian request, school, etc.
- **SEN Category**: Select the main category of need (as specified in the SEN Code of Practice), e.g. **CI - Communication and Interaction**.
- **SEN Primary Need** (*Lookup ID 0123*): Select from the drop-down.

**NOTE:** This is the main reason for the request, e.g. *Spectrum Autistic Disorders*.

- **Add. SEN Needs**: Click the **Browse** button to display a list of **Needs** from which to select one or more needs.

**NOTE:** This field is enabled only after you select a **SEN Primary Need**.

- **Medical Primary Needs** (*Lookup ID 0613*): If required, you can select a primary medical need from the drop-down.
- **Add. Medical Needs**: Click the **Browse** button to display a list of **Needs** from which to select.

**NOTE:** This field is enabled only after you select a **Medical Primary Needs**.

- **Received Date**: Enter the date the request was received by the LA. Today's date is displayed by default, which you can change to an earlier date if required.

**NOTE:** The assessment process always starts from the **Received Date**.

- **Assessment Panel Date**: Enter the date when the Assessment Panel meets to discuss the student's assessment request.

## Using SEN

- **LA Transfer Date:** If applicable, enter the date the assessment was transferred from another LA.

**NOTE:** This field is only enabled if you selected **LEA Transfer** as the **Type** in the **Assessment Details** panel.

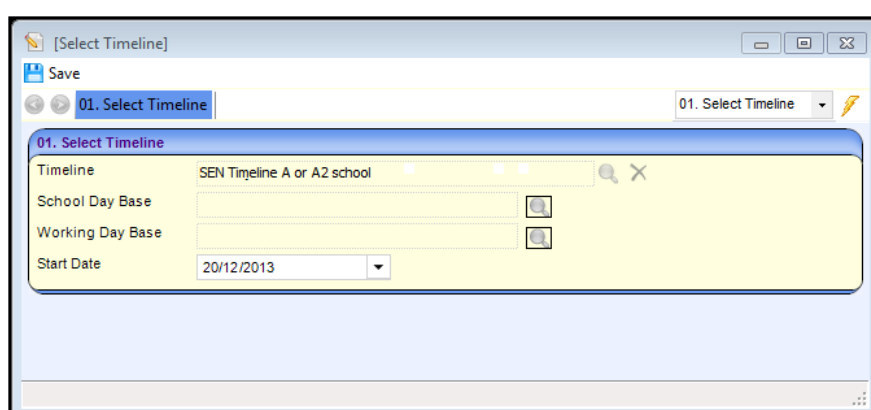
3. Once you have completed the mandatory fields, click the **Save** button.

**NOTE:** One automatically generates a **Case Number** in the **Involvement Details** panel when you save the involvement.

## Attaching a Timeline to the Involvement

If a timeline has been linked to the **Assessment Involvement Form**, when you save the involvement the **Select Timeline** dialog is displayed.

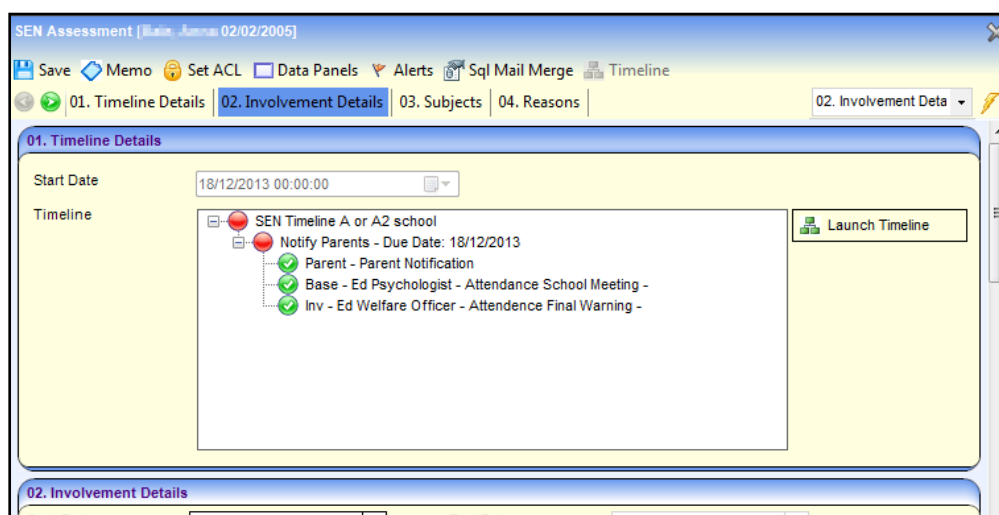
1. Click the **Save** button to attach the timeline displayed in the **Timeline** field, to the assessment.



If more than one timeline has been linked to the involvement form:

- a. Click the **Timeline** button on the **Involvement** toolbar to display the linked timelines.
  - b. Select the required timeline.
2. Make sure the **Start Date** of the timeline is the same as the **Start Date** on the **Involvement Details** panel. For more information, see [Adding Request details](#) on page 41.
  3. Click the **Save** button to display the **SEN Assessment** dialog.
  4. Click the **Save** button to create the timeline/involvement link.

**NOTE:** One adds the **Timeline Details** panel as the new first panel.



Use the plus and minus icons to expand and collapse the tree.

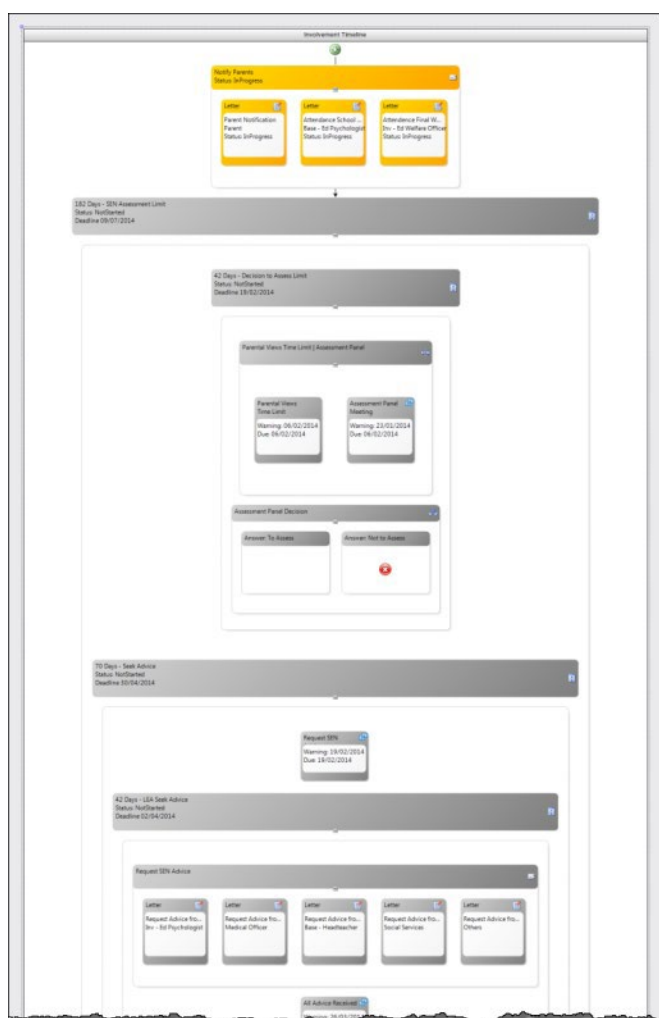
The **Timeline** navigation tree displays what activities need to be done and their current status, using the following icons:

- ⚠ Warning Date has been reached/exceeded.
- 🔴 Target Date has been reached/exceeded.
- ✅ Timeline is **In Progress**.
- ✅ Timeline is **Complete**.

## Using the Timeline to Continue the Involvement Process

Use the timeline to complete assessment activities, i.e. find out what work needs to be done next on the assessment and whether the activities (or *tasks*) are 'on time'. Here are some hints on using timelines:

- To open the timeline, click the **Launch Timeline** button in the **Timeline Details** panel. The timeline that has been attached to the involvement is displayed, for example:







- Complete the activity boxes in sequence, which follows the statutory SEN process.
- When you complete a timeline activity, e.g. **Assessment Panel Meeting**, that contains a date field, e.g. **Assessment Panel Date**, it updates the corresponding linked field on the involvement.

**NOTE:** It is important to allow timeline activities to complete the involvement fields, rather than enter dates directly into the involvement.

- When you have dealt with an activity, you should mark it as either complete or skipped. Options depend on the activity type, e.g. **Complete Activity**, **Generate Correspondence**, **Generate All Correspondence**, **Choose Branch**, **Skip**.

**NOTE:** You should not use the **Skip** button to skip activities if they contain a mandatory date field.

- Timelines are colour co-ordinated to show you what has been done already and what need to be done to progress the assessment in a timely manner.

Timeline activity colour	Meaning
 <p>Orange</p>	action to be done next
 <p>Green</p>	action complete
 <p>Grey</p>	action <u>not</u> done yet
 <p>Light grey</p>	action that has been skipped

- When you have finished an activity, press the **Do not Recalculate** button the timeline toolbar.

**WARNING:** Do not press the **Recalculate** button as this will disrupt the statutory timescale for this assessment.

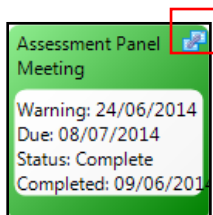
- You can use the timeline to generate letters by clicking the **Generate Correspondence** button. Letters are stored in the **Communications Log** and shown on your **Home Page** as **Linked Documents**.

Correspondence can be generated in **Quick Reports**, or Crystal reports. For more information on setting up timeline correspondence, see [Using Timelines to Generate Correspondence](#) on page 28.

- You can **Replan an Activity** that has not started. You cannot replan an activity that is **In Progress** or if it has been **Completed**. To replan, double-click to open the activity and change either the **Warning Days** or the **Target Days**, these are the only fields that can be altered. Then click the **Save** button.

### Updating Linked Field: From Timeline to Involvement

When you complete an activity which is linked to a field within an involvement, the completed date populates the corresponding linked field within the involvement. Linked fields have a 'chain link' icon in the top right corner of an activity box.





Due to validation within the involvement some date fields have flags which need to be set to true (or sometimes false) in order for a field to become editable; this is also updated when you complete the linked activity.

**Example:**

When **Assessment Start Date** is populated with the completion date of a linked activity, the **Started** check box is automatically selected.

**NOTE:** If a date has already been entered in a linked field within the involvement, then subsequently you complete the timeline linked activity, the date entered within the involvement is overwritten by the completion date of the linked timeline activity.

**More Information:**

RG\_Timelines\_Using a Timeline available from <http://www.onepublications.com>

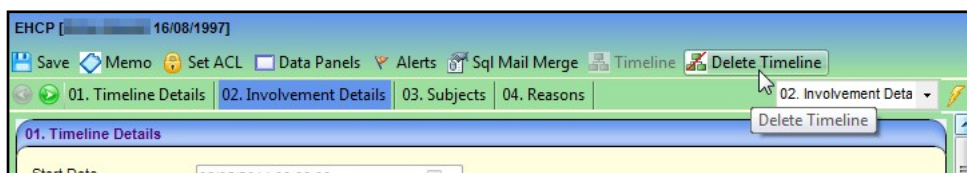
## Deleting a Timeline from a Student's Involvement

To delete a timeline from an involvement, make sure the **Timeline can be Deleted** check box is selected on your **Service Teams Definition** dialog via **Focus | Services | CSS Service Team Administration**.

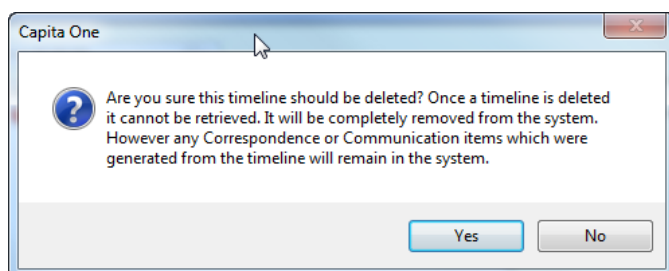
**More Information:**

[Creating a Service Team](#) on page 11

When the **Timeline can be Deleted** check box is selected for your service team and when a student's involvement has been linked to a timeline, a **Delete Timeline** button is displayed on the involvement toolbar:



1. To delete a timeline from an involvement, click the **Delete Timeline** button. A warning message is displayed asking you to confirm:



2. To permanently remove the timeline from the student's involvement, click the **Yes** button.

**NOTE:** If required, you can then link a new 'blank' timeline by clicking the **Timeline** button on the involvement toolbar. The new timeline starts from the beginning of its process, so you should skip any previous activities to get to the current point on the timeline.

See [Attaching a Timeline to the Involvement](#) on page 44.

## Recording the Assessment decision

To log the Assessment Panel's decision:

1. Select the **Assessment Details** panel:

The screenshot shows the '09. Rays SEN Assessment Involvement - Assessment Details' form. The form is divided into several sections. The 'Type' field is set to 'Initial Assessment'. The 'Source' is 'Parent', 'SEN Category' is 'Communication and Interaction', and 'SEN Primary Need' is 'AUT - Autistic Spectrum Disorders'. There are sections for 'Add. SEN Needs' and 'Add. Medical Needs'. The 'Received Date' and 'Assessment Panel Date' are both set to '18/11/2013'. A red box highlights the 'Proposed' checkbox (checked), 'Notified Date' dropdown (set to '18/11/2013'), and 'Exception Phase 1' checkbox (unchecked) and text box. Other fields include 'LA Transfer Date', 'Assessment Start Date', and 'Exception Phase 2'.

2. Enter the required details:

- **Proposed:** If the assessment has been agreed by the Assessment Panel, tick this check box, which enables the **Notified Date** field.
- **Notified Date:** Enter the date that the stakeholders, e.g. parents, school etc. were notified by the LA of the intention to assess.
- **Exception Phase 1** (check box): Select the check box if the statutory time limit of 6 weeks for phase 1 is exceeded.

**NOTE:** *Exception Phase 1 is only available if the source of the request is a parent or guardian.*

- **Exception Phase 1** (text box): To add one or more exceptions:
  - i. Click the **Browse** button to display the **Select Exceptions Chooser** (*Lookup ID 0316*).
  - ii. Select one or more exception reasons relevant to Phase 1 from the **Chooser**.
  - iii. Click the **Select** button to return to the **SEN Assessment** dialog.

**NOTE:** *You must record an **Exception** when the assessment process fails to meet the timescale for the phase, or you anticipate that it will fail.*

*For more information, see the Assessment Details topic in the One online help.*

3. Click the **Save** button.

**NOTE:** *One automatically generates a **Case Number** when the record is saved which is displayed on the **Involvement Details** panel.*

## Logging Assessment details (Phase 2)

This procedure describes how to log a statutory assessment. Phase 2 of the assessment includes requesting and logging letters of advice from health and care professionals etc.

1. From the required student's record, select **Involvements** in the **Links** panel on the right-hand side of the **Home Page** to display the **Involvement Summary** dialog.
2. Select the required assessment involvement then display the **Assessment Details** panel.

**09. SEN Assessment Involvement - Assessment Details**

Type: Initial Assessment

Source: Parent

SEN Category: Communication and Interaction

SEN Primary Need: AUT - Autistic Spectrum Disorders

Add. SEN Needs: Beh, Emotional and Social Diff, Hearing Impairment, Medical

Medical Primary Need: AUT - Autistic Spectrum Disorder

Add. Medical Needs: Aspergers, Downs Syndrome

Received Date: 18/11/2013 | Assessment Panel Date: 18/11/2013

LA Transfer Date: | Proposed:

Notified Date: 18/11/2013 | Exception Phase 1:

Exception Phase 1:

Started:  | Assessment Start Date: 18/11/2013

Exception Phase 2:

Exception Phase 2:

Stopped:  | Stopped Date:

Stop Reason: | Completed:

Completed Date: 18/11/2013 | Summary Memo: Memo...

Educational Psychologist Memo: Memo...

**NOTE:** The **Assessment Detail** panel is mainly concerned with Phase 1 activities. However, it contains Phase 2 fields, as described below.

3. Enter the **Assessment Details** panel as required.

- **Started:** Tick this check box to record that the Phase 2 assessment process has started.

**NOTE:** If the assessment is *not* to proceed, uncheck this box. You must then record an exception reason in the **Exception Phase 2** field.

- **Assessment Start Date:** Enter the date on which the assessment process started.
- **Exception Phase 2:** When the statutory assessment time limit is exceeded, select the check box.
- **Exception Phase 2 (text box):** To add one or more exceptions:
  - i. Click the **Browse** button to display the **Select Exceptions Chooser** (Lookup ID 0317).
  - ii. Select one or more exception reasons relevant to Phase 2 from the **Chooser**.
  - iii. Click the **Select** button.

**NOTE:** Exception reasons are defined via **Tools | Administration | Lookups** and are mapped to external DfE codes.

- **Stopped:** If the assessment is to be stopped you must check this box and record a **Stop Reason**. Click the **Browse** button to select a reason from the lookup table (*Table\_ID 0404*).
- **Completed:** When this assessment is complete, select this box. You must also enter a **Completed Date** which indicates the end of Phase 2. The completed date must be after the **Start Date** and cannot be after the system date, i.e. today's date.
- **Educational Psychologist Memo and Summary Memo:** To write a memo, click the **Memo** button to display the **Memo** pop-up window.

**NOTE:** The **Memo** button colour is red if a memo has been added and saved.

4. Click the **Save** button.

## Logging Draft (or In Lieu) Statement details (Phase 3a)

This procedure describes how to record details of the phase 3a 'draft or in lieu' statement process.

1. From the required student's record, select **Involvements** in the **Links** panel on the right side of the **Home Page** to display the **Involvement Summary** dialog.
2. Select the required assessment involvement then select the **Statement Details** panel.

3. Enter the required details:

- **Draft:**
  - If the Local Authority has issued a draft statement, tick the **Draft** box. Then, enter the date the draft was issued in the **Draft Date** field.
  - Or
  - If a draft statement is not to be issued, a *Notice in Lieu of the Statement* must be served, so uncheck the **Draft** field. Then, enter the date the *Notice in Lieu of the Statement* was served in the **In Lieu Date** field.
- **Exceptions Phase 3a:** When **the** statutory assessment time limit is exceeded, select the check box.
- **Exceptions Phase 3a** (text box): To **add** one of more exceptions:
  - i. Click the **Browse** button to display the **Select Exceptions Chooser** (*Lookup ID 0317*).

- ii. Select one or more exception reasons relevant to Phase 3a from the **Chooser**.
- iii. Click the **Select** button.

## Logging Final Statement details (Phase 3b)

This procedure describes how to record details of the Phase 3b 'final statement' process.

1. From the required student's record, select **Involvements** in the **Links** panel on the right-hand side of the **Home Page** to display the **Involvement Summary** dialog.
2. Select the required assessment involvement then display the **Statement Details** panel.

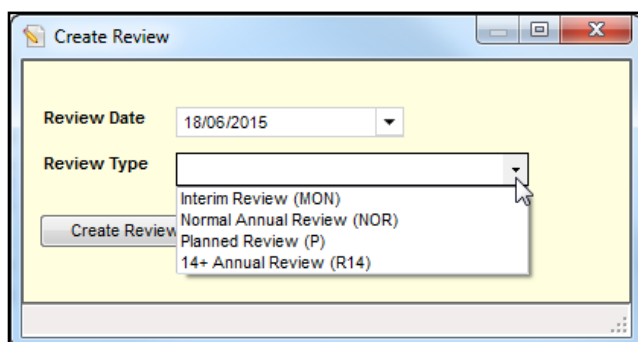
3. Enter the **Statement Details** panel (highlighted in red in the above screenshot):
  - **Completed**: When the final statement has been issued, tick this box and record the issue date in the **Final Date** field.
  - **Exceptions Phase 3b**: When the statutory assessment time limit is exceeded, select the check box.
  - **Exceptions Phase 3b** (text box): To add one or more exceptions:
    - i. Click the **Browse** button to display the **Select Exceptions Chooser** (*Lookup ID 0317*).
    - ii. Select one or more exception reasons relevant to Phase 3b from the **Chooser**.
    - iii. Click the **Select** button.
  - **Current** and **Active**: When the final statement is issued, tick these check boxes.

## Saving the Involvement and Creating a Review

When you save a Phase 3 assessment involvement for the first time, a system dialog is displayed enabling you to create a **SEN Review Involvement** record for the student.

1. Click **Save** at the top of the assessment involvement to display a confirmation dialog:

2. To create a future review involvement, click the **Yes** button to display the **Create Review** dialog.



**NOTE:** The **Review Date** is calculated one year ahead, in anticipation of **Review Type** being **Annual Review**.

3. Select the required **Review Type** from the drop-down.
4. If necessary, change the **Review Date**.
5. Click the **Create Review Involvement** button to display the **SEN Assessment** dialog.

**NOTE:** The review involvement is created in the background.

6. Click the **Save** button. The new statement review record is displayed on the **Review** panel of the assessment involvement.

To display the new statement review involvement, click the **Edit** button to display the **Review Involvement**.

**More Information:**

[Review Involvement](#) on page 52

## Enquiring on a Student's SEN Stage

When you save an assessment involvement after Phase 3 details have added, the **SEN Stage** field on the **Statement Details** panel displays the codes specified in the SEN Code of Practice, i.e.

- **Q** (Statement is under assessment)
- **S** (Final statement issued).

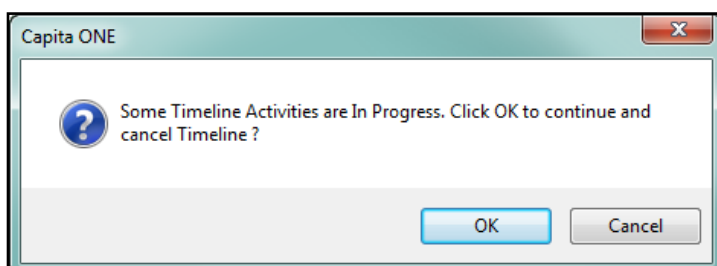
## Logging a Decision to Stop an Assessment

This procedure describes how to record a decision to stop the Phase 3b 'final statement' process.

1. Open the required student's assessment involvement.
2. Select the **Statement Details** panel.
3. Deselect the **Active** check box.
4. Enter the **Inactive Date**.
5. Select an **Inactive Reason** from the drop-down (*Table\_ID 0328*).

6. In the **Assessment Details** panel, select the **Stopped** check box.
7. Select a **Stopped Reason** from the drop-down (*Table\_ID* 0404).
8. Enter the **Stopped Date**.

9. Click the **Save** button. If a timeline is attached to the involvement, a dialog is displayed.



10. Click the **OK** button to cancel the timeline.

The **Case Status** of an involvement which has been stopped is displayed in the **Involvement Summary** panel, e.g. **Assmt. stopped**.

## Review Involvements

There are two types of SEN review involvement:

- **SEN assessment review involvement:** Linked to a SEN assessment involvement. You can create an assessment involvement in two ways:
  - When you finalise an assessment involvement, you can create a statement review involvement. For more information, see [Saving the Involvement and Creating a Review](#) on page 51.
  - From scratch. See [Creating a Statement Review Involvement](#) on page 54.
- **SEN standalone review involvement:** Linked to a student record, not an assessment involvement. For example, standalone review involvements can be used for:
  - Students who do not have a SSEN, but require provision for their needs, for example, a 'top-up of funding' review.
  - Students who require a separate review earlier than their annual review, due to a change in their circumstances.

**NOTE:** For both review types, the data entry fields and panels described below are identical, except that a standalone involvement is not associated with an assessment involvement in the **SEN Assessment Summary** panel. For more information, see [Creating a Statement Review Involvement](#) on page 54.

## Creating a Statement Review Involvement

To create a review involvement:

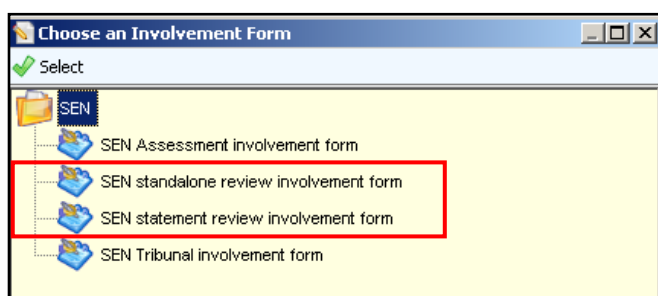
1. From a student's record, in the **Links** panel on the **Home Page**, select **Involvements** to display the **Involvement Summary** dialog.

**NOTE:** To complete an assessment review involvement that has been created from an assessment involvement:

Click the required review involvement in the **Involvement Summary** dialog to display the **SEN Statement Review** dialog.

Then, enter the panels as described in step 5 and onwards, below.

2. Click the **New** button to display the **Choose an Involvement Form** dialog.





3. Highlight the required review involvement type you want to create.
4. Click the **Select** button to display the **SEN Statement Review** dialog.

5. Select the **Involvement Details** panel.
6. Enter the required details:
  - **Start Date** and **End Date**: The **Start Date** defaults to the current system date. Add an **End Date** for the review involvement, if required.
  - **Status** (*Lookup ID 0674*): Select from the drop-down list, e.g. **Active**.
  - **Case File Number**: Add a case file number for the review involvement, if required.
  - **Description**: Add a description of the review involvement, if required.
7. Select the **Reasons** (*Lookup ID 1053*) panel to add one or more reasons for the review. The first **Active Reason** in the list is regarded as the **Primary Reason**.
  - a. Click the **Add** button to display the **Involvement Reason Chooser** pop-up window.
  - b. Select one or more reasons from the list
8. Select the **SEN Assessment Officers** panel to add the officers who are dealing with the review, if this has not been automatically populated.
  - a. Click the **Add** button to display the **Assessment Officer Chooser**.
  - b. Select one or more workers from the list.
9. Select the **SEN Assessment Summary** panel to add the assessment involvement to which this review relates.
  - a. Click the **Add** button to display the **Involvement Summary** dialog.
  - b. Select the relevant assessment involvement to which this review relates. The assessment's brief details are displayed in the **SEN Assessment Summary** panel.
10. Select the **SEN Admin Officers** panel to add the Admin Officers(s) who are dealing with the review, if this has not been automatically populated.
  - a. Click the **Add** button to display the **Admin Officer Chooser**.
  - b. Select one or more workers from the list.
11. Select the **SEN Statement Review** panel:

- **Review Date**
- **Review Type** (mandatory): Select from the drop-down which is populated via **Services | SEN Administration | SEN Review Type Setup**. For details, see [Setting up SEN Review Types](#) on page 16.
- **Meeting Date** and **Meeting Time**: Add the date and time of the review meeting at, for example, the student's school.
- **Officer Attendance**: Select the requirement for an SEN Officer to attend the review, i.e. **Essential, Desirable** or **Not Required**.
- **Student Attended**: Select the check box if the student attended the review meeting.
- **Review Report Date**: The date the report is received by the Local Authority.
- **Response Due** and **Response Complete**: These dates enable you to record and monitor the responses to the review report.
- **LA Outcome** (*Lookup ID 0441*): Select the Local Authority's recommendation following the annual review meeting.
- **School Outcome** (*Lookup ID 0859*): Select from the drop-down. This field logs the school's recommendation before the review meeting has taken place.

## Logging the Review Meeting Attendees and Outcome

1. In the **Attendees** panel, click the **Add** icon to open the **Person Enquiry** window which enables you to:
  - search on people recorded in the database
  - select the **Key Contacts** tab which displays people in roles linked to the service, e.g. SEN Professionals, Parent/Carer.
2. To log the review meeting decision, in the **Outcome** panel, click the **Add** button to display the **Involvement Outcome Chooser** (*Lookup ID 1054*).
3. Select the relevant outcome of this review, e.g. **Upheld, Denied**, etc.

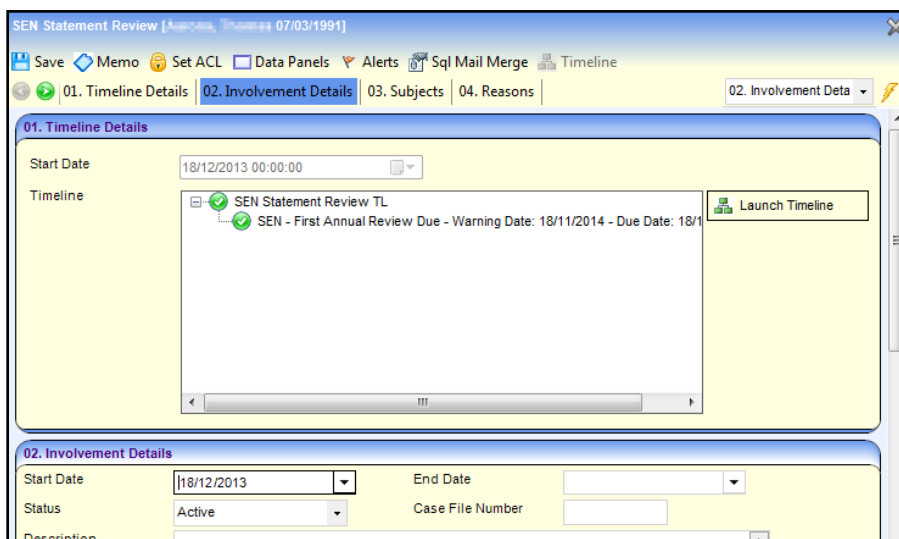
## Saving your work

To save the **Review Involvement**, click the **Save** button at the top of the **SEN Statement Review** page.

If you entered a **Response Completed** date (above), a message is displayed asking "Do you want to create Next Review?" To create a new review involvement ready for the next annual review, click **Yes**.

## Review Involvement Timeline created on Save

After you have saved the review involvement, and if its involvement form has been associated with a timeline, the **Timeline Details** panel is displayed as the new first panel of the **SEN Statement Review** dialog.

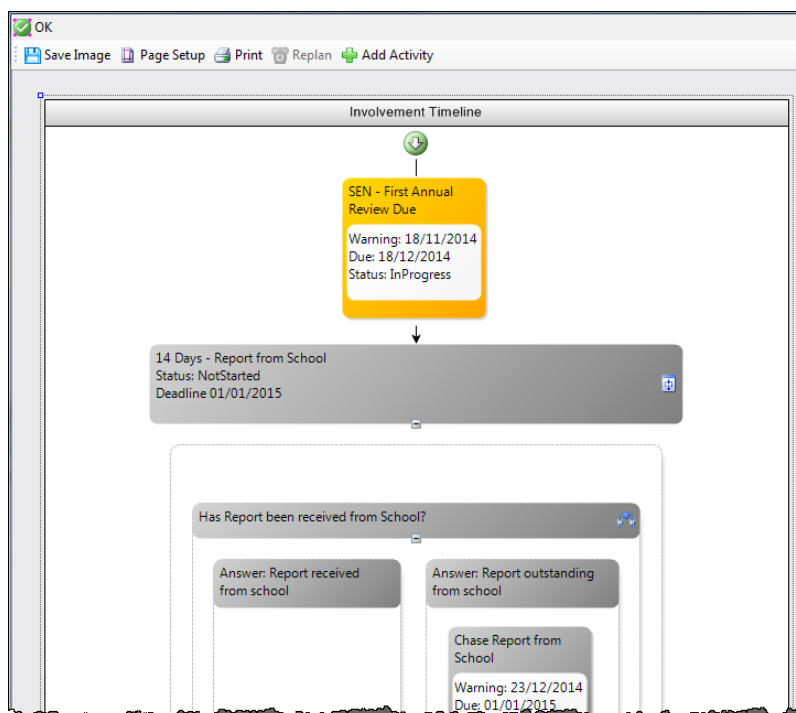


### More Information:

[Attaching a Timeline to the Involvement](#) on page 44

## Viewing the Review Timeline

In the **Timeline Details** panel on the **SEN Statement Review** page, click the **Launch Timeline** button to display the **Involvement Timeline** page showing a graphical representation of the review activities:



### More Information:

[Using the Timeline to Continue the Involvement](#) on page 45

## Tribunal Involvement

If parents disagree with the decisions of the Local Authority, they have the right to appeal to the SEN and Disability Tribunal, which is an independent body.

Parents must be informed about their right of appeal during the assessment process.

### More Information:

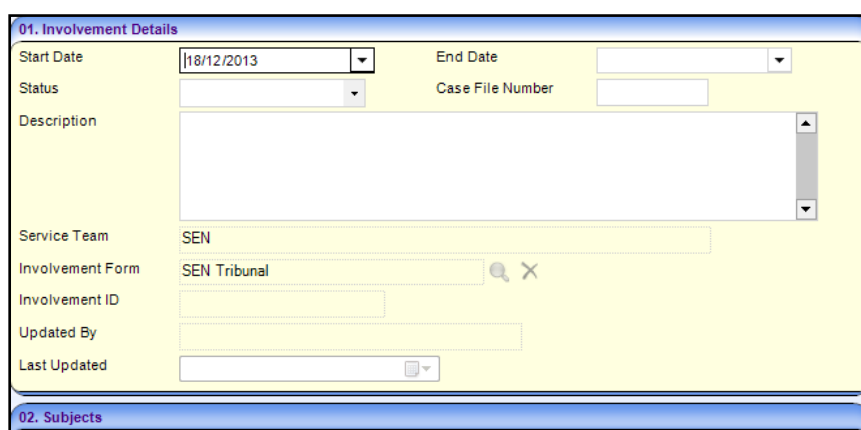
*SEN Tribunals* topic from the One online help

## Creating a Tribunal Involvement

You can add a SEN tribunal involvement from:

- A person record
- A student record (The method used in the following procedure).

1. Open the required student's record.
2. In the **Links** panel on the right-hand side of the **Home Page**, select **Involvements** to display the **Involvement Summary** dialog. All active involvements for this student are shown.
3. Click the **New** button to display the **Involvement Form Chooser**.
4. Select the required SEN tribunal involvement type.
5. Select the **Involvement Details** panel:



6. Enter the required details:

- **Start** and **End Date**: The **Start Date** defaults to the current system date. Add an **End Date** for the tribunal involvement, if required.
- **Status**: Select the involvement status, e.g. **Active**
- **Case File Number**: Enter a case file number, if required.
- **Description**: Add a description of this Tribunal case, if required.

**NOTE:** The **Subject** panel is automatically populated with the student's name etc.

7. In the **Reasons** panel, add the reasons for bringing the tribunal case, e.g. if the parents disagree with the contents of the SSEN.
8. In the **SEN Caseworkers** panel and the **SEN Admin Officers** panel, add the LA workers involved in the tribunal case. Use the **Choosers** dialogs to select them.

**NOTE:** These panels' names can be locally configured. See [Setting up a SEN Involvement Form](#) on page 19.

9. Select the **SEN Assessment Summary** panel.
10. Click the **Add** button to display the assessment involvements for this student.
11. Select the assessment involvement to which you want to link this tribunal involvement.

## Logging Tribunal Hearing details

1. Select the **SEN Tribunal Involvement** panel:

2. Enter the required details:

- **Tribunal Type:** Select the type of the tribunal hearing from the drop-down list, e.g. **Appeal against Non-Assessment**.
- **Notified Date:** Select the date that the Local Authority was notified of the tribunal hearing.
- **Hearing Date and Time:** Enter the date and time of the tribunal hearing.
- **Reference Number:** Enter the tribunal hearing reference.
- **LA Response and Response Date:** Enter these dates, if required.

3. Select the **Attendees** panel.

4. Click the **Add** button to display the **Person Enquiry** dialog which allows you to:

- a. Search for people recorded in the database or,
- b. Select the **Key Contacts** tab to display people in roles linked to the service, e.g. SEN Professionals, Parent/Carer.

5. Click the **Save** button.

**NOTE:** The **Involvement Status History** panel is updated automatically when you save. It displays the date when the involvement's status was last updated.

## Involvements and Activities

Activities include school, home or other agency visits, meetings (e.g. Panel Meetings, Case Conferences); also work that a caseworker must do such as write up a report or preparation time.

Workflow items can be recorded against involvements and activities and then assigned to a user or a post. The workflow item displays on **My Workflow Messages** on the **My Home Page**.

An electronic sign off facility is available which locks the activity or the involvement and records who signed the record off and when.

**NOTE:** Individual fields on activities and involvement forms can be configured to be mandatory via **Tools | Set Mandatory Fields**.

To add activities to involvements:

1. Click the **Activities** link on the **Involvements** page to display the **Activity Enquiry for Involvement** dialog.
2. Search for an existing **Activity** or add a new one.

## Using SEN

It is not possible to link an involvement to a pre-existing activity as an activity must be specific to its linked involvement.

### More Information:

The v4 Client online help file.

*RG\_Activities\_Creating an Activity* available on the **One Publications** website via **CSS / SEN / SEND / ChSC**.

## Reallocating an Involvement

Users with the appropriate permissions can reallocate involvements:

- from one caseworker to another caseworker, or
- from one administrative officer to another administrative officer.

**NOTE:** Permissions are granted via **Tools | Permissions | User Group Processes | User Group Processes Editor | CSS Administration**.

## Business Rules

One applies the following business rules when reallocating an involvement:

- The recipient of the involvement must be in the same establishment as the existing caseworker or administrative officer.
- You cannot reallocate an involvement to a person with a different role.
- If the person is a caseworker and an administrative officer, you must use the wizard twice, once for each role.

After you have reallocated an involvement, you can print the details.

## Select User to Reallocate From dialog (wizard 1 of 5)

To select a SEN user, you want to reallocate involvements from:

1. Select **Focus | Services | CSS Administration | Involvement Reallocation** to display the names of all caseworkers and administrative officers who have been allocated active involvements of any type.

Service Team	Post	Surname	Forename	Role
Contains: ▾	Contains: ▾	Contains: ▾	Contains: ▾	Contains: ▾
SEN	SEN Admin Officer	James	Justina	Adminofficer
SEN	SEN Admin Officer	Pauline	William	Adminofficer
SEN	SEN Admin Officer	Doris	Jane	Adminofficer
SEN	SEN Admin Officer	Angela	Doris	Adminofficer
SEN	SEN Admin Officer	Amy	Shane	Adminofficer
SEN	SEN Caseworker	Thomas	George	Caseworker
SEN	SEN Caseworker	Jonathan	Simon	Caseworker
SEN	SEN Caseworker	Andrew	Daman	Caseworker
SEN	SEN Caseworker	Andrew	Yvonne	Caseworker
SEN	SEN Caseworker	Anna	Richard	Caseworker
SEN	SEN Caseworker	Allyson	Billy	Caseworker
SEN	SEN Sys Admin	Travis	Adam	Adminofficer
SEN	SEN Sys Admin	Tapscott	Anna	Caseworker
SEN	SEN Sys Admin	Helen	Michael	Caseworker

An active involvement is where the **Start Date** on the involvement is either the same as, or earlier than, the system date. The **End Date** is either blank or is after the system date.

**NOTE:** One only displays caseworkers and administrative officers who have a current role on an involvement.

- Highlight a caseworker or an administrative officer.
- Click the **Next** button to display the **Select Involvements to Reallocate** (2 of 5) dialog.

## Select Involvements To Reallocate dialog (wizard 2 of 5)

This dialog displays the involvements for the user you selected in the first page of the wizard.

Reallocate	Subject	Current Base	Involvement Form	Status	Start Date	End Date	Se
<input checked="" type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	Co
<input checked="" type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE
<input type="checkbox"/>	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Equals: [dropdown]	Equals: [dropdown]	SE

- Select the **Reallocate** check box adjacent to the involvement to be reallocated. You can reallocate multiple involvements.

**NOTE:** To select all involvements, select the check box in the **Reallocate** header panel.

- Click the **Next** button to display the **Select User to Reallocate to** (3 of 5) dialog.

## Select User to Reallocate To dialog (wizard 3 of 5)

This dialog displays the names of all caseworkers and administrative officers that belong to the same establishment group as the caseworker or administrative officer you selected in the first wizard dialog.

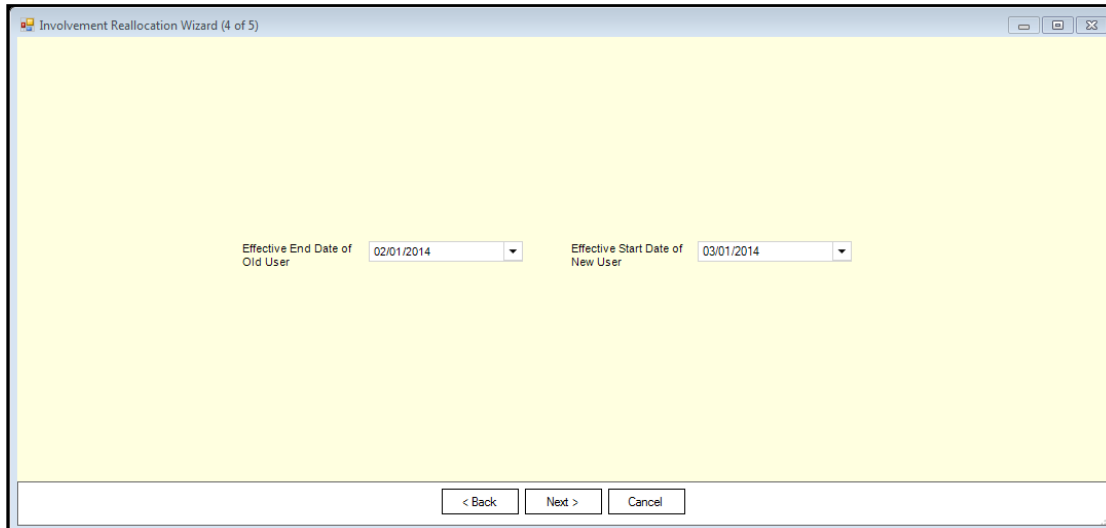
Service Team	Post	Surname	Forename
Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]	Contains: [dropdown]
SEN	SEN Admin Officer	[Surname]	[Forename]
SEN	SEN Admin Officer	[Surname]	[Forename]
SEN	SEN Admin Officer	[Surname]	[Forename]
SEN	SEN Admin Officer	[Surname]	[Forename]
SEN	SEN Admin Officer	[Surname]	[Forename]
SEN	SEN Sys Admin	[Surname]	[Forename]
SEN	SEN Sys Admin	[Surname]	[Forename]
SEN	SEN Sys Admin	[Surname]	[Forename]
SEN	SEN Sys Admin	[Surname]	[Forename]
SEN	SEN Sys Admin	[Surname]	[Forename]
SEN	SEN Sys Admin	[Surname]	[Forename]

## Using SEN

1. Highlight the user you want to reallocate the involvements to.
2. Click the **Next** button to display the **Effective Dates** dialog (4 of 5) dialog.

### End Date and Start Date dialog (wizard 4 of 5)

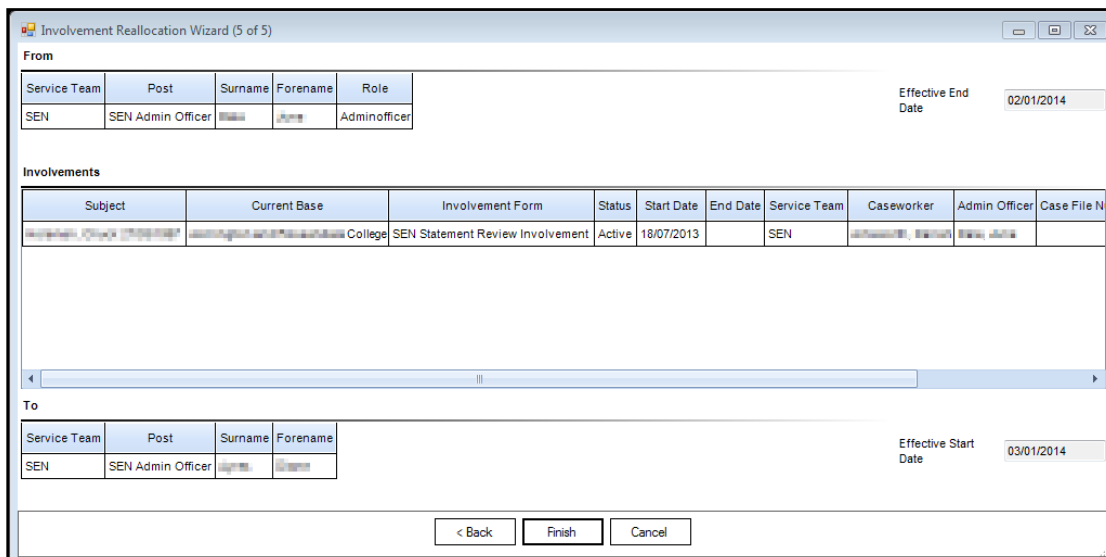
This dialog enables you to specify the old user's end date and the new user's start date.



1. Select the **Effective End Date of Old User**.
2. Select the **Effective Start Date of New User**.
3. Click the **Next** button to display the **Review** (5 of 5) dialog.

### Review dialog (wizard 5 of 5)

This dialog displays read-only details about the involvement reallocation.



Service Team	Post	Surname	Forename	Role	Effective End Date
SEN	SEN Admin Officer	John	John	Adminofficer	02/01/2014

Subject	Current Base	Involvement Form	Status	Start Date	End Date	Service Team	Caseworker	Admin Officer	Case File N
College SEN Statement Review Involvement	College	SEN Statement Review Involvement	Active	18/07/2013		SEN			

Service Team	Post	Surname	Forename	Effective Start Date
SEN	SEN Admin Officer	John	John	03/01/2014

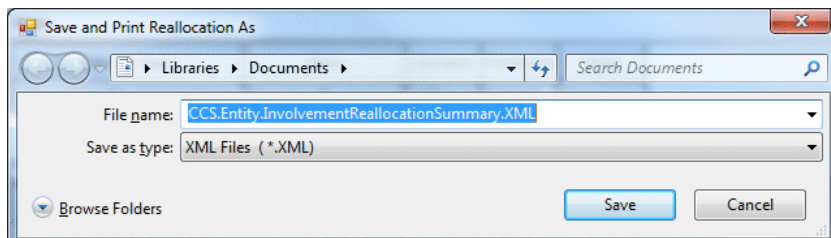
1. To carry out the reallocation as shown on the dialog, click the **Finish** button to display a confirmation dialog. (To return to the previous screens, click the **Back** button.)
2. Click the **Yes** button to reallocate the involvement.



## Save and Print

To save and print the involvement reallocation details:

1. Click the **Yes** button in the print message dialog, to display the **Save and Print Reallocation As** dialog.



2. Select a location to save the file.
3. Enter a **File name**. The file can only be saved as an .XML file.
4. Click the **Save** button to display the document.

Bulk Involvement Reallocation									
Involvement(s) successfully reallocated and updated to Database on 02/01/2014 10:55:12 by System Administrator									
From					Effective End Date: 02/01/2014				
Service Team	Post	Surname	Forename	Role					
SEN	SEN Admin Officer			Adminofficer					
Involvement(s)									
Subject	Involvement Form	Status	Start Date	End Date	Service Team	Caseworker	Admin Officer	Case File Number	Case Status
	SEN Statement Review Involvement	Active	18/07/2013		SEN				
To					Effective Start Date: 03/01/2014				
Service Team	Post	Surname	Forename	Role					
SEN	SEN Admin Officer			Adminofficer					

5. Select the **File | Print** button to print the document.

## Recording a Provision

Although SEN v4 enables you to record a provision against a student, the following procedure assumes you want to create a provision against an involvement.

**NOTE:** If you record a provision directly against a student, you will not be able to report on provisions recorded against student's involvements.

### Before you start

Decide which provision method to use, i.e. 'Service Provider Link' or 'Charge Type and Service'. Make sure that the relevant entities have been set up, e.g. service providers, services, charge types etc.

Other prerequisites for creating provision records are:

- You must have the appropriate access rights.
- Provision years (academic or financial) with start and end dates must be defined. See [Provision Year Setup](#) on page 37.

## Using SEN

- A service category must be set up and linked to your SEN service team. See [Creating a Service Team](#) on page 11.
- Lookup codes must be populated during the service team definition. See [Creating a Service Team](#) on page 11.

## Adding a Provision to an Involvement

1. Open the **Student's** record you want to record the provision against.
2. Click **Involvements** link from **Links** panel to display the **Involvement Summary** dialog showing all active involvements for this student.
3. Select the required completed involvement.
4. Click the **Provision** link from the **Links** panel to display the **Provision Summary** dialog.

**NOTE:** The **Provision Summary** dialog displays provision records which already exist for this student's involvement and enables you to create new provision records.

Select	Base Name	Service	Funding Body	Charge Type	PB	Start Date	End Date	FTE	Current Rate
<input type="checkbox"/>	Contains: ▾	Contains: ▾	Contains: ▾	Contains: ▾	Equals: ▾	Equals: ▾	Contains: ▾	Contains: ▾	

5. Click the **New** button to display the **Provision Allocation** dialog.

01. Provision Details

Service Team: SEN

Provider and Service: [ ] Charge Type: [ ]

Provider and Service: [ ] Charge Type: [ ]

Charge Type: [ ] Service: [ ]

Start Date: [ ] End Date: [ ]

Save and Continue

6. Select the required **Service Team**.
7. Select the provision method you want to use for this student, i.e. **Provider and Service** or **Charge Type**.

**NOTE:** You can use only *one* provision method, i.e. either 'Service and Provider Links' or 'Charge Type and Service'. For more information, see [Provision Setup](#) on page 32.

Enter the next fields on this panel depending on which provision method you chose.

8. Select the **Start Date** for the provision. If the provision is for a limited period, you can select an **End Date**, but it may be left blank for ongoing provision needs.
9. To save and generate the provision, click the **Save and Continue** button to display the full **Provision Details** panel and the **Charge/Cost Details** panel.

The following screen displays when the **Charge Type and Service** radio button is selected.

The following screen displays when the **Provider and Service** radio button is selected.

## Changing the Charge Type

If you are used the 'Charge Type and Service' method, after you save, an additional **Change Charge Type** field is displayed, and the **Charge Type** field is made read-only. You can change the **Charge Type**, if necessary, and a new **Service** can then be selected. The **Charge Type** field is updated when saved.

When you click the **Change Charge Type** browse button, a dialog is displayed from which you can select an alternative charge type. If you select a new charge type, a **Preview** dialog is displayed so you can see the effects of the new charge type on the provision costs:

Provision Year	Start Date	End Date	Unit	Cost Per Unit	FTE	Hrs/Wk	Wks/Year	Calculated Estimate
2013/2014	13/12/2013	31/01/2014	Hour	20.00	1.0000	1.0000	52.1429	0.00
2013/2014	01/02/2014	31/03/2014	Hour	30.00	1.0000	1.0000	52.1429	0.00
2014/2015	01/04/2014	30/04/2014	Hour	30.00	1.0000	1.0000	52.1429	0.00

## Personal Budget

When you add the provision record, a **Personal Budget** check box enables you to identify the provision as a personal budget.

Personal Budget	<input checked="" type="checkbox"/>
Personal Budget Type	Direct Payment - Education
Third Party Arrangements	<input checked="" type="checkbox"/>

To record the provision as a personal budget:

1. Select the **Personal Budget** check box.
2. Select one of the following **Personal Budget Types**:
  - Direct Payment – Education
  - Direct Payment – Health
  - Direct Payment – Integ Funding
  - Direct Payment – Social Care
  - Organised Arrangements.
3. If the personal budget provision for a direct payment is a direct payment made to other people, select the **Third-Party Arrangements** check box.

## Editing Charges

To change the charges to reflect new costs, if required, click the **Edit** icon. This opens the **Cost Details** dialog where you make the required changes.

**WARNING:** Changes made in the **Edit** dialog affect all records using that charge type.

## Recording payments against a provision

1. In the **Charge/Cost Details** panel, highlight the required provision.
2. Click the **Payments** button to display the **Provision Transactions** dialog.
3. Complete the **Transaction Details** panel, as required.
4. Click the **Save** button to display the transaction details in the top panel in the **Provision Transactions** dialog.
5. Close the window to return to the **Provision Allocation** dialog.
6. Enter details in the remaining panels on the **Provision Allocation** page as required:
  - **Payee Details:** Record the payee details against a provision.

The screenshot shows a software window titled "Provision Allocation". At the top, there are several icons and menu items: Save, Memo, Set ACL, Alerts, Sql Mail Merge, and UDF Manager. Below these are four tabs: "01. Provision Details", "02. Charge /Cost Details", "03. Payee Details" (which is selected), and "04. Funding Body". To the right of the tabs is a dropdown menu showing "03. Payee Details" and an edit icon. The main area of the window is titled "03. Payee Details" and contains the following fields:

- Payee Name: A single-line text input field.
- Payee Account Number: A single-line text input field.
- Payee Sort Code: A single-line text input field.
- Roll Number: A single-line text input field.
- Third Party Name: A multi-line text input field.

- **Payee Name:** Free text with a maximum of 50 characters.

- **Payee Account Number:** Numeric only, with a maximum of 15 characters.
- **Payee Sort Code:** Numeric only, with a maximum of 8 characters in the format 00-00-00.
- **Roll Number:** If the payee is a building society you can enter the account roll number. Numeric only, with a maximum of 15 characters.
- **Third Party Name:** Free text with a maximum of 100 characters.

■ **Funding Body:**

- i. Click the **Add** button to display the **Provision Funding Details** dialog.
- ii. **Funding:** Select the required funding body.
- iii. **Percentage:** If required, change the default to reflect the percentage provided by this funding body.
- iv. Click the **Save** button.

■ **Funding LA:** It is mandatory to add the Local Authority that is funding the provision.

- i. Click the **Add** button to display the **Lookup Codes – LEA Name** dialog.
- ii. Highlight one or more local authority **Internal Codes**.
- iii. In the **Key Contacts** tab window, you can add key contacts by selecting the required check boxes.
- iv. Click the **Select** button.

**NOTE:** Funding bodies are defined via **Tools | Administration | Lookups**; the lookup only displays those defined with an external code of **LEA**. If only one funding body is listed for the provision, it automatically populates this field.

■ Provision **Reasons** panel.

- i. Click the **Add** button to display the **Provision Reason Chooser** dialog.
- ii. Highlight one or more **Reason Codes**.
- iii. Click the **Select** button.

■ **Specialist** panel:

- i. Click the **Add** button to display the **Person Enquiry** dialog.
- ii. In the **Person Enquiry** tab window, you can search for and add people on the One people database.
- iii. In the **Key Contacts** tab window, you can add key contacts by selecting the required check boxes.
- iv. Click the **OK** button.

7. Click the **Save** button.

## Provision Transfer Wizard

The **Provision Transfer Wizard** lets you transfer one or many provisions for a subject if they move from one base to another.

**NOTE:** The permissions for **Provision Transfer** are set up via **Tools | Permissions | User Group Processes | Main Business Process – CSS Administration | Provision Base Transfer**.

To transfer a provision:

1. Select **Focus | People | Student/Person/ICS Person | Provision** to display the **Provision Summary** screen.
2. Select the provisions for the subject that you wish to transfer; the **Transfer Selected Provisions** button is activated.

Select	Base Name	Service	Funding Body	Charge type	Start date	End Date	FTE	Current Rate	Hrs/Wk	Wks/Year
<input checked="" type="checkbox"/>	Test Nursery	Support Te...	HSS	SEN1	23/04/2014	15/07/2016	1.0000	100.00	1.0000	52

3. Click the **Transfer Selected Provision** button to display the **Provision Base Transfer Wizard (1 of 3)** dialog.

4. In the **Base Enquiry** panel, search for the base to which you wish to transfer the selected provision.

- a. Enter the search criteria fields, e.g. **Name**.
- b. Click the **Search** button to display the results in the results panel.
5. Select the base to which you want to transfer the selected provision.
6. Click the **Next** button to display the **Provision Base Transfer Wizard (2 of 3)** dialog.

7. If required, change the dates.
8. Click the **Next** button to display the **Provision Base Transfer Wizard (3 of 3)** dialog.

**NOTE:** The **Provision Base Transfer Wizard (3 of 3)** displays the changes made to the original base in which the provision is ended, and the provision being transferred to the new base.

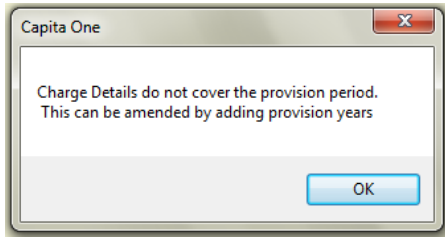
Base Name	Service	Charge Type	Start Date	End Date	Calculated Estimate	Edited Estimate	Amount Paid	Provider	Service Team	Update Edit.Est
Test Nurs...	Home Tutor	NKM1	18/06/2014	18/06/2014	1.00	1.00	0.00		SEN	<input type="checkbox"/>

Base Name	Service	Charge Type	Start Date	End Date	Calculated Estimate	Edited Estimate	Amount Paid	Provider	Service Team
High Sch...	Home Tutor	NKM1	19/06/2014		1.00	1.00	0.00		SEN

If a provision year has not been set up to cover the date range of the provision, the following warning message is displayed:

**Using SEN**



To acknowledge the message, click the **OK** button. For details about adding provision years, see [Provision Year Setup](#) on page 37.

**Panel messages:**

- The **Provisions Ended Preview** panel warning message (in red) is a reminder that if you do not select the **Update Edit Est** check box, then One does not update the **Edited Estimate** field when the provision is transferred.
- The **Provisions Started Preview** panel warning message (in red) is a reminder that the **Start Date** and **End Date** of the **Charge Type Value** do not span the provision date.

9. Click the **Finish** button to display the following message:

The selected Provision(s) will now be transferred. Do you wish to continue?

10. Click the **Yes** button to display the following confirmation message:

Provision(s) transferred successfully.

11. Click the **OK** button to display the following message:

Do you want to save and print the transferred details?

12. Click the **Yes** button to save the record to a specified folder. The report displays.

<b>Bulk Provision Transfer</b>									
Provision(s) successfully transferred and updated to Database on 05/11/2013 14:54:19 by System Administrator									
Surname: Aarons			Forename: Julie			Dob: 01/09/1997			
Provision(s) Ended at Current Base									
Base Name	Service	Charge Type	Start Date	End Date	Calculated Estimate	Edited Estimate	Actual Cost	Provider	Service Team
XXXXXXXXXX Upper School	Neils Service	NKM	04/11/2013	05/11/2013	30.00	2220.00	0.00	Neils Service Team	Neils Service Team
XXXXXXXXXX Upper School	Neils Service	NKM	04/11/2013	05/11/2013	30.00	2220.00	0.00	Neils Service Team	Neils Service Team
Provision(s) Started at New Base									
Base Name	Service	Charge Type	Start Date	End Date	Calculated Estimate	Edited Estimate	Actual Cost	Provider	Service Team
XXXXXXXXXX Middle School	Neils Service	NKM	06/11/2013		2190.00	2190.00	0.00	Neils Service Team	Neils Service Team
XXXXXXXXXX Middle School	Neils Service	NKM	06/11/2013		2190.00	2190.00	0.00	Neils Service Team	Neils Service Team



## Student Placement and Transfer

Use the **Placements and Transfers** functionality when a student with a SEN statement moves to another school. The information recorded here is a statutory requirement for the SEN2 and STATS2 returns.

- A **Placement** is a school that the student will attend. This can be the same school as they are already attending prior to being statemented.
- A **Transfer** is when the placement type (i.e. school) is a different SEN school type from the type of the school they were previously registered to, e.g. Maintained Mainstream School to Maintained Special School.

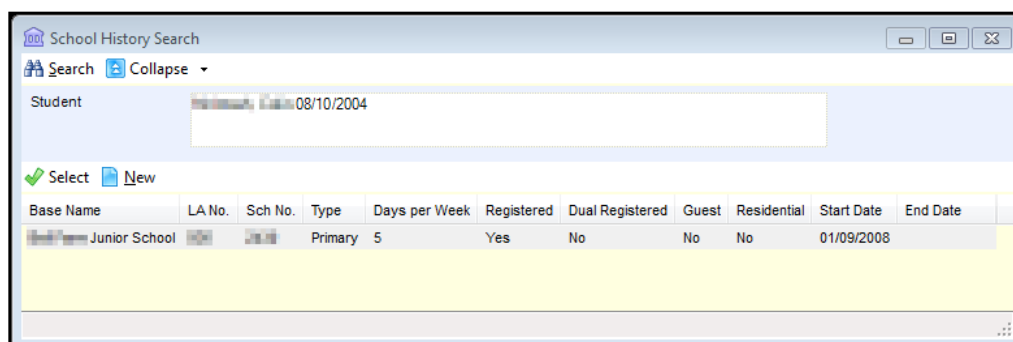
### Creating a Placement /Transfer

To create a placement/transfer for a student:

1. In the student's assessment involvement, click the **Placement/Transfer** link in the **Links** panel on the right-hand side of the screen to display the **Placement/Transfers** dialog.

2. Click the **Add** button to display the **Placement/Transfer** dialog.

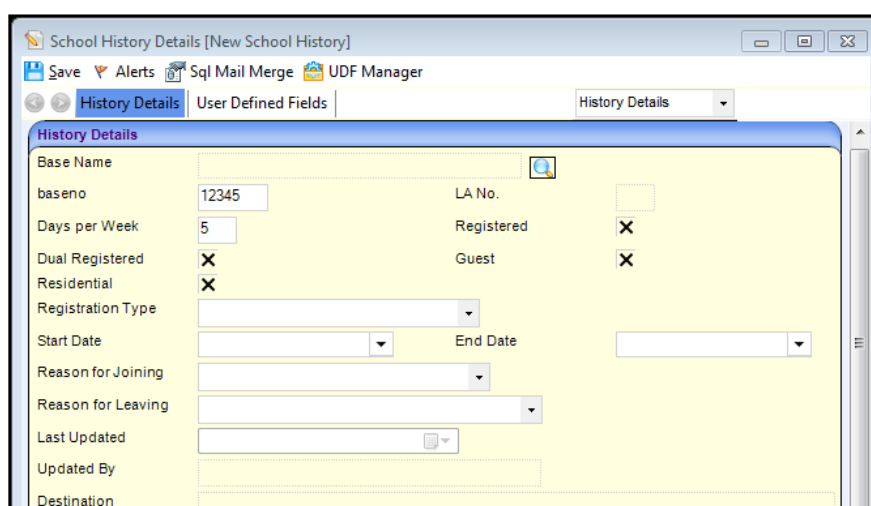
3. Click the **Browse** icon adjacent to **Base** to display the **School History Search** dialog which lists all schools in the student's school history.



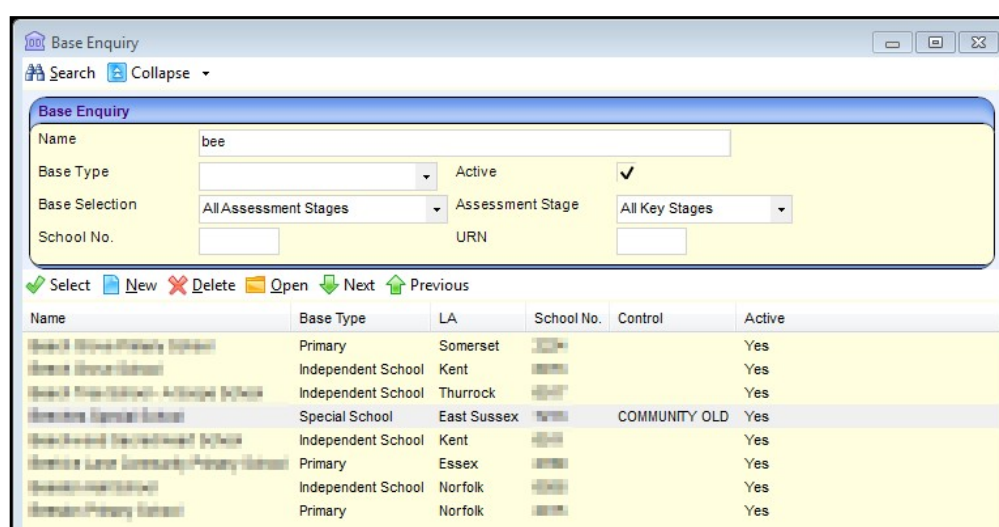
4. Select the school the student is moving to.

To add an existing base, highlight a school from the list of **Base Names** then click the **Select** button to return to the **Placement/Transfer** dialog.

- a. To add a new school to the school history record, click the **New** button to display the **School History Details** dialog.



- b. In the **History Details** panel, click the **Browse** button to display the **Base Enquiry** dialog.



- c. **Search** for the new school you want by entering search criteria in the **Base Enquiry** panel.
- d. From the search results list, highlight the required school.

- e. Click the **Select** button to return to the **School History Detail** dialog.
- f. Enter the **History Details** panel with the new school details and the details for joining/leaving etc.

- g. Click the **Save** button to return to the **Placement/Transfer** dialog.

## 5. Enter a **Placement Start** date.

For more information about the fields in the **Base** panel on the above screen, see the One online help.

**NOTE:** *Placement Type* is automatically populated by the value of the **SEN School Type** from the bases setup.

## Using SEN

- The **Sessions** default to fulltime attendance at this school. Make the required changes if the student's attendance at this school is not fulltime.
- If the student's placement is at a school of a different type (i.e. from the previous school), select the **Is Transfer** check box.

**NOTE:** If the **Placement Type** is different from the student's original school, the **Is Transfer** box is blank.

- If this school is within the student's local authority, select the **Within LA** check box.
- If this placement is a transfer, select the **Transfer** panel and select **Transfer Type**, **Transfer Reason** and **From Base**
- Click **OK** to save.

## Communication Log

Using the Communication Log you can record all relevant communications, ingoing and outgoing, such as letters, email, telephone calls relating to a particular involvement. This ensures that all members of the SEN team have access to the latest information when dealing with a case.

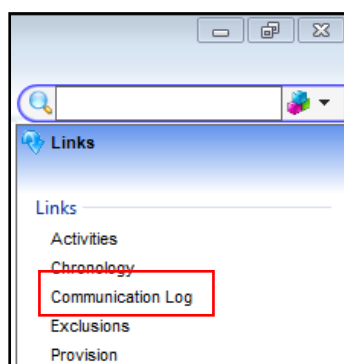
A workflow item can be recorded on the communication log and assigned to a user or a post. The workflow item displays in **My Workflow** messages on the **My Home Page**.

An electronic sign off facility is available which locks the communication log and records who signed the record off and when.

## Accessing the Communications Log

You can access the **Communication Log** in one of the following ways:

- If the student is known to your service:
  - Select **Home Page | My Involvements | [student record] | Links area | Communication Log**,
  - Select **[student record] | Links Area | Involvements | Links area | Communication Log**
- If the student is not known to your service:
  - Select **Focus | People | Person/Students | Links area | Communication Log**



### More Information:

*RG\_Communication\_Log\_Follow\_Up* available from <http://www.onepublications.com>

*RG\_Communication\_Log\_New\_Communication* available from <http://www.onepublications.com>

*Communication Log* topic from One online help.

## Service Team Workload

Service team members can view, edit or create involvements and activities for an individual or a service team via **Focus | Services | CSS Service Team Workload**.

Activity	Start Date	Start Time	End Date	End Time	Complete	Service	Description	Base	Activity
Home Visit	13/03/2013		13/03/2013		13/03/2013	SEN			
Home Visit	13/03/2013		13/03/2013		13/03/2013	SEN			
Home Visit	13/03/2013		13/03/2013		13/03/2013	SEN			
Home Visit	22/03/2013		22/03/2013		22/03/2013	SEN			
Meeting	22/03/2013		22/03/2013		22/03/2013	SEN			
Meeting	01/07/2013		01/07/2013		01/07/2013	SEN	sasas		

### More Information:

*CSS Service Team Workload* topic from the *One* online help

## Involvements Workload

This panel displays all involvements which have been assigned to the selected person or service team.

## Activities Workload

Activities can represent school, home or other agency visits, meetings (e.g. panel meetings, case conferences) or can represent work that a caseworker must do such as write up a report or preparation time.

This panel displays a list of activities for the selected person or service team. If you have selected a person rather than a service team, activities are listed for all service teams to which they belong.

### More Information:

*Activities (Workload)* topic from the *One* online help

## Using My Home Page

After you login, the **My Home Page** is displayed. The page comprises a series of panels for students which have been assigned to you. The following panels are relevant to SEN.


### My Workflow Messages


This panel displays all active workflow items either assigned to you personally or items which have been assigned to a post of which you are a member.


You can reassign messages by forwarding to another user or can be deleted.


### My Involvements

This panel displays all involvements which have been assigned to you. If the involvement is associated with a timeline, an icon indicates the current status of the timeline:

 Warning Date has been reached.

 Target Date has been reached.

 Timeline is In Progress.

 Timeline is Complete.

### My Activities

Activities are tasks assigned to you, these may be linked for example, to an Involvement, a visit or meeting and any tasks or events added via the Calendar, including recurring tasks.

### My Completed Reports

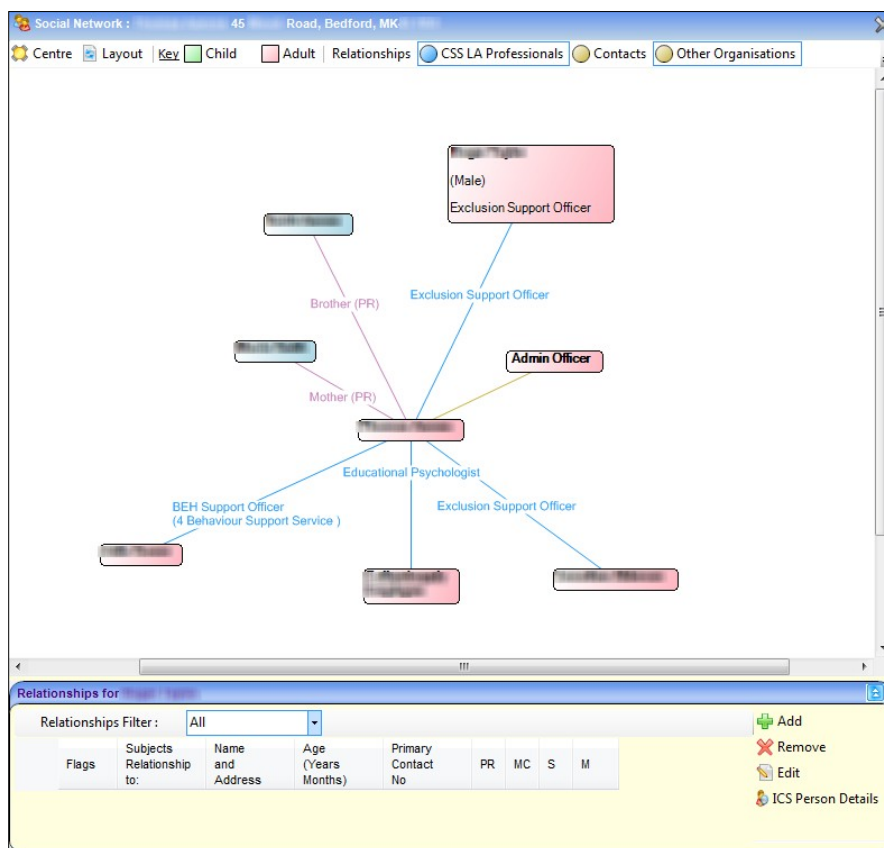
The **My Completed Reports** list shows all generated reports for which you have permission to view.

## Using the Social Network Diagram

Key professional and personal relationships for a selected person are displayed diagrammatically as a **Social Network**. This includes parents and carers, siblings, caseworkers, other involved authority professionals, and any other professionals that have been recorded as contacts for the person.

To view a **Social Network** for a student:

1. Display the student's record.
2. Click the **Social Network** link in the **Links** feature panel on the left-hand side of the screen to display the **Social Network** dialog.



## What is displayed on the diagram?

Contacts, e.g. parents/carers, head teachers, doctors, etc. that are recorded in the One database are automatically displayed in the eco-gram. Each contact is represented as a box showing the person's name:

- To expand the box to display related details, e.g. address, gender, association, point your mouse at a name. A young person link is coloured green (pre-16-year-old) and an adult link is coloured pink (16 and over).
- To display a list of association types for the subject, point your mouse on the subject box.

**NOTE:** Each box is linked to the subject by a line with an intersection showing the association type, for example, mother, father, sibling, head principal, education psychologist.

## What is not displayed?

If a founded allegation against a carer is recorded, an association is created between the abused person and the abuser. These associations are not displayed on the Social Network.

## Navigating around the diagram

Each box can be moved on-screen by clicking and dragging the box showing the person's name.

- If the diagram is larger than the available screen size, click the **Centre** button to centre the diagram.
- If you change the diagram layout, click the **Reset** button to return it to its original layout.
- To open the details of a person, click a box in the **Social Network** then click the **Person Details** link.



## Making SEN Enquiries on a Student's Record

### National Health Service Number

You can add or view a student's **National Health Service Number** on a student's record via the **National Health Service Number** panel.

### Supporting Details

To view a student's **SEN Status**, open the student's record and select the **Supporting Details** panel. **SEN Status** is read-only. It can be edited via the **SEN Stage History** panel.

The screenshot shows the '07. Supporting Details' panel. The 'SEN Status' dropdown is highlighted with a red box and displays 'K - SEN Support'. Other visible fields include Social Services, Student Carer, Service Family, Gifted and Talented, Mode of Travel, Care Order, PEP, FSM Eligibility (checked), G+B FSM (unchecked), Youth Support Services Agreement Indicator, and Post Looked After Arrangements.

### SEN Needs - Other

The **SEN Start Date** and **SEN End Date** are now recorded on **SEN Needs – Other** panel.

The screenshot shows the '13. SEN Needs – Other' panel. It features a table with the following columns: Date of Change, Rank, SEN Need, SEN Start Date, and SEN End Date. The 'Add' button is highlighted with a red box. To the right of the table are buttons for 'Add', 'Edit', and 'Remove'.

Clicking the **Add** button enables you to record the details of any other SEN Needs, including the start and end dates.

The screenshot shows the 'SEN Need Details' dialog box. The 'Date of Change' is set to 27/06/2017. The 'Rank' field is empty. The 'SEN Start Date' and 'SEN End Date' fields are also empty. The 'SEN Need' dropdown is currently blank.

Records can be saved without a rank where the SEN Need is closed, e.g. with an end date before the system date.



## SEN Stage History

To view a student's **SEN Stage** details, open the student's record and select the **SEN Stage History** panel. The records are sorted by descending order of start date:

The screenshot shows the '23. SEN Stage History' panel. At the top, there are controls for 'SEN Status' (set to 'K - SEN Support') and 'SEN Status Start Date' (set to '27/06/2017'). Below these are 'Add' and 'Edit' buttons. A table displays the history of SEN stages:

SEN Stage	Date of Change	Source	Start Date	End Date
K - SEN Support	27/06/2017	CCS	27/06/2017	
A - SchoolAction	27/06/2017	CCS	23/06/2017	26/06/2017
P - SchoolAction Plus	27/06/2017	CCS	20/06/2017	22/06/2017

A 'Remove' button is visible to the right of the table. The current record, 'K - SEN Support', is highlighted in blue.

The current **SEN Status** cannot be removed from the records. Only historical records can be removed.

# 05 | Child Protection

## Overview

Protection from abuse and neglect is a fundamental right of all children. Children suffering or at risk of abuse or neglect need to be identified early and provided with appropriate support to help prevent problems from escalating and give them the best chance to thrive in life.

Professionals working with children need to be able to:

- identify signs of abuse and neglect early.
- assess the needs of the children and their families effectively.
- share information effectively and appropriately within and between organisations.
- develop interventions that are effective in improving the lives of the children they are intended to help.

One uses child protection events to monitor child protection. It records and displays the details of a child’s protection registration. It also records the details of a child protection for a child from another local authority, living in the authority using One.

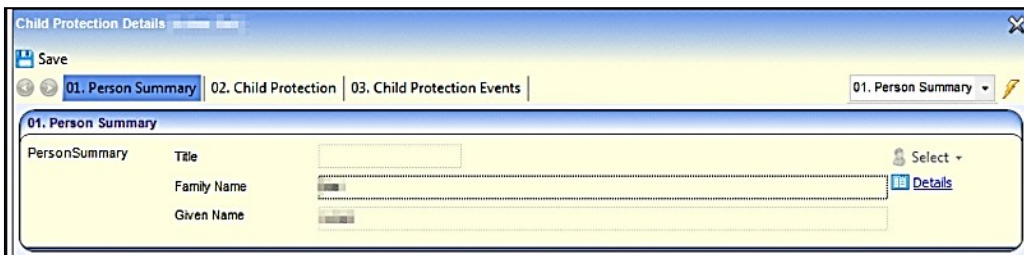
Depending on the type of event, messages are displayed on the **My Home Page** in either **My Workflow Messages** or **My Referrals**.

## Creating a Child Protection Record

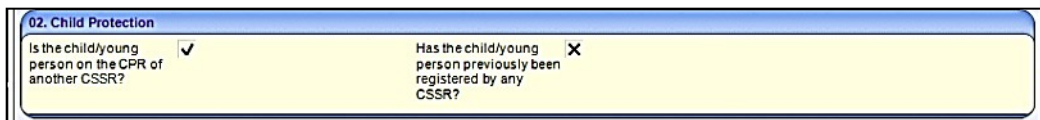
To create a new child protection record:

1. Select **Focus | People | Students | Student Details | Links panel | Child Protection** to display the **Child Protection Details** page.

On the **Person Summary** panel, the **Family Name** and **Given Name** are pre-populated. Click the **Details** button to view full details of the child.



2. If required, select the **CSSR** check boxes on the **Child Protection** panel.



These are tri-state check boxes; the default is blank (unknown). Select the check box once to change the status to true (tick), select again to change the status to false (cross).

3. On the **Child Protection Events** panel, click the **Add** button to display the **Child Protection Event [New Child Protection Event]** dialog.

**Open/Closed**, **Record Type** and **Created Date** are pre-populated.

4. Select a **CSSR** (Council with Social Services Responsibility).
5. Enter a **Start Date**.
6. If required, enter an **End Date**. The end date cannot be on or before the start date.
7. If required, enter a **Comment**. This is a free text field for information relevant to this child protection event.
8. On the **Child Protection Categories** panel (*Table\_ID 0529*), select one or more categories.

9. Click the **OK** button to return to the **Child Protection Details** page; the **Child Protection Events** panel is populated.

10. Click the **Save** button to save the child protection record.

The new child protection record can be viewed on the child’s chronology.

## Child Protection Contact Enquiry Record

A **Child Protection Contact Enquiry** can be recorded against a child. It enables you to view details of the contact enquiry made about a child or young person for whom you are the key worker or designated manager.

The Child Protection Contact Enquiry functionality is available via **Focus | Contact Record | New Contact Record**. For more information, see [Creating a Child Protection Contact Enquiry Record](#) on page 83.

When an enquiry is made regarding a child or young person, a contact record is created. The contact record can be used as a Child Protection Enquiry, if the **Reason of Contact** is set to **Child Protection Plan Enquiry**.

A Child Protection Contact Enquiry enables a key worker of a child or young person to inform an enquirer if the child of whom they are enquiring is protected and if the Council with Social Services Responsibility (CSSR) have received previous enquiries about the child.

**NOTE:** All child protection contact enquiry records are stored in the database.

## Creating a Child Protection Contact Enquiry Record

To create a new child protection enquiry record:

1. Select **Focus | Contact Record | New Contact Record** to display the **Contact Record Details [New Contact Record]** page.
2. On the **Subject Details** panel, **Date of Contact** is pre-populated, but can be edited. **Created On** is pre-populated but cannot be edited.

3. If required, select the check boxes to confirm if the child, young person, parent or carer is aware of the contact.  
 These are tri-state check boxes; the default is blank (unknown). Select the check box once to change the status to true (tick), select again to change the status to false (cross).
4. Select a **Contact Created By**.
5. On the **Child/young person's name, address and responsible CSSR** panel, enter the relevant details.

6. If the current address is different from the above, enter the details.

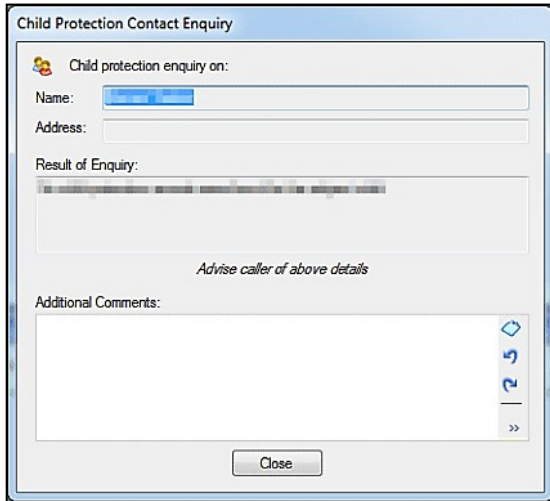
7. Enter the details of the person making contact.

- 8. On the **Additional Details** panel, select a **Method of Contact**.
- 9. You must select **Child Protection Plan Enquiry** for the **Reason of Contact**.

- 10. If required, enter any further details.
- 11. On the **Action Taken** panel, you must select an **Action** and **Assigned To**.

- 12. If required, enter the **Action Taken/Recommendation**.
- 13. Click the **Save** button to display the **Child Protection Contact Enquiry** dialog.

## Child Protection



The result of the enquiry message varies according to the information available. For example:

No child protection records were found for the child.

Previous protection enquiries exist.

Active child protection record; Key worker <Name>.

CSSR = <LA Name>.

14. Click the **Close** button to return to the **Contact Record Details** page; the record is now read-only.

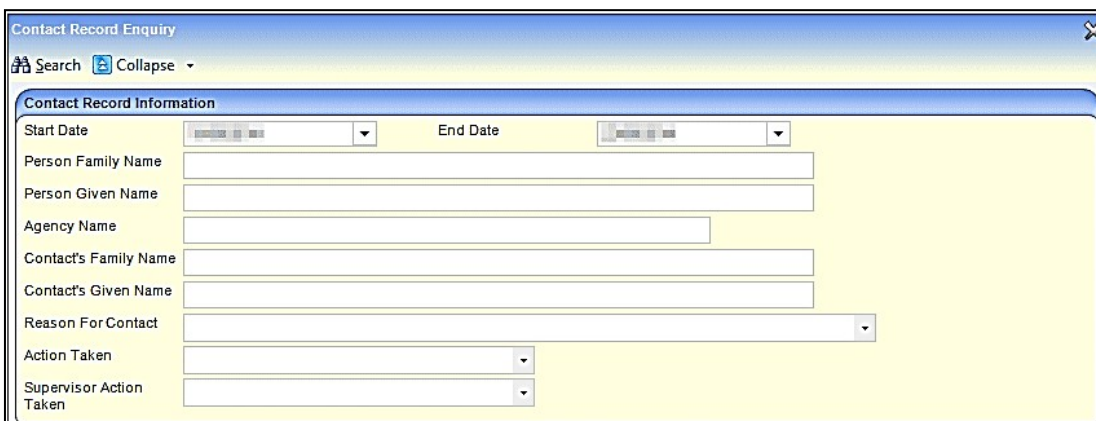
## Viewing Child Protection Contact Records

All child protection contact records are stored on the One database. When they are viewed at a later date, they are read-only.

To view a child protection contact record:

1. Select **Focus | Contact Record | Manage Contact Records** to display the **Contact Record Enquiry** page.

On the **Contact Record Information** panel, the **End Date** defaults to the system date and the **Start Date** defaults to seven days prior to this; these can be edited.



2. Any of the above fields can be used as search criteria. Enter the required details.
3. Click the **Search** button. This returns a list of contact records matching your selection criteria.
4. Select a record, then click the **Open In New Window** to display the read-only **Contact Record Details** of the child or young person.

## 06 | Statutory Returns

This section has been removed as the Welsh Government (WG) no longer require the STATS2 Return to be submitted.

Information relating to the SEN2 Return being submitted to the Department for Education (DfE) is contained in the One SEND handbook, available on the [One Publications](#) website.





# 07 | Documents and Reports

The areas in One where you can view and generate reports, documents and correspondence are:

- Linked Documents
- Quick Reports

## Linked Documents

The **Linked Documents** panel displays related documents, letters, reports etc. showing the **File Description** and **File Name**. A linked file for example, could be related to a person details, a letter generated from a timeline or a report attached to a communication log item.

- **Linked Documents** is located on the left-hand panel on the **My Home Page**. To view linked documents' details, double-click or highlight a file, then select the **Open** button.
- Click the **Next** button to move to the next item.
- To view newly added files, click the **Refresh** button.
- To remove a file, click the **Delete** button.

## Adding a New Linked Document

To add a new file as a linked document:

1. Click the **New** button to display the **Files Linked** dialog.
2. Enter a **File Description**.
3. Click the **File Name** folder to select a file.
4. Click the **Save** button. The **Linked By**, **Linked Date**, **Updated By** and **Last Updated** fields are automatically populated.
5. To upload the file, click the **Yes** button.

When the upload is completed, a message dialog confirms that the linked file is saved and uploaded. **Uploaded By** and **Uploaded Date** are automatically populated.

### NOTES:

*The maximum size for an uploaded file is 150 MB. If the selected file size is greater than the permitted upload limit, the file can be linked, but it cannot be uploaded, and the following message is displayed:*

*The file 'filename.txt' that you are trying to upload is larger than the maximum permitted size of 150 MB. It is recommended that you link and upload files individually.*

## Temporary Directory

Uploaded and opened files are stored in a temporary directory. When you return to the **Files Linked** window, One automatically removes copies of these files from the temporary directory.

**NOTE:** You must ensure that the file you are uploading is not in use.

## Quick Reports

The **Quick Reports** feature panel on the **Home Page** allows you to save and import Word Templates, in XML format. These can be run to extract data from a focus page, e.g. Person Details. Templates can be designed either as letters or as forms/documents.

**More Information:**

*How to use Quick Reports* topic from One online help.

*RG\_Administration\_Using Quick Reports.*

# 08 | Audit Trail

## Overview

The Audit Trail enables you to monitor the data being added, modified or deleted by One users. This includes User Defined Fields (UDFs), if they have been flagged for Audit Journaling.

The audit trail records the Entity name, Audit Type, by whom and the date and time the record was accessed.

If a record has been created, it is a new record and the audit trail lists all of the details. If the record has been edited, the audit trail lists only the changes.

The data can be exported to an Excel spreadsheet and a Print button is available to print the audited details.

The audit trail is accessed via **Tools | Audit Trail | Audit Trail**.

### MORE INFORMATION:

For more information on UDFs, see the online help or *RG\_Administration\_Managing UDFs* on the **One Publications** website via **Reference Guides | Administration**.

## Using the Audit Trail

To view items on the audit trail:

1. Select **Tools | Audit Trail | Audit Trail** to display the **Audit Enquiry** page, enabling you to search for existing records that have had changes made to them.

The screenshot shows the 'Audit Enquiry' window with the following fields and options:

- Revision By:** A text field with a browse button (magnifying glass) and a close button (X).
- Revision From:** A date dropdown menu set to '03/09/2014'.
- To:** A date dropdown menu set to '10/09/2014'.
- Family Name:** A text input field.
- Given Name:** A text input field.
- Full Form Title:** A text input field.
- Main Form ID:** A text input field.
- Filters:** A grid of checkboxes for 'Inserted', 'Deleted', 'Printed', 'Updated', 'Viewed', and 'Exported', all of which are checked.

2. Enter a full or partial description in one of more of the fields.
  - **Revision By** – click the browse button to select a One user.
  - **Revision From** – defaults to seven days prior to the system date but can be edited.
  - **(Revision) To** – defaults to the system date but can be edited.
  - **Family Name.**
  - **Given Name.**
  - **Full Form Title** – this is the Entity name, e.g. Person, EHCP Assessment Involvement.

**Audit Trail**

- **Main Form ID** – this field is not required for SEND. The enquiry results also display **Sub Form ID**.
3. Select the following **Audit Type** check boxes to filter the records accordingly:
- Inserted
  - Updated
  - Deleted
  - Viewed
  - Printed
  - Exported.
4. Click the **Search** button to display a list of records matching the selection criteria.

Audit Type	Revision By	Revision Date	Family Name	Given Name	Full Form Title	Main Form ID	Sub Form ID
Updated	SYSADMIN	10/09/2014 07:28:39	[REDACTED]	[REDACTED]	Person	[REDACTED]	[REDACTED]
Updated	SYSADMIN	10/09/2014 07:28:00	[REDACTED]	[REDACTED]	Person	[REDACTED]	[REDACTED]
Inserted	SEN CW	09/09/2014 16:04:56	[REDACTED]	[REDACTED]	Person	[REDACTED]	[REDACTED]
Viewed	SEN CW	09/09/2014 12:28:16	[REDACTED]	[REDACTED]	SEN Assessment...	[REDACTED]	[REDACTED]
Updated	SYSADMIN	09/09/2014 12:16:08	[REDACTED]	[REDACTED]	Form Instance : Sa...	[REDACTED]	[REDACTED]
Inserted	SYSADMIN	09/09/2014 15:26:01	[REDACTED]	[REDACTED]	EHCP Tribunal Invo...	[REDACTED]	[REDACTED]
Viewed	SYSADMIN	09/09/2014 15:25:37	[REDACTED]	[REDACTED]	EHCP Assessment...	[REDACTED]	[REDACTED]

5. To record the enquiry results as a spreadsheet, click the **Export to Excel** button.
6. To view more details about a specific record, click the **Open** or **Open in New Window** button to display the **Audit Details** page.

**SEN Assessment Involvement**

Family Name: [REDACTED]  
 Given Name: [REDACTED]  
 Added by SEN CW on 08/09/2014 12:34:55

Sr. No.	List of Changes
1	<b>Start Date</b> From: (Not set) To: 08/09/2014
2	<b>Status</b> <ul style="list-style-type: none"> <li>• <b>Description</b>              From: (Not set)              To: Active</li> </ul>
3	<b>Service Team</b> From: (Not set) To: SEN
4	<b>Involvement Form</b>

12	<p>Source</p> <ul style="list-style-type: none"> <li>Description</li> </ul> <p>From: (Not set) To: Current School</p>
13	<p>Received Date</p> <p>From: (Not set) To: 08/09/2014</p>

The **List of Changes** displays details of each change that was made to the selected record. A serial number (**Sr.No.**) displays, indicating the number of changes made to the record.

If this is a new record, all the details are listed and **From:** displays as **(Not Set)**.

If a record has been edited, then the **List of Changes** only displays **From:** and **To:** for the data item that has changed.

Sr. No.	List of Changes
1	<p>Start Date</p> <p>From: 08/09/2014 To: 09/09/2014</p>

7. Click the **Print** button at the top of the page to print the list of changes.



# 09 | Appendix

## One v4 Common Functionality

The One v4 Client version of SEN shares functionality with other One modules. For help using functionality shared with other modules, use the resources in the tables below.

The reference guides can be found on the [One Publications](#) website.

### User Access

User Access items	Reference Documents	Online Help topics
Report Permissions	<i>RG_Permissions_Report Permissions</i>	<i>Report Permissions Report Definition Repository</i>
User Group Processes	<i>RG_Permissions_User Group Permissions</i>	<i>User Group Processes</i>
User Group Permissions	<i>RG_Permissions_User Group Permissions</i>	<i>User Group Permissions User Group Permissions Editor</i>
Data Panels	<i>RG_Data Panel Definition</i>	<i>View/Hide Data Panels</i>
Access Control Lists (ACLs)	<i>RG_ACL_ACL Definition</i>	<i>Access Control List Set ACL (Access Control List)</i>

### Involvement Panel Links

Links panel items	Reference Documents	Online Help topics
Activities	<i>RG_Activities_Creating an Activity RG_Activities_Activities and Linked People RG_Activities_Link to Results Organiser RG_Activities_Recurring Activities</i>	<i>My Activities Activities (Workload)</i>
Calendar	<i>RG_Activities_Activity Calendar</i>	<i>Calendar</i>
Chronology	<i>RG_Chronology_Using the Chronology RG_Chronology_Case Notes</i>	<i>Chronology</i>

Links panel items	Reference Documents	Online Help topics
Communication Log	<i>RG_Communication_Log_New_Communication</i> <i>RG_Communication_Log_Follow_Up</i>	<i>Communication Log</i> <i>Communication Log Summary</i> <i>Communication Log Details</i>
Relocation		<i>Relocation</i> <i>Linked Reports for Relocation Details</i>

## Other Common Functions

Function	Reference Documents	Online Help topics
Equipment	<i>RG_Equipment</i>	<i>Equipment Inventory</i> <i>Equipment Item Details</i> <i>Equipment Inventory Search</i>
Administration Alerts	<i>RG_Administration_System Alerts</i>	<i>Alert Definition</i>

## Common UI Features

Function	Reference Documents	Online Help topics
User Defined Fields (UDF)	<i>RG_Administration_Managing UDFs</i>	<i>UDF Management Overview</i> <i>UDF Manager</i> <i>Adding a UDF to an Entity</i> <i>UDF Definition</i>
Customise Menus	<i>Technical Guide - Menu Customization Configuration</i>	<i>Customize Menus</i>



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