

## Contact Kent – ICS User Guide

The purpose of this user guide is to assist **Contact Kent** staff in their use of **ICS**.

As per the agreed business process flowchart, **Contact Kent** staff will be using **ICS** to **check if a child/young person is known to Children's Social Services**.

- If the child/young person is open to a team, the call will be passed directly to that team.
- If the child is not open, the call will be passed to the Central Duty Anonymous or Public Referral Line, as appropriate.

This guide will cover how to set up the **ICS Home Page**, how to establish if a child/young person has an open case, and if so, who the worker/team is, and how to look up the child's **ICS Person ID** number (which is passed across to the team receiving the call)

### Use Show/Hide to simplify the ICS Home Page

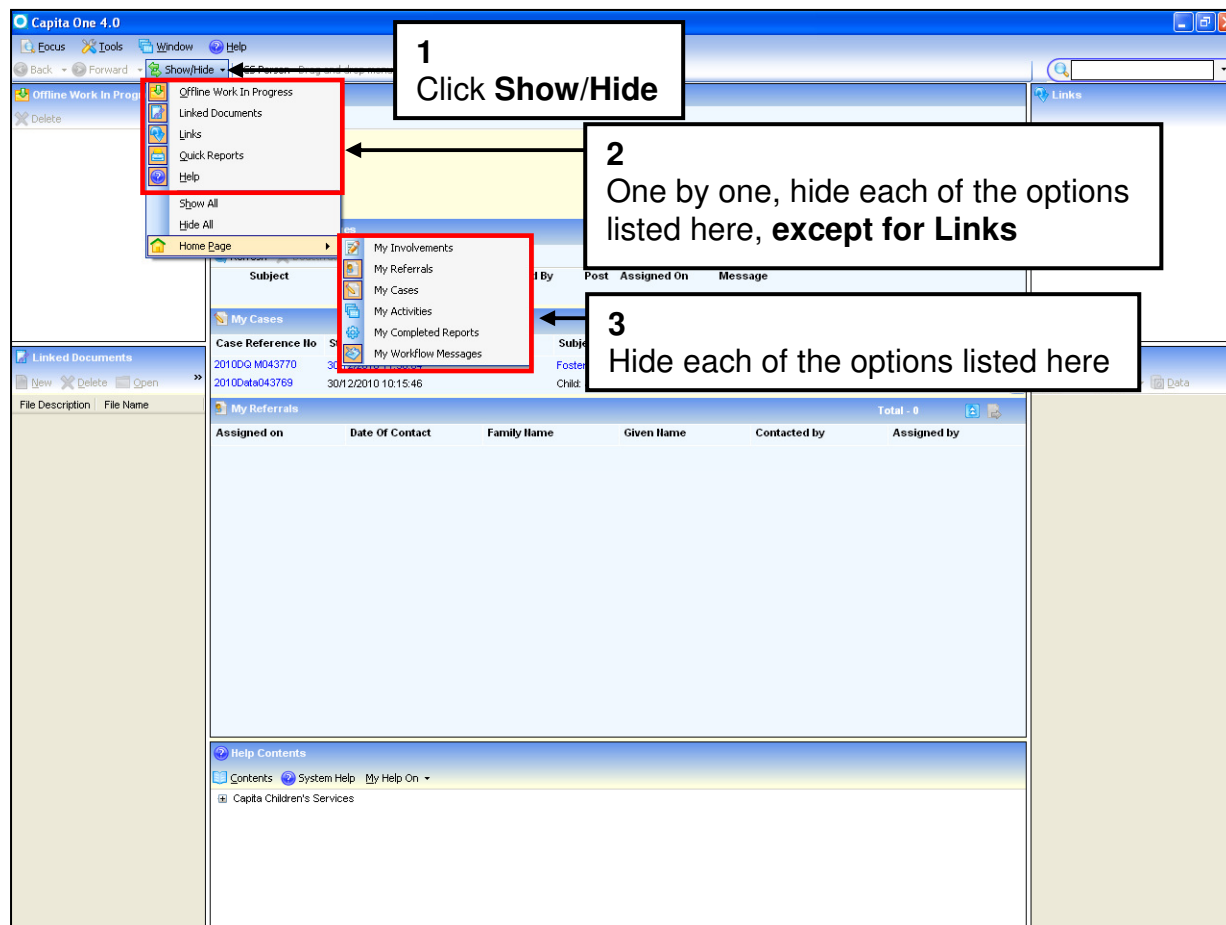
By default, when a user first logs into ICS, the screen may look something like this:

The screenshot shows the ICS Home Page interface. The main content area is divided into several sections:

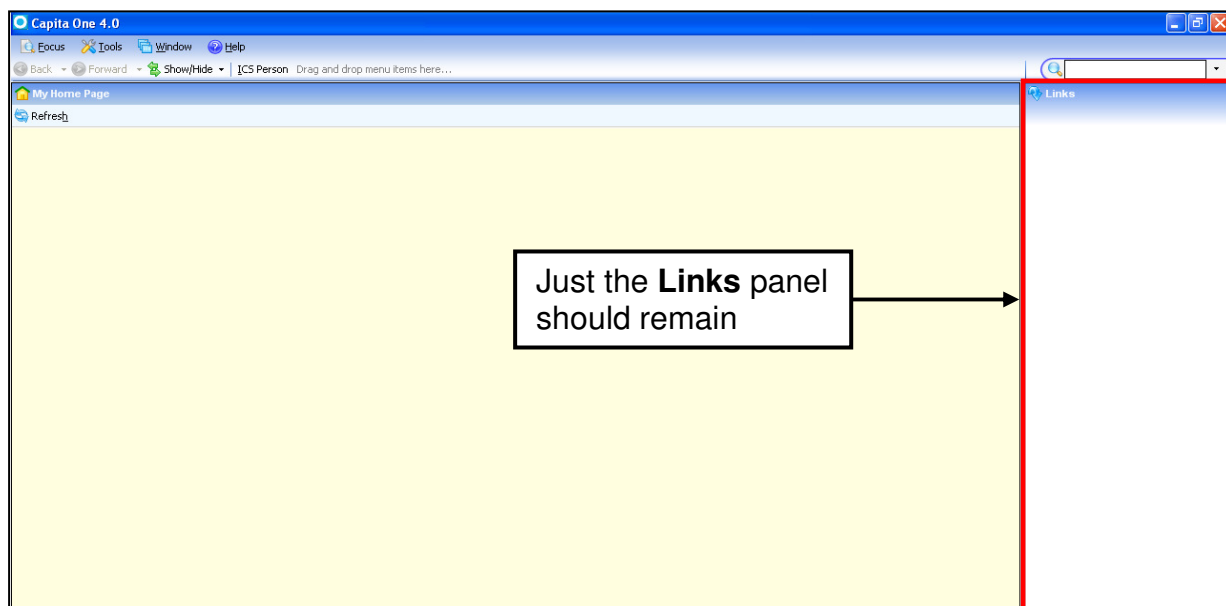
- My Home Page:** Contains a 'Refresh' button.
- My Workflow Messages:** Contains a table with columns: Subject, Task, Due, Assigned By, Post, Assigned On, Message.
- My Cases:** Contains a table with columns: Case Reference No, Start Date, End Date, Subject(s), Assigned on, Assigned by, Elected. Total: 4.
- My Referrals:** Contains a table with columns: Assigned on, Date Of Contact, Family Name, Given Name, Contacted by, Assigned by. Total: 0.
- Linked Documents:** Contains a table with columns: File Description, File Name.
- Help Contents:** Contains a tree view with 'Contents', 'System Help', and 'My Help On'.
- Quick Reports:** Contains a table with columns: Action, Run, Data.

The status bar at the bottom shows 'Ready' and the version number '4.344.0.4438'.

Most of these panels are not needed by **Contact Kent** and should be hidden in order to make the search screen that will be used, easier to view.

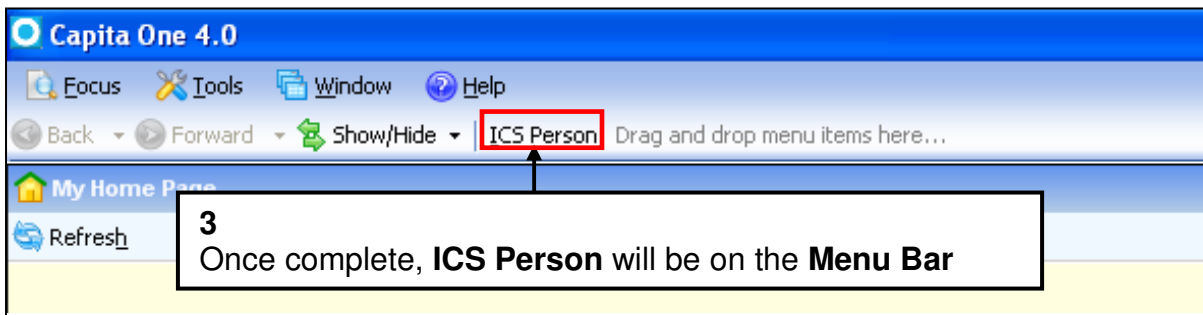
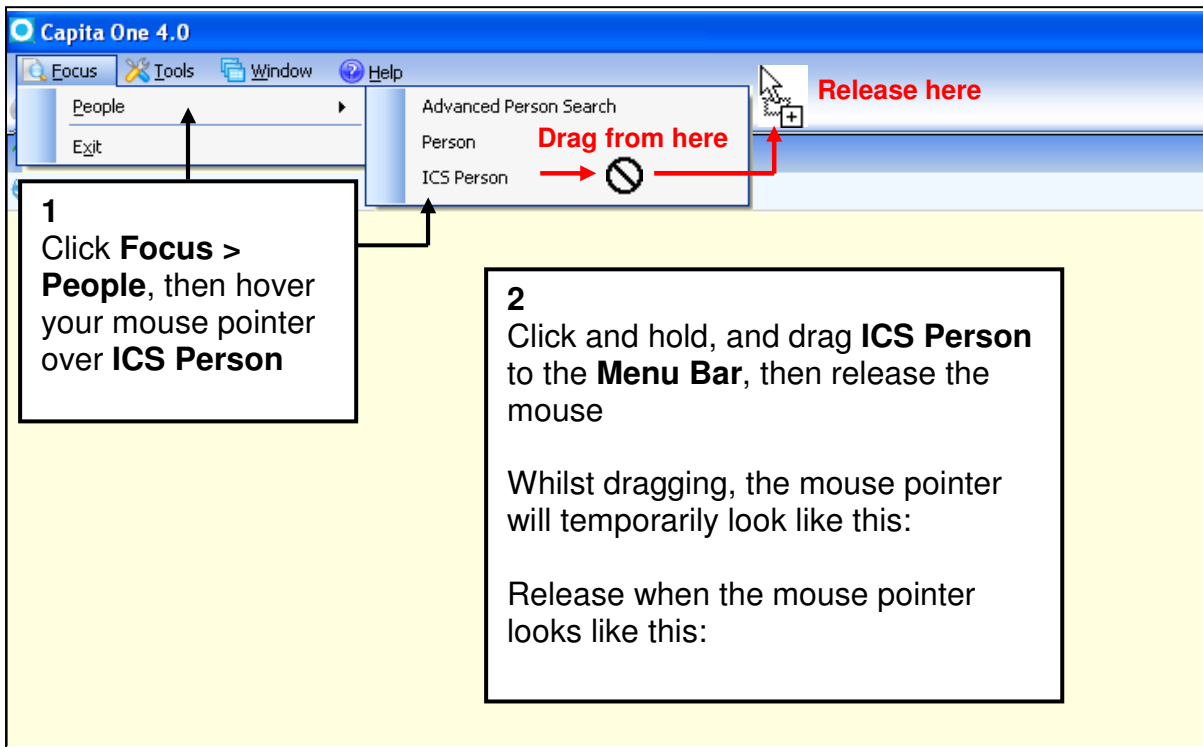
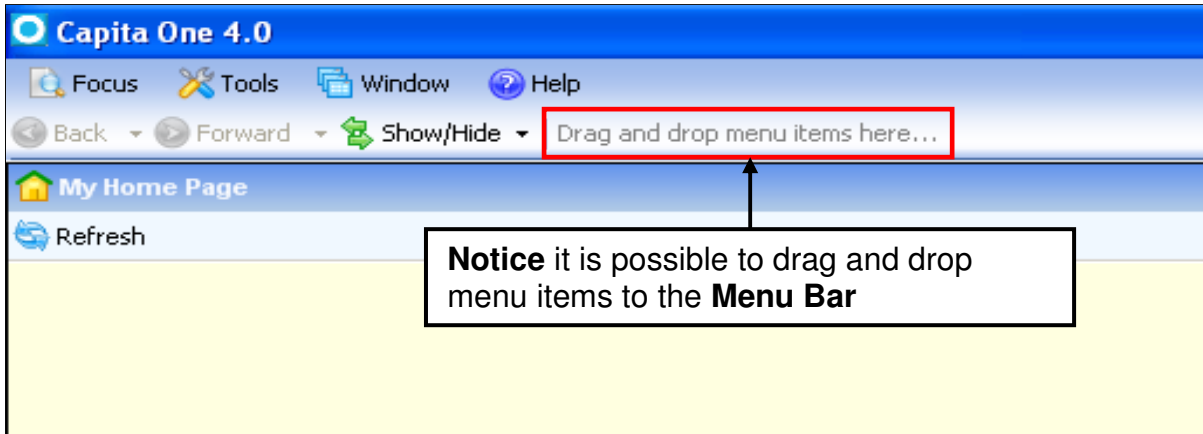


Once complete the **ICS Home Page** should look like this:

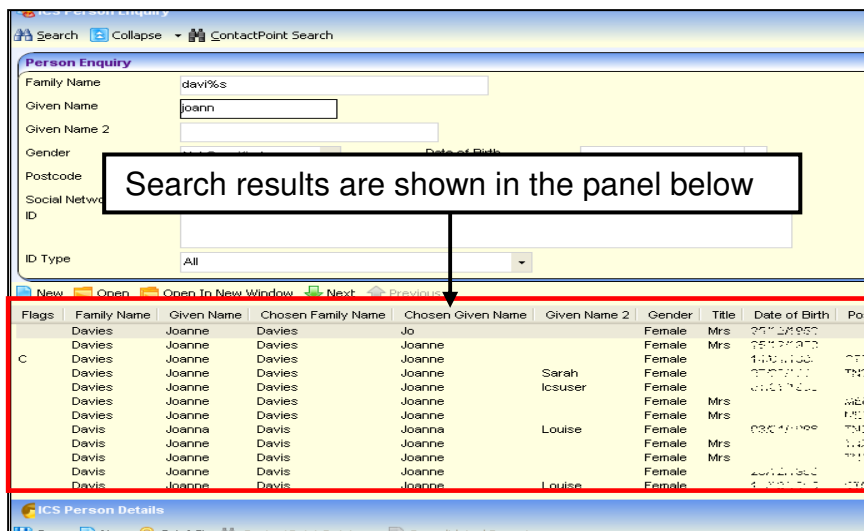
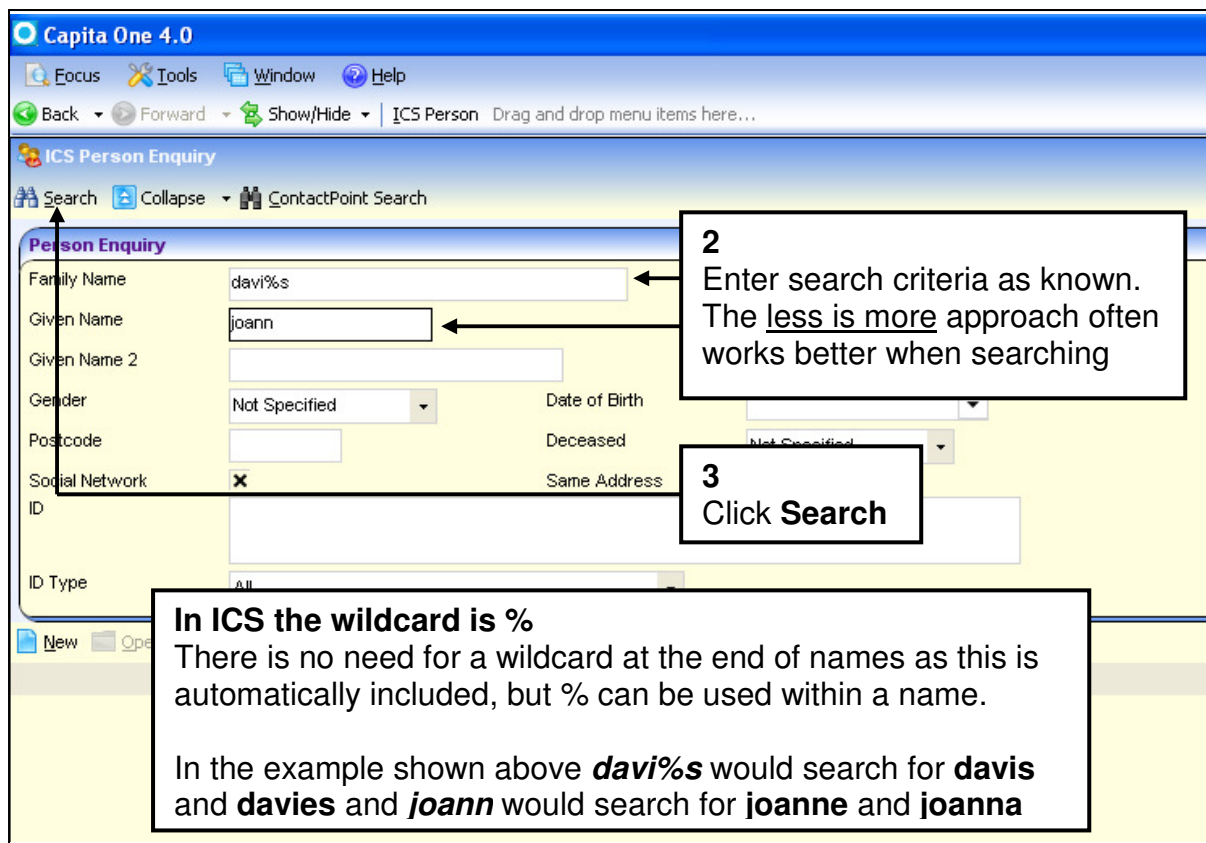
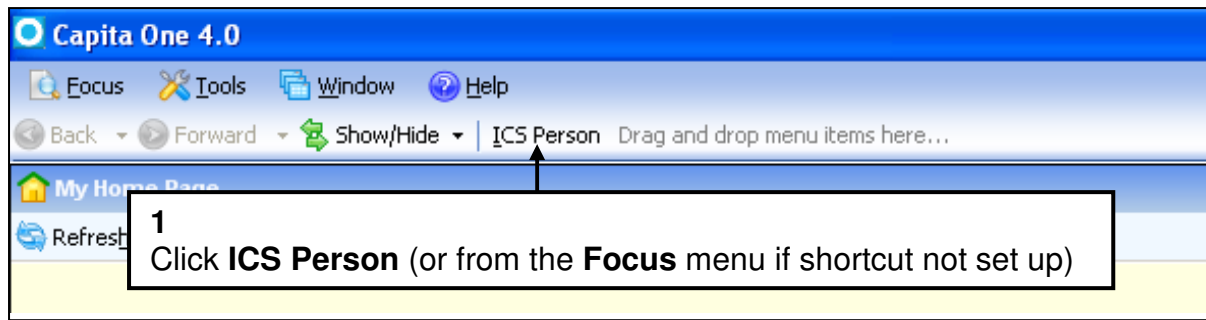


## Set up a shortcut on the Menu Bar to ICS Person Search

**ICS Person Search** will be a regularly used function when searching for records, so setup a shortcut to this function on the **Menu Bar**:



## Using ICS Person Search to find records



## Establishing if the child/young person has an open case and who the case owner is

The search results screen will display if the child has an **O flag** (designating an open case), and who the case owner is:

**1**  
Check the **Flags** column

- O = Open case
- C = Closed case
- H = Hazard recorded
- P = Subject to a Child Protection Plan
- L = Looked After
- D = Deceased
- S = Special Requirements

If O flag is present, the **Case Owner/Key Worker** will be listed here

Flags	Family Name	Given Name	Chosen Family Name	Chosen Given Name	Given Name 2	Gender	Title	Date of Birth	Postcode	CYP	Case Owner	Key Worker
O	Davis	Joanne	Davis	Joanne		Female		15/10/1999	TN25 5DB	Yes	Darren Laurie	MrDarren Laurie

**Please note:**  
ICS is linked to the EMS School database, so children being educated in Kent will also be on ICS.  
If a child/young person is on ICS with no flags present, it is likely they are attending school in Kent, but are **not known** to Children's' Social Services

## To check the child's ICS ID and which team the Case Owner works for

**1**  
Check the correct record is highlighted, then click **ICS Person Details**

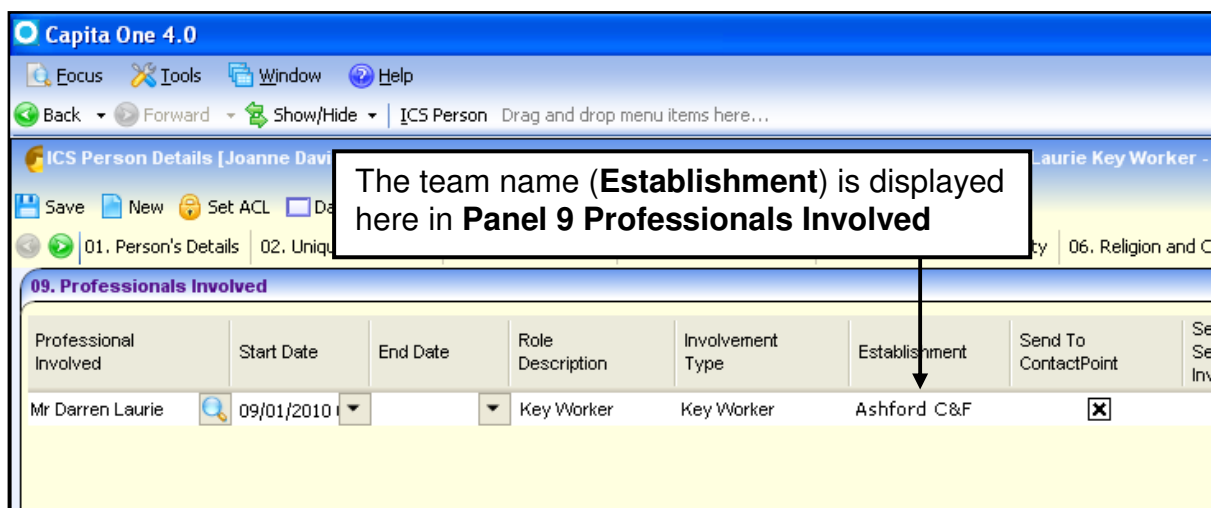
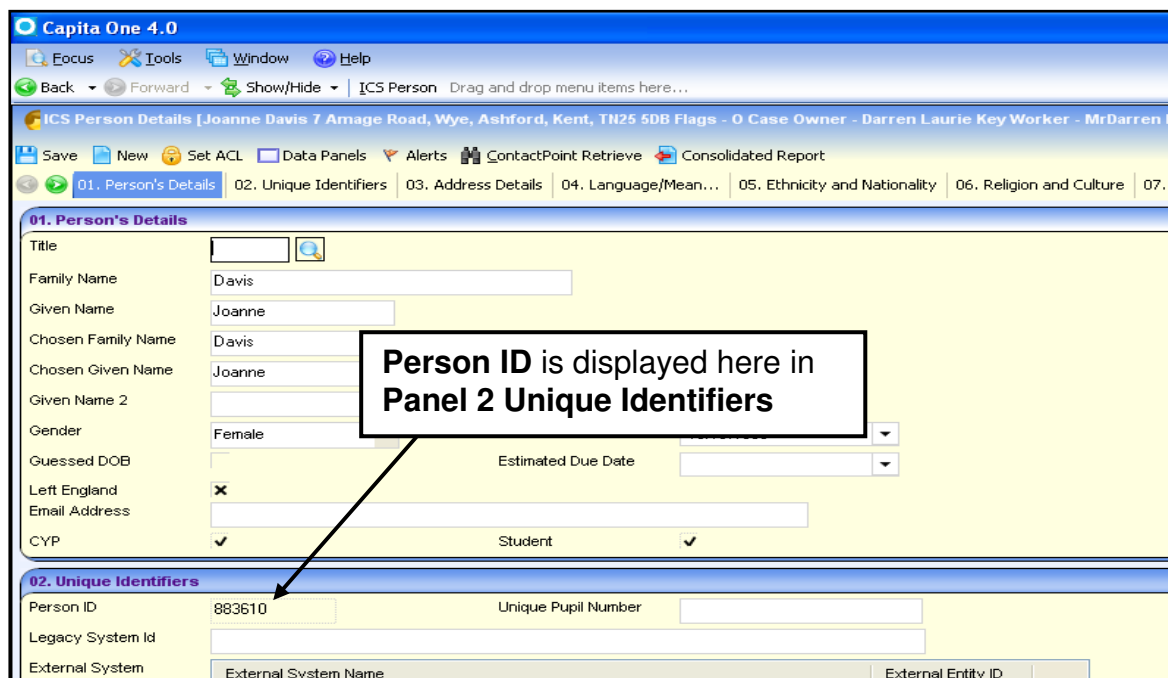
ICS Person Enquiry

Family Name: davi%\$  
Given Name: joann  
Given Name 2:  
Gender: Not Specified  
Postcode:  
Social Network: x  
ID:  
ID Type: All

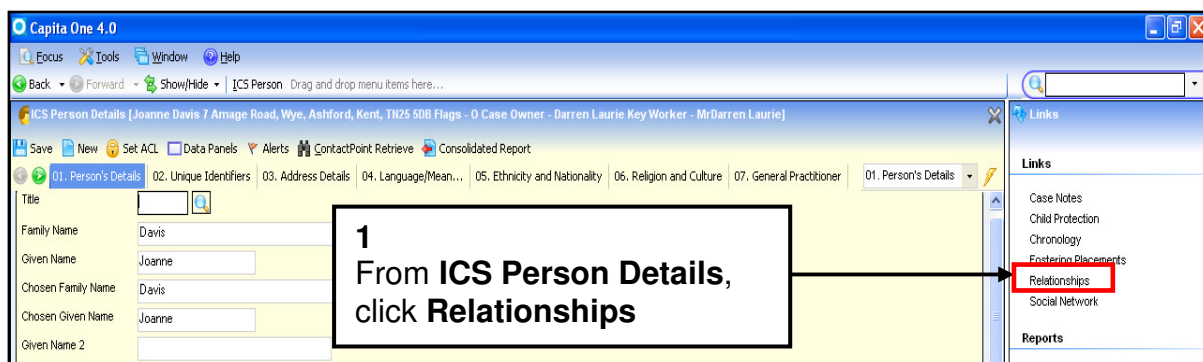
Links

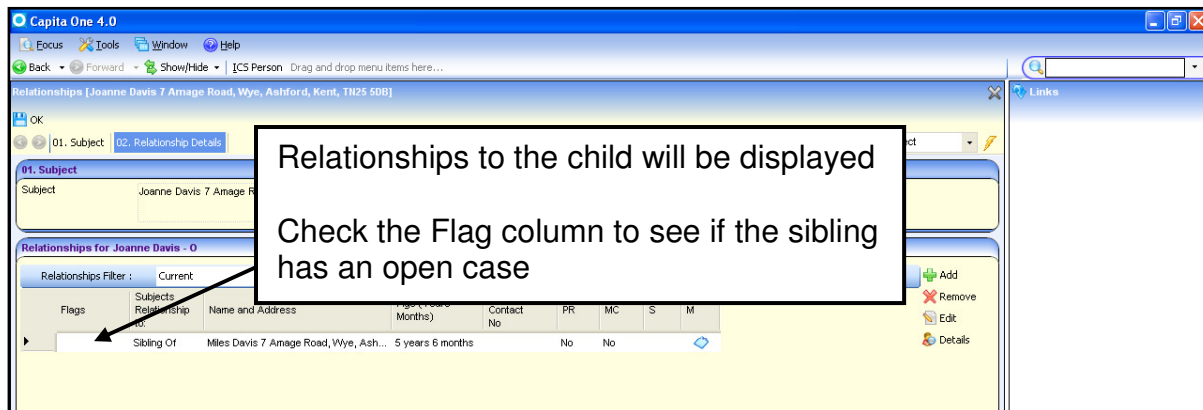
- Case Notes
- Child Protection
- Chronology
- ICS Person Details**
- Social Network

Flags	Family Name	Given Name	Chosen Family Name	Chosen Given Name	Given Name 2	Gender	Title	Date of Birth	Postcode	CYP	Case Owner	Key Worker
O	Davis	Joanne	Davis	Joanne		Female		15/10/1999	TN25 5DB	Yes	Darren Laurie	MrDarren Laurie



## Using Social Network to check if any siblings are known to Children's Social Services





### ICS 'Housekeeping'

Screens that have been opened in **ICS** remain open until closed. Once an open screen is no longer needed, close it down. This will prevent a user having multiple windows open, which in turn, will slow **ICS** down.

