

# Worcestershire Children Referral Portal Guide

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## What is Worcestershire Children First Referral Portal?

The Worcestershire Children First Portal is a system used to allow users to submit referrals safely and securely. The portals primary role is to receive referrals to Early Help and Social Care Services.

## How the Portal works




The user completes an online form and submits to WCC. Users will be asked to register for a unique account which allows them to view submitted forms and receive feedback about their referrals.

N.B. - Passwords and accounts from other WCC services will not work for the portal. Users need to register specifically for this portal.

## Accessing the Portal

### Children, young people and families

Our aim is to work with parents, carers and young people together and to offer advice and support before a situation reaches crisis point. We also work in partnership with, and may refer you to, other services and community groups, including education, health, housing, benefits agencies and the police that can help support you.

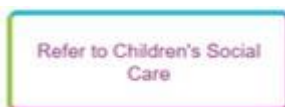
 Schools	 Early help family support	 Contact us	 Fostering and kinship
Are you worried about an adult who works with children?	Request services from early help family support	Get Safe	Education health care plans
The Family Hub	Refer to Children's Social Care	Care leavers	SEND Local Offer

Select the Referral Portal Form Service by clicking on the relevant button.

For Early Help referral forms click the Early Help Family Support button.



For Social Care referrals click the Children's Social Care button.



For LADO referrals click the Adult who works with Children button.

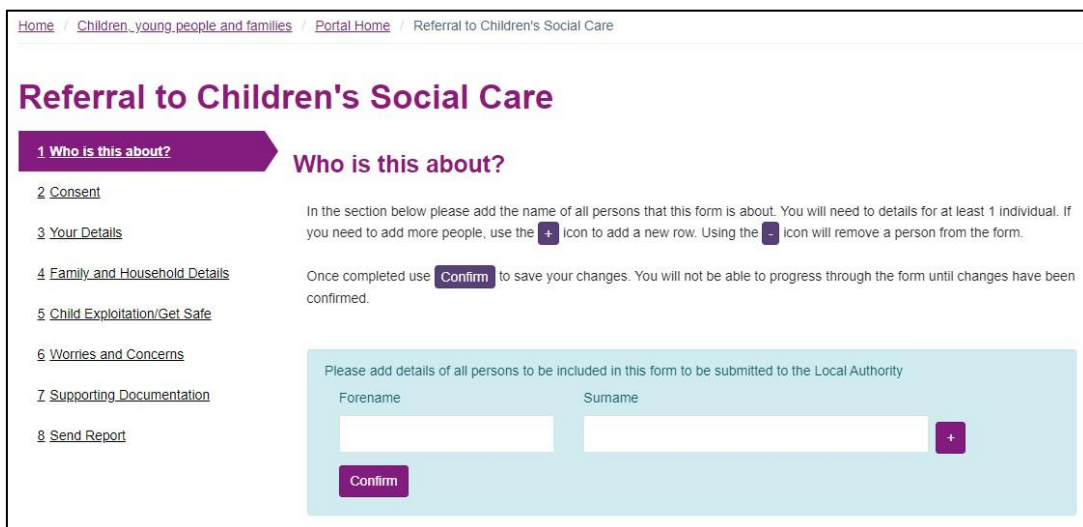


## Completing the Forms

The forms have slightly different content depending on the Service.

### Who is this About?

This section is for you to tell us who the referral is about. It can be about one child or it can be about multiple children.



Home / Children, young people and families / Portal Home / Referral to Children's Social Care

## Referral to Children's Social Care

**1 Who is this about?**

2 Consent

3 Your Details

4 Family and Household Details

5 Child Exploitation/Get Safe

6 Worries and Concerns

7 Supporting Documentation

8 Send Report

### Who is this about?

In the section below please add the name of all persons that this form is about. You will need to details for at least 1 individual. If you need to add more people, use the **+** icon to add a new row. Using the **-** icon will remove a person from the form.

Once completed use **Confirm** to save your changes. You will not be able to progress through the form until changes have been confirmed.

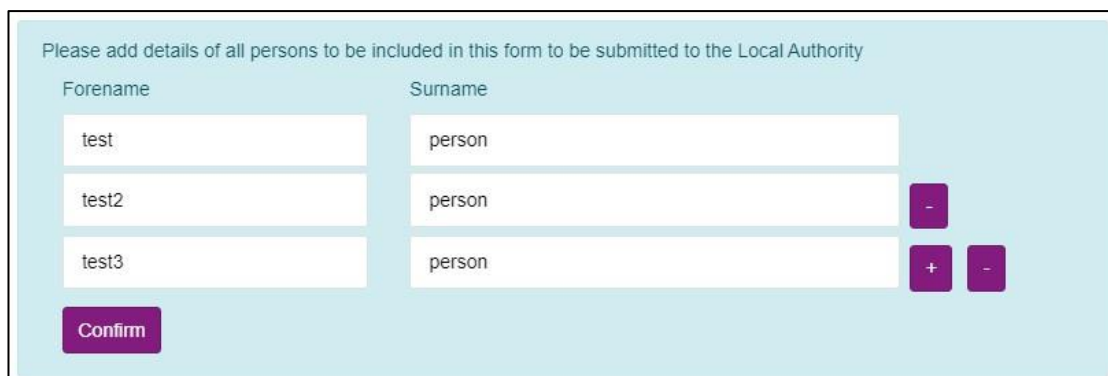
Please add details of all persons to be included in this form to be submitted to the Local Authority

Forename	Surname	
<input type="text"/>	<input type="text"/>	<b>+</b>

**Confirm**

You can add multiple children by clicking on the + symbol. Once you have added all the child/ren click on the **Confirm** button.

You can add more children after you have clicked Confirm.



Please add details of all persons to be included in this form to be submitted to the Local Authority

Forename	Surname	
<input type="text" value="test"/>	<input type="text" value="person"/>	
<input type="text" value="test2"/>	<input type="text" value="person"/>	<b>-</b>
<input type="text" value="test3"/>	<input type="text" value="person"/>	<b>+</b> <b>-</b>

**Confirm**

## Your Details

### Referral to Children's Social Care

1 [Who is this about?](#) **Child / Young Person's A**

2 [Consent](#)

**3 Your Details** Profession

4 [Family and Household Details](#)

5 [Child Exploitation/Get Safe](#)

6 [Worries and Concerns](#)

7 [Supporting Documentation](#)

Within the Your Details section you will see the **Login or Register** button.

Please select **Professional (LADO/Social Care/Early Help Referral)** below

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

**Login or Register**

You will either sign in or register for an account if you don't already have one.

[Home](#) / [Children, young people and families](#) / [Portal Home](#) / Secure login - step 1

## Secure login - step 1

New to Worcestershire Portals? [Register for an account here](#) or use the button below.  
Already using Worcestershire Portals? Sign in below.

### Existing users

Email

Please enter your email address

Password

Please enter your password

### New users

If you're new to Worcestershire Portals, sign up for an account here

**Register for new account**

## Register for an Account

### New users

If you're new to Worcestershire Portals, sign up for an account here

[Register for new account](#)

New users to the portal will need to register for an account.

Click register for new account, all fields with a red star next are mandatory fields and need completing, those without a red star are optional.

If you are setting up this account as a professional, you will be asked for different details.

**Register a new account - step 1**

Forename \*

Surname \*

Is this account being used in a professional capacity?

Property name

House no

Street \*

Area

Town/City \*

County

Postcode \*

[Next](#) [Cancel](#)

**Register a new account - step 2**

Email address \*

Password \*

Confirm password \*

[Back](#) [Next](#) [Cancel](#)

**Password policy**

Your password must meet the following requirements:

- It must be at least 15 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must be different to your current password
- It must be different to your previous password

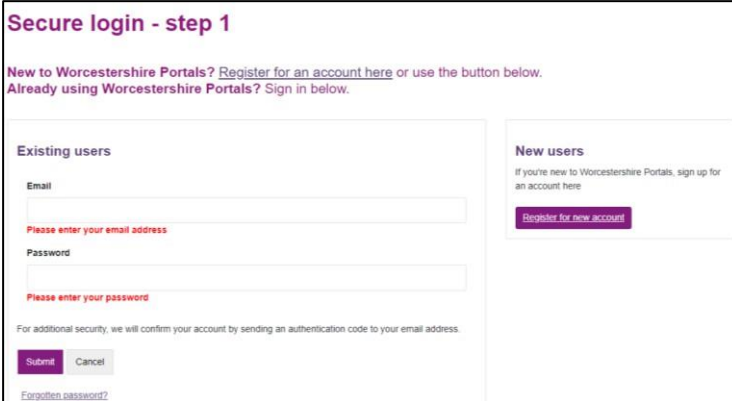
[Click here to see the list of special characters:](#)

**Email address** – this will be your username, log in codes and referral feedback will be sent to this email address. **You must enter your email address correctly. If it is not entered correctly you will not receive log in codes.**

**Password** – follow the secure password guidance on the right side of the page. If your password does not meet the criteria you will be asked to amend it before you can proceed.

You will be sent a code to your email address; you should use this code to validate your new account.

## Logging into the Portal



**Secure login - step 1**

New to Worcestershire Portals? [Register for an account here](#) or use the button below.  
 Already using Worcestershire Portals? Sign in below.

**Existing users**

Email  
 Please enter your email address

Password  
 Please enter your password

For additional security, we will confirm your account by sending an authentication code to your email address.

Submit Cancel

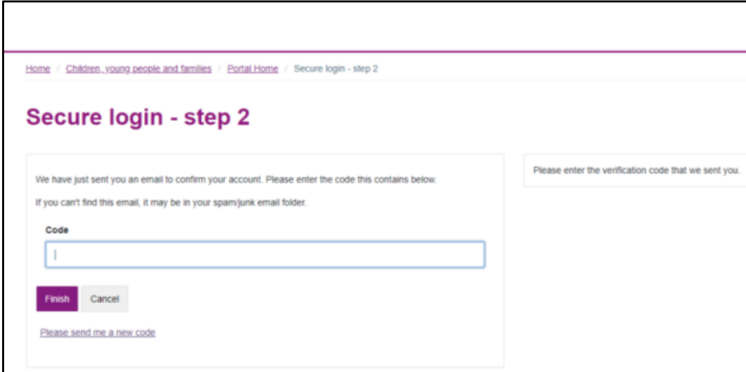
[Forgotten password?](#)

**New users**

If you're new to Worcestershire Portals, sign up for an account here

[Register for new account](#)

Enter your email address and password; click Submit.



Home / Children, young people and families / Portal Home / Secure login - step 2

**Secure login - step 2**

We have just sent you an email to confirm your account. Please enter the code this contains below.  
 If you can't find this email, it may be in your spam/junk email folder.

Code

Finish Cancel

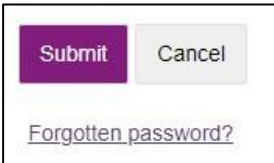
[Please send me a new code](#)

Please enter the verification code that we sent you.

Add the code sent to your registered email address into the code field.

**Please not - Codes are time sensitive and only last for five minutes. If you do not use it within this time click Please send me a new code.**

## Forgotten Passwords

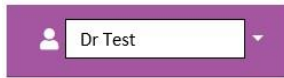


Submit Cancel

[Forgotten password?](#)

You can re-set a forgotten password by clicking on the **Forgotten password?** link. WCC cannot see or change your passwords.

Once you are logged in your details will be displayed in the top right



Some users will have their system set up to launch a new web page. If this is the case you should use the new web page launched, or you will get a time out error. If the time out error occurs, you need to close all tabs and re-launch.

## Your Details

You will not need to log in again to submit more forms unless you log out or are timed out through inactivity.

The portal will log you out after 30 minutes of inactivity. This is a security feature of the portal and is designed to keep your information secure.

A screenshot of a web form titled 'Your Details'. At the top, there is a red instruction: 'Please select Professional (LADO/Social Care/Early Help Referral) below'. Below this are several input fields: 'First name' (a blue bar), 'Last name' (a blue bar), 'Address' (a large grey box with the text '(This field is limited to 512 characters)'), 'Email' (a blue bar), and 'Telephone' (an empty white box).

You will see more details displayed including the names of the child/ren you are referring. You can add basic information about them. This information is crucial for WCC in making sure that referrals are processed correctly.

## Who is this About

This section is for the child/ren in the family that need support.

When you complete the “**I am completing this form as a**” section it is very important select the correct drop down. You will need to enter this information for each of the child/ren you are referring.

A screenshot of a form section titled 'Who is this about'. It contains a label 'I am completing this form as a: \*' followed by a dropdown menu. The dropdown menu is open, showing the selected option: 'Professional (LADO/Social Care/Early Help Referral)'. A small downward arrow is visible on the right side of the dropdown box.



Child/Young Person or Adult Foster enquirer

Parent/carer for my Child/ren

**Professional (LADO/Social Care/Early Help Referral)**

**Child/Young Person or Adult Foster enquirer** - This is for service users referring themselves e.g. a young person referring themselves, a service user filling in feedback about a service they have received or an Adult enquiring about becoming a foster carer.

**Parent/carer for my child** - This is for anyone referring other people in a personal capacity e.g. a parent or carer referring their children or a young person referring their siblings. It is also for parents/carers providing feedback for services their child/ren received.

**Professional (LADO/Social Care/Early Help Referral)** – This is a Professional making a referring as part of their job e.g. social care staff, doctors, police, teachers.

### Adding Service User's Addresses

You need to add the service user's addresses. Enter the postcode and click find address. If the address is found it will be displayed as below. If the address is not found, enter it manually.

Email	<input type="text"/>
Telephone	<input type="text"/>
NHS number	<input type="text"/>
<b>Address</b>	
House number or name	<input type="text"/>
Postcode *	<input type="text" value="wr52np"/>
<b>Find address</b>	<input type="button" value="Find address"/>
Religion	<input type="text"/>

### Address

County Hall  
Spetchley Road  
Worcester  
WR5 2NP

Reset address

Search again

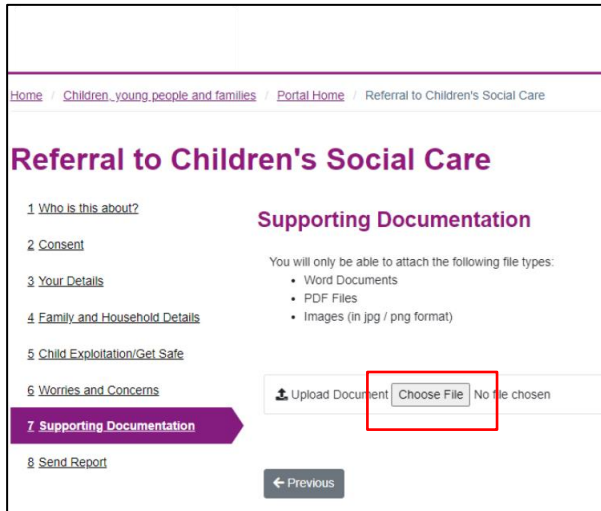
**N.B.** – Ensure to click the **Find Address** button, (highlighted above in red). If you do not click it or don't enter the address manually the form will not allow you to continue. Ensure you have entered addresses for each of the people on the referral.



## Attaching Documents

Only professional users can attach documents within the portal. Files should not be too large and should not be of a format different to those listed as the portal will not accept them.

To upload an attachment, click the **Choose file** button and select the file that you want to upload.



Home / Children, young people and families / Portal Home / Referral to Children's Social Care

### Referral to Children's Social Care

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- 3 Your Details
- 4 Family and Household Details
- 5 Child Exploitation/Get Safe
- 6 Worries and Concerns
- 7 Supporting Documentation**
- 8 Send Report

#### Supporting Documentation

You will only be able to attach the following file types:

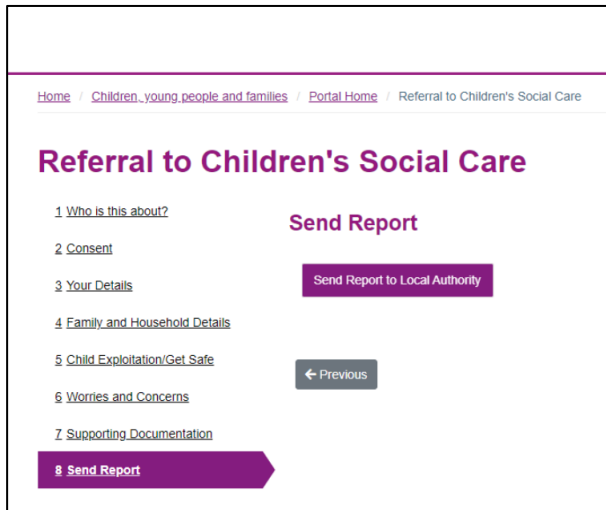
- Word Documents
- PDF Files
- Images (in .jpg / .png format)

Upload Document **Choose File** No file chosen

[← Previous](#)

## Submitting the Referral

To send the referral to WCC, click on the Send Report to Local Authority button



Home / Children, young people and families / Portal Home / Referral to Children's Social Care

### Referral to Children's Social Care

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- 8 Send Report**

#### Send Report

**Send Report to Local Authority**

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