

## Notes for Residential Children’s Homes

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# Guide 1 for Residential Children’s Homes – Logging in and updating details on the website

## Logging In

- Go to the London Care Services Website: [www.londoncareplacements.gov.uk](http://www.londoncareplacements.gov.uk) (You may have to scroll down to see all this information.) You enter your details to login.

The screenshot shows the London Care Services website. At the top, there is a purple navigation bar with the text "london care services" and a "Log in" button. Below the navigation bar, there is a main content area. On the left, there is a large red "UPDATE" graphic with a mouse cursor. To the right of the graphic, there is a text block starting with "London Care Services (LCS) team continues dealing with a high volume of applications...". Below this text, there is a "Log in" button and a "Forgot your password?" link. At the bottom of the page, there is a "News and updates" section with several articles and a "You might like to" section with links to "Download information", "Contact us", and "Discover more about us".

- Your username is usually your email address.
- If you forget your password, you can click on this link and an email with a new randomly generated one will be sent to you.
- If you have not received the email, please check your junk folder, prior to contacting us.

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## Home Page

- Once you have logged in you will see your home page with information specific to you.
- Click on 'Provider Details' and you can update your information

**london care services** [Edit your profile](#) [Log out](#)

[Home](#) [About LCP](#) [London Model Contract](#) [Links](#) [Events](#) [News](#) [Documents](#) [FAQs- Help Page](#)

[Home](#) [Provider Details](#) [Users](#)

### How does LCS work for me?

You've successfully logged into the secure area where you can add information about your service(s) for children and young people, vacancies and the cost of services.

You can also

- Update the information about the quality of the service you offer children
- Add a resource
- Add a new user
- contact us at [info@londoncareplacements.gov.uk](mailto:info@londoncareplacements.gov.uk)

**Please ensure that you complete and regularly update all the information as it is used by London boroughs to find placements for a vulnerable child or children.**


The list of services emphasises the needs of the child needing the service.

You are also reminded to complete as much as of the details as possible to allow completion of the process - insurance certificate, use of the London contract, and OFSTED ratings are all vital for the boroughs to place with confidence and avoids multiple enquiries.


Please give us feedback on [info@londoncareplacements.gov.uk](mailto:info@londoncareplacements.gov.uk)

### News and updates


[16 February 2015 - Training - Managing Regulation 33 Reports](#)

 The London Boroughs of Redbridge and Waltham Forest have teamed up to source some affordable training on Regulation 33 Reports. The training will be delivered by Jonathan Stanley and Sika Smith from the Independent Children's...  
13 January 2015

[Duty to Refer](#)

 A free event for safeguarding professionals on 23 July 2014. Click here for additional information and how to book.  
8 July 2014

[Slides for meeting with providers on 21 November 2013](#)

 Please see attached the power point presentation which details the -2% benchmark for 2014/15  
27 November 2013

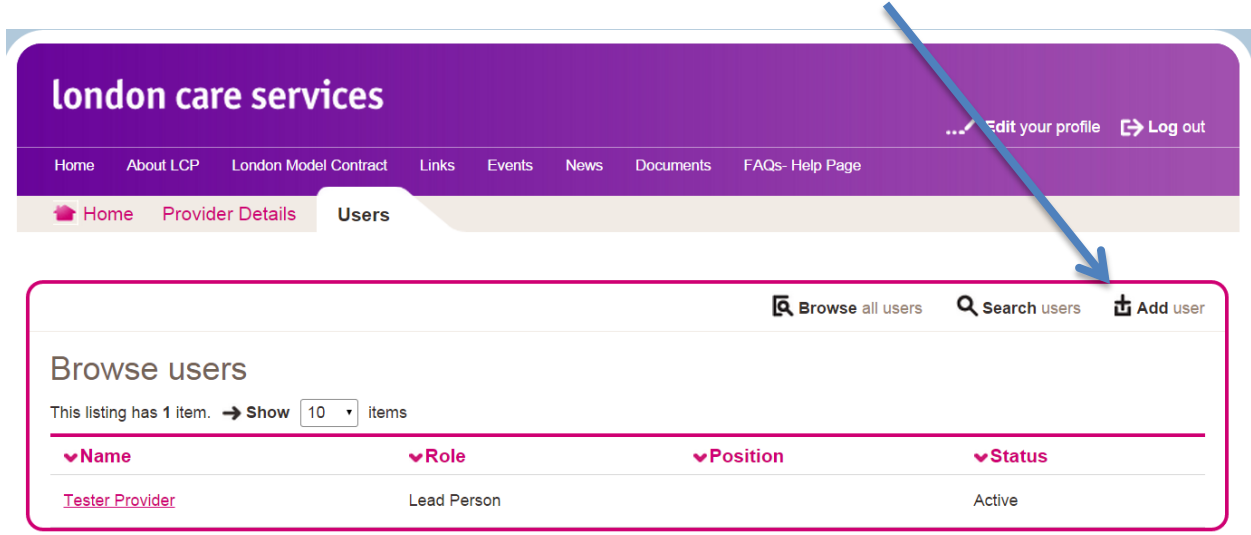
[More news...](#)

- Click on 'Users' and you can see a list of people in your organisation with access to modifying your information on the website.

## Users

This page shows a list of people in your organisation with access to modifying information about your organisation and its resources.

A Lead Person can add users to modify the information by clicking on ‘Add user’.



## User Roles

There are different roles for accessing the information on the site.

**Lead Person** – This role can:

1. Create new users and lock their accounts
2. Update information about the provider and resources.
3. Can request London Care Services to delete information / accounts.

**User** – This role can:

1. Update information about the provider and resources.

## Provider Details

- You can update your details as a legal entity by clicking on ‘**Edit provider info...**’

The screenshot shows the 'london care services' website. The header is purple with the logo and navigation links: Home, About LCP, London Model Contract, Links, Events, News, Documents, and FAQs- Help Page. Below the header, there are tabs for Home, Provider Details, and Users. The main content area is titled 'Test Provider Example' and includes a sub-header 'Provider Information' and 'Resources'. The 'General information' tab is selected, showing a form with the following fields:

Ownership type	Company Limited
Name of Organisation	Test Provider Example
Are you a registered charity?	<input checked="" type="radio"/> No
Charity Number	
Chair of the Board	
Are you affiliated to or a subsidiary of any other organisation?	<input checked="" type="radio"/> No
Details of affiliated or subsidiary organisation	
Company Registration Number	123456789
Name of Owner	The Boss

- Clicking on ‘**Resources**’ will take you to the list of your resources, where you can amend the details of each resource listed.  
For example if you operate a number of children’s homes, each home that is contracted with London Care Services is listed as a separate resource.
- Only those that have been approved to be contracted can be listed on the website.

## Guide 1 for Residential Children's Homes – Logging in and updating details on the website

### Resources

- This page shows a list of your resources and is where you can amend the details of each resource listed.  
For example if you operate a number of different agencies, each agency that is contracted with London Care Services is listed as a separate resource.
- Only those that have been approved to be contracted can be listed on the website.

The screenshot shows the 'london care services' website header with navigation links: Home, About LCP, London Model Contract, Links, Events, News, Documents, and FAQs- Help Page. Below the header, there are tabs for Home, Provider Details, and Users. The main content area is titled 'Test Provider Example' and includes a sub-header 'Resources'. A 'Provider Information' tab is also visible. The 'Resources' section features a 'Browse resources' heading, a 'Show filter' button, and a list of 2 items. The list is displayed in a table with columns for Resource name, Provider name, and Type. Each item has a dropdown arrow on the right.

Added: 27/01/2015. Last change: 27/01/2015 by Rebecca Donnelly

**Provider Information** **Resources** [Add resource info](#)

### Browse resources

[+ Show filter](#)

This listing has 2 items. → Show  items

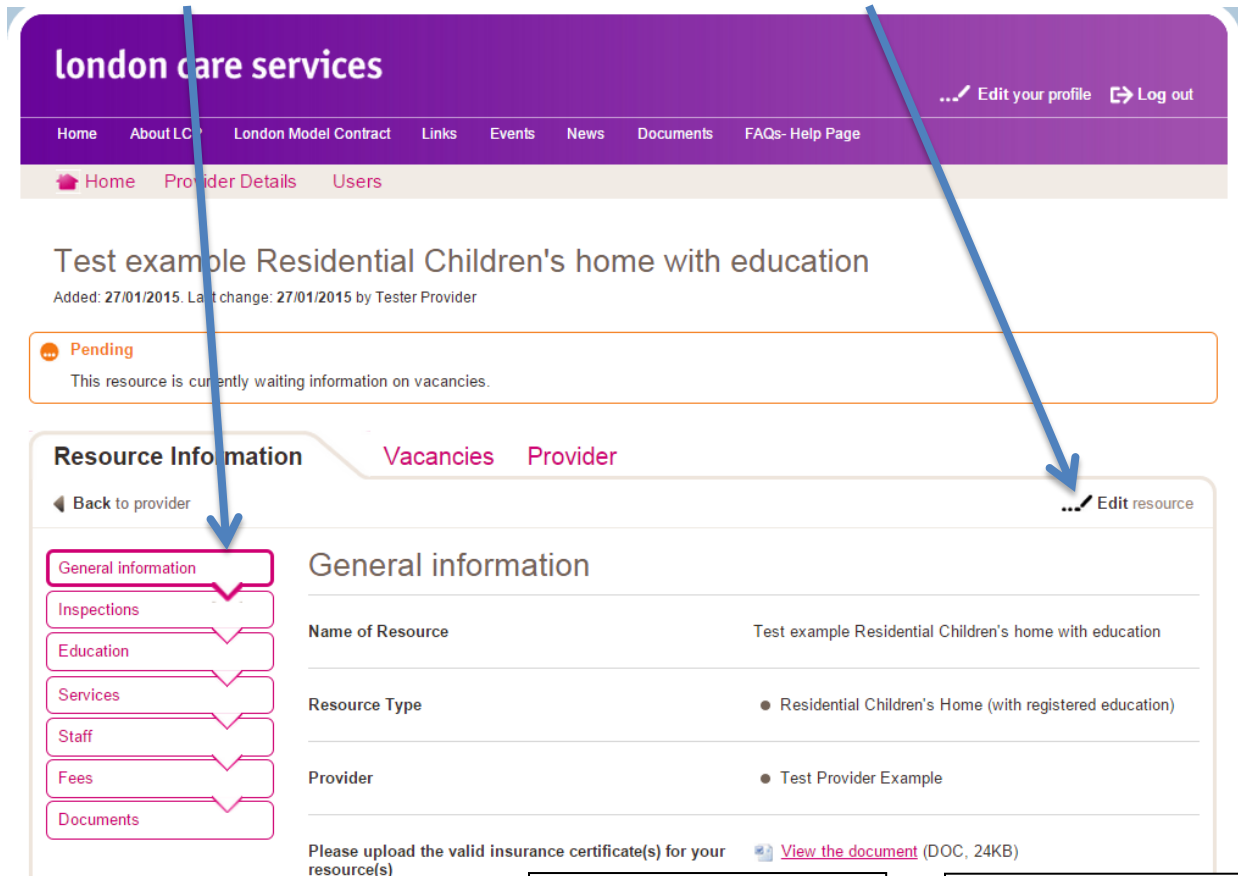
Resource name	Provider name	Type
<a href="#">Test example Independent Fostering Agency</a>	Test Provider Example	Foster Care Agency
<a href="#">Test example Residential Children's home with education</a>	Test Provider Example	Residential Children's Home (with registered education)

- Click on the resource to update information about that particular home.
- On each resource you can update a range of information by clicking on each separate tab.

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## Individual Resource Page

The first page is **General information**. To edit each tab click on ‘**Edit resource**’



**General Information**  
 Name and Type of the Resource  
 Valid insurance certificate  
 Expiry date of insurance certificate  
Resource location  
 Address & Contacts  
Resource Manager  
 Name and contact details  
 Name of responsible individual  
Resource referral contact  
 Name and contact details  
 Number of registered places/beds  
 Maximum number of day care placements  
 Number of current placements  
 Most recent placing authorities  
Age: Minimum / maximum age on admission and gender

**Documents**  
 Registration Certificate  
 Insurance Document  
 Statement of Purpose  
 Contract Document

**Services**  
 Specifics on what the service can provide.  
 For example:

- emergency same day placements
- 24 hour staffing
- preparation for independence
- type of disability care
- children with a legal status – remanded to care / Statement of Educational Needs
- types of behaviour they work with in children/ young people
- Specialisms

**Staff**  
 Number of social workers / residential care workers / youth workers / Waking night staff  
 Gender of care staff  
 Qualifications of Registered Manager  
 Any specialist staff

**Inspections**  
Ofsted or equivalent  
 Registration (URN) number  
 Date of most recent inspection  
 Overall outcome  
 Number of requirements  
 Number of recommendations  
 Link to Ofsted report

**Fees**  
 Financial Year  
 Contracted weekly fee  
 Advertised weekly  
 Agreed Fee Letter

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Once you have updated the information you will need to select ‘**Save resource**’ to save all the changes you have made.



For selected resource

**> Save resource** **X Cancel**

### Vacancies

To update vacancy information select ‘**Vacancies**’ tab. To edit the information listed select ‘**Edit vacancy details**’.

The screenshot shows the 'london care services' website. The top navigation bar includes 'Home', 'About LCP', 'London Model Contract', 'Links', 'Events', 'News', 'Documents', and 'FAQs- Help Page'. Below this is a secondary navigation bar with 'Home', 'Provider Details', and 'Users'. The main content area displays 'Test example Residential Children's home with education' with a date of '27/01/2015'. There are three tabs: 'Resource Information', 'Vacancies', and 'Provider'. The 'Vacancies' tab is selected. Below the tabs, there is a 'Back to resource' link and an 'Edit vacancy detail' button. The 'Vacancy detail' section contains an 'Information' box stating 'Vacancy detail for this resource has never been added or updated.' Below this is a table with the following data:

Number of vacancies	n/a
Available from	n/a
Last updated	n/a
Updated by	n/a

- By updating the vacancy information frequently, the record is prioritised up the list of search results when a resource matches a local authority’s search criteria.



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- Again once complete select 'Save vacancy'



For vacancy

  Save vacancy  Cancel