

LCS Help Guide: The Family Group Conference (FGC) Workflow

Version	ICS version	Date updated	Owner
V1	V10	10/7/15	MF
V2	V10	06/10/15	MF
V3	V10	16/11/15	MF
V4	V10	18/12/15	MF

Summary

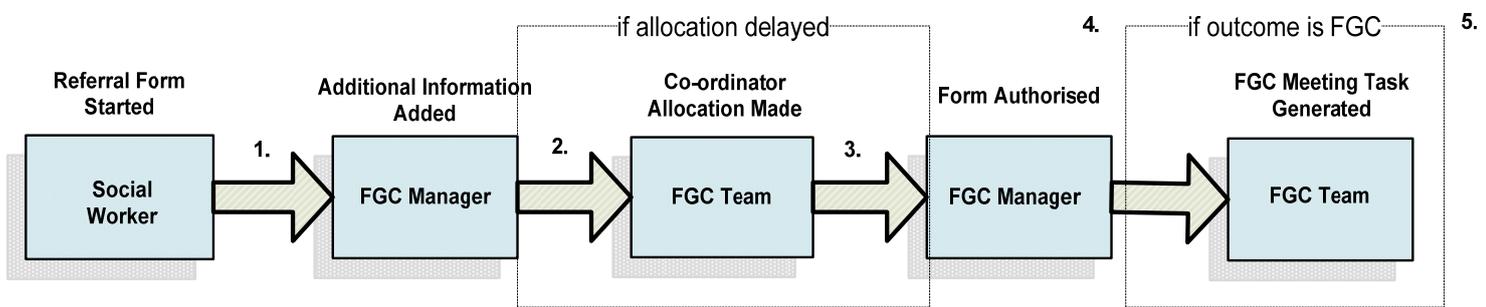
A Family Group Conference offers family members and others close to the family a chance to get together to find out what is happening in their family and to discuss how to sort out any problems. During a Family Group Conference the family make their plans without the social worker or other workers being there.

An independent co-ordinator helps to organise the meeting. 'Independent' simply means that they do not play any part in the decisions made about children by Islington Children's Services.

Traditionally recording has been carried out outside of LCS but a request was made by the team responsible for managing Family Group Conferences for more of this work to be recorded within the system against the records of the children involved.

A simple pathway has been developed in LCS which includes two dedicated forms (a referral form and a decisions form) and a meeting element.

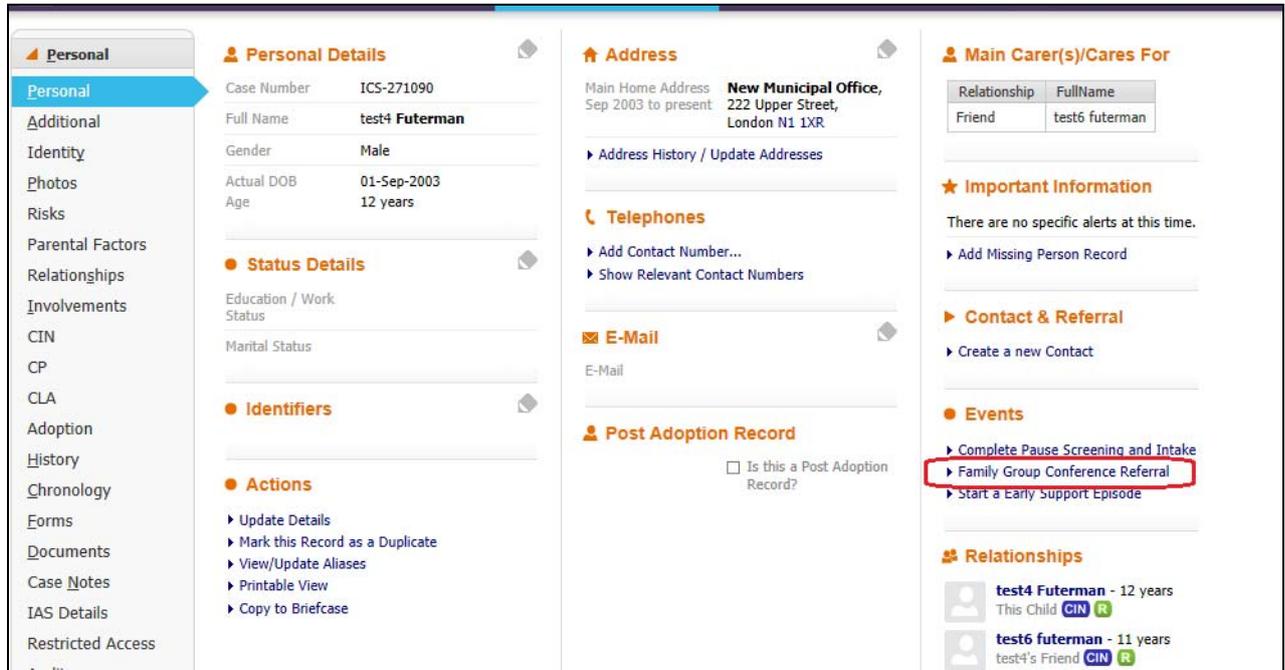
FGC Referral Process Diagram



1. Referral Form Automatically sent to FGC Team Manager for Authorisation
2. Referral Form Reassigned to FGC Pending Allocation Group Tray by FGC Team Manager
3. Picked up from FGC Pending Allocation Group Tray by FGC Team Manager
4. ACW to upload Information for Family Document to child record and notify FGC Team Manager
5. ACW to upload FGC Plan Document to child record and notify FGC Team Manager

1.) Generating an FGC Referral

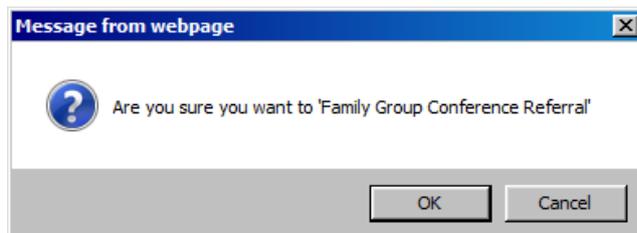
1.1 The referral form is accessed by clicking the 'Family Group Conference Referral' link on the child's record in LCS. This may be activated by a social worker from any team.



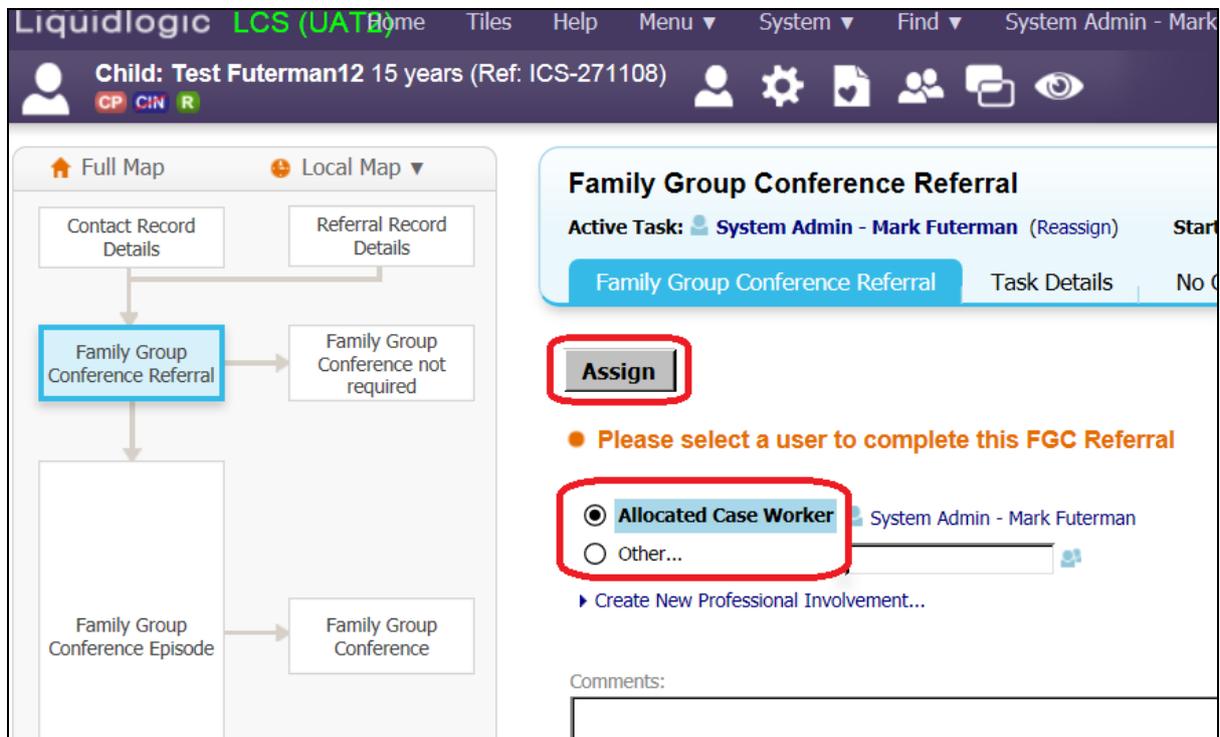
The screenshot displays the 'Personal' tab of a child's record in the LCS system. The child's name is 'test4 Futerman' (Case Number: ICS-271090). The 'Events' section on the right contains the following options:

- Complete Pause Screening and Intake
- Family Group Conference Referral** (highlighted with a red circle)
- Start a Early support Episode

1.2 The worker should click 'OK' when prompted.



- 1.3 Then the worker should select who they wish the FGC task to be assigned to and click the 'Assign' button. (Typically this will be themselves)



Liquidlogic LCS (UAT) Home Tiles Help Menu System Find System Admin - Mark Futerman

Child: Test Futerman12 15 years (Ref: ICS-271108) CP CIN R

Family Group Conference Referral

Active Task: System Admin - Mark Futerman (Reassign) Start

Family Group Conference Referral Task Details No C

Assign

● Please select a user to complete this FGC Referral

Allocated Case Worker System Admin - Mark Futerman

Other...

▶ Create New Professional Involvement...

Comments:

- 1.4 The worker should then click the 'Start FGC Referral' button



Liquidlogic LCS (UAT) Home Tiles Help Menu System Find System Admin - Mark Futerman

Child: Test Futerman12 15 years (Ref: ICS-271108) CP CIN R

Family Group Conference Referral

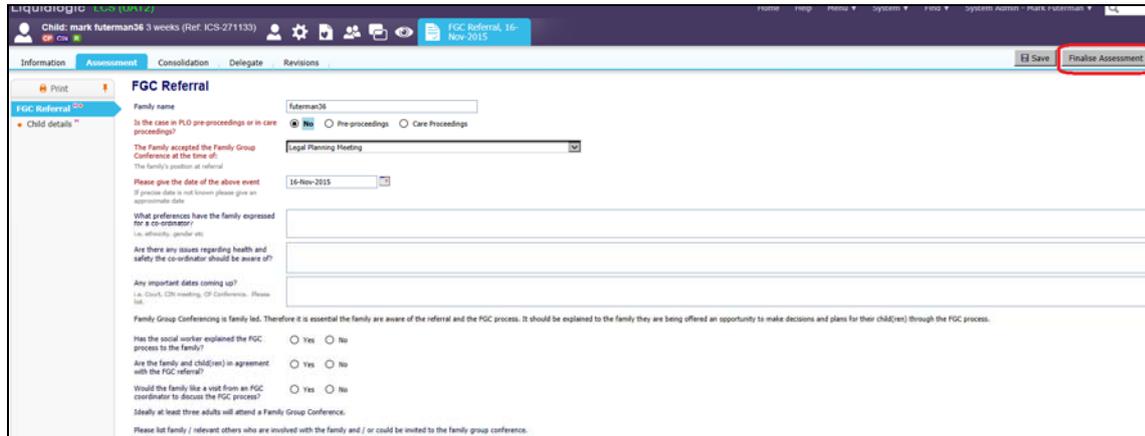
Active Task: System Admin - Mark Futerman (Reassign) Start

Family Group Conference Referral Task Details No C

The FGC has not been started yet

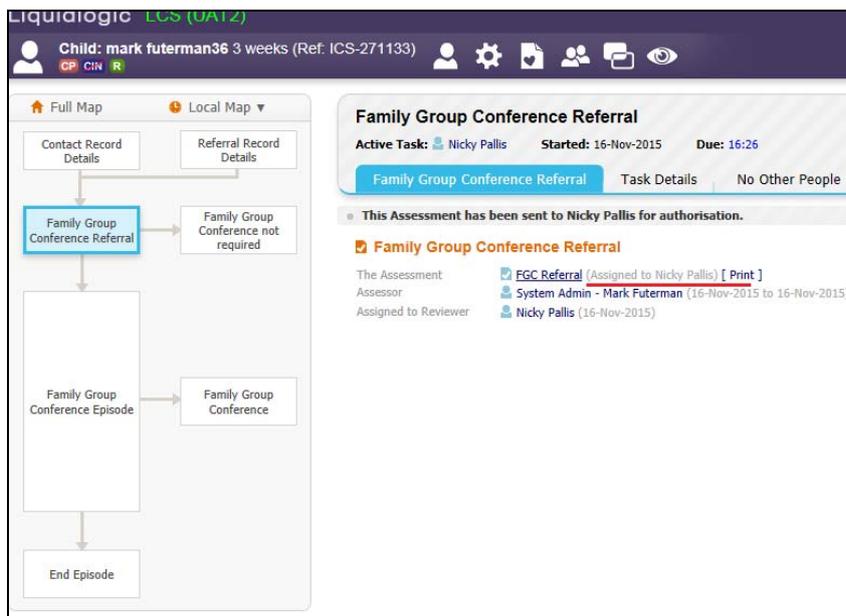
Start FGC Referral

1.5 Once completed the worker should 'Finalise' the form in the normal way



The screenshot shows the 'FGC Referral' form in the Liquidlogic system. The form is titled 'FGC Referral' and contains various fields for family details, dates, and preferences. A red box highlights the 'Finalise Assessment' button in the top right corner.

1.6 The referral form then passes directly to Nicky Pallis for authorisation.



What Happens Next:

Once she has received the form Nicky Pallis will meet with you or speak on the phone if any further information is needed.

After this the FGC referral is allocated to a co-ordinator who will contact you to arrange a meeting. As is currently the case, the co-ordinator will assist you to write the Information for the Family.

The (Word) template for this form is available on [izzi \(click here\)](#) or can be obtained from the FGC Service directly.

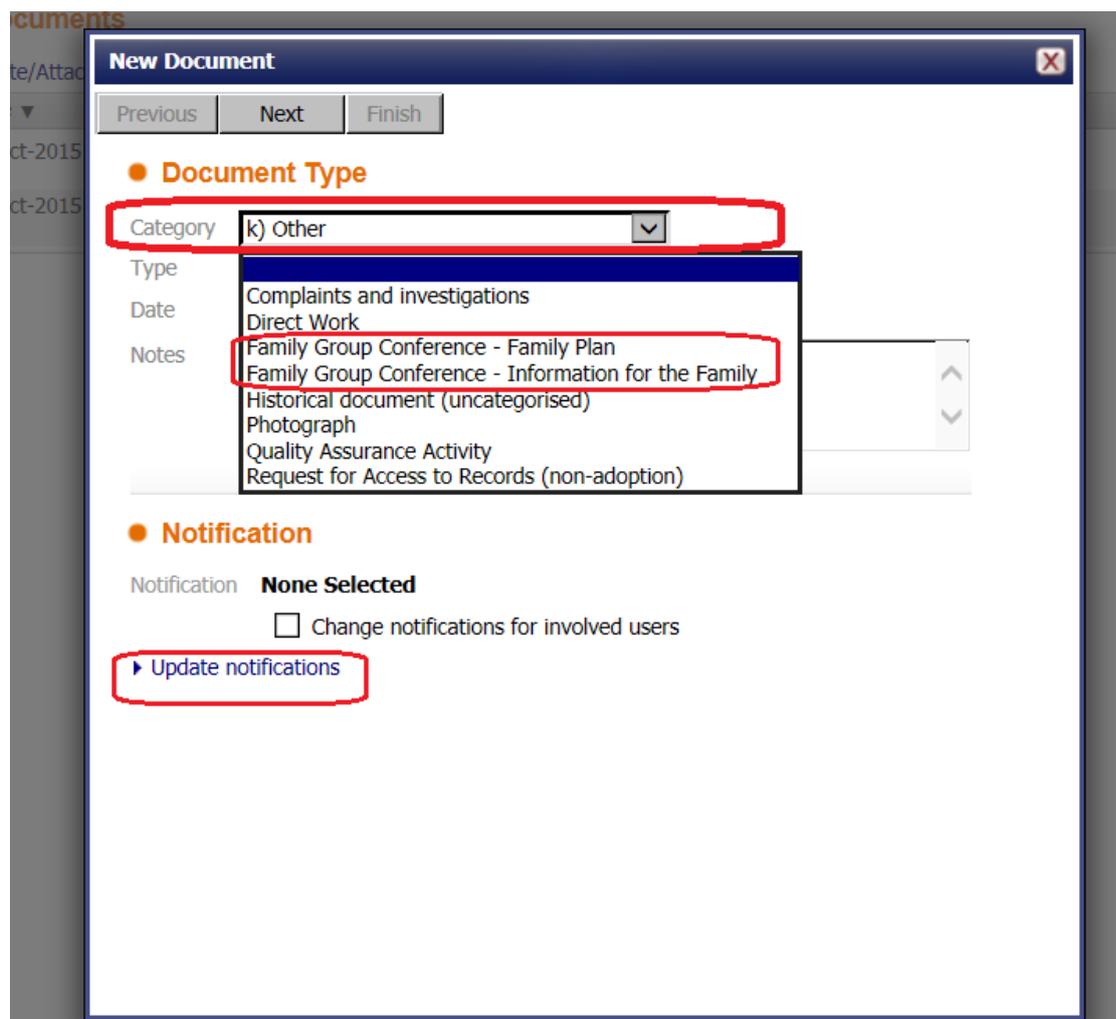
It is your responsibility to obtain written consent from the parent(s) / carer(s) that this information can be shared with the wider family, and then upload the signed Information for the Family on to LCS (in Documents (described below)).

Similarly, after the Family Group Conference the co-ordinator will type up and email the family's plan to you. You will need to upload this on to LCS (in Documents (described below)) and write a case note to say that the FGC took place.

2.) Uploading Documents Relating to the Family Group Conference

Both of the Document types for 'Family Group Conference' come under the category 'k) Other'.

2.1 Once you have selected the appropriate document type you should click the 'Update notifications' link, as shown below:



New Document

Previous Next Finish

Document Type

Category **k) Other**

Type

Date

Notes

- Complaints and investigations
- Direct Work
- Family Group Conference - Family Plan**
- Family Group Conference - Information for the Family**
- Historical document (uncategorised)
- Photograph
- Quality Assurance Activity
- Request for Access to Records (non-adoption)

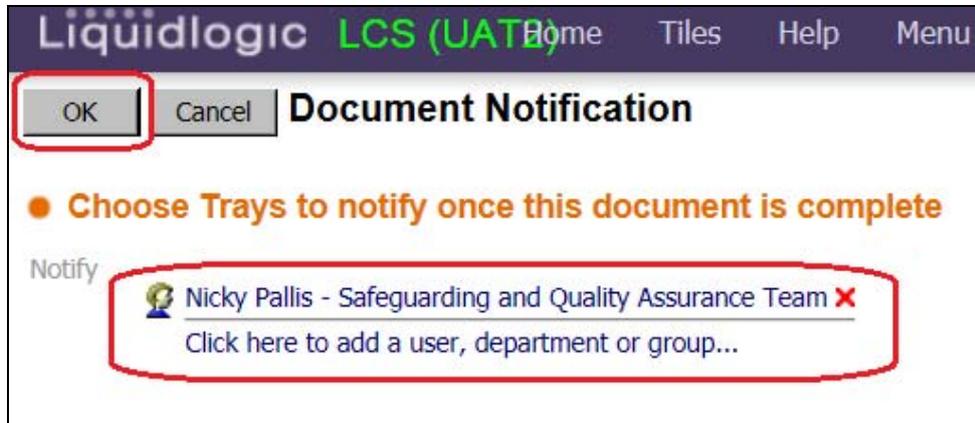
Notification

Notification **None Selected**

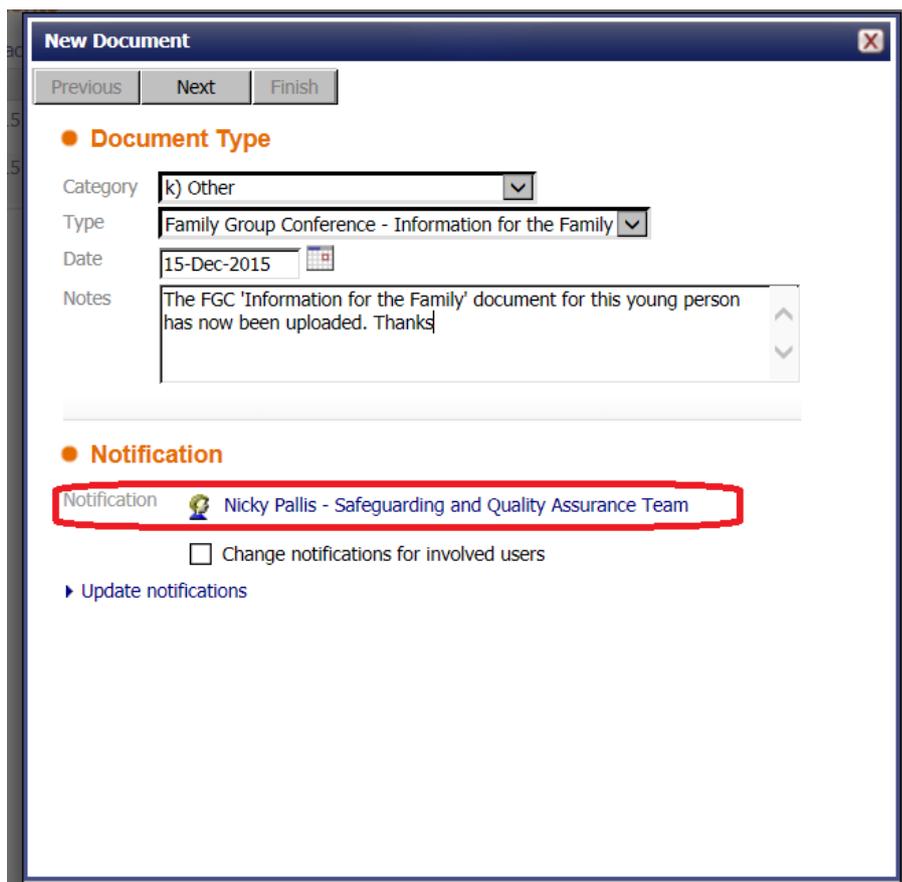
Change notifications for involved users

[Update notifications](#)

2.2 Select 'Nicky Pallis' when prompted to select a worker to notify:



2.3 Nicky Pallis will now be notified that the document has been uploaded:



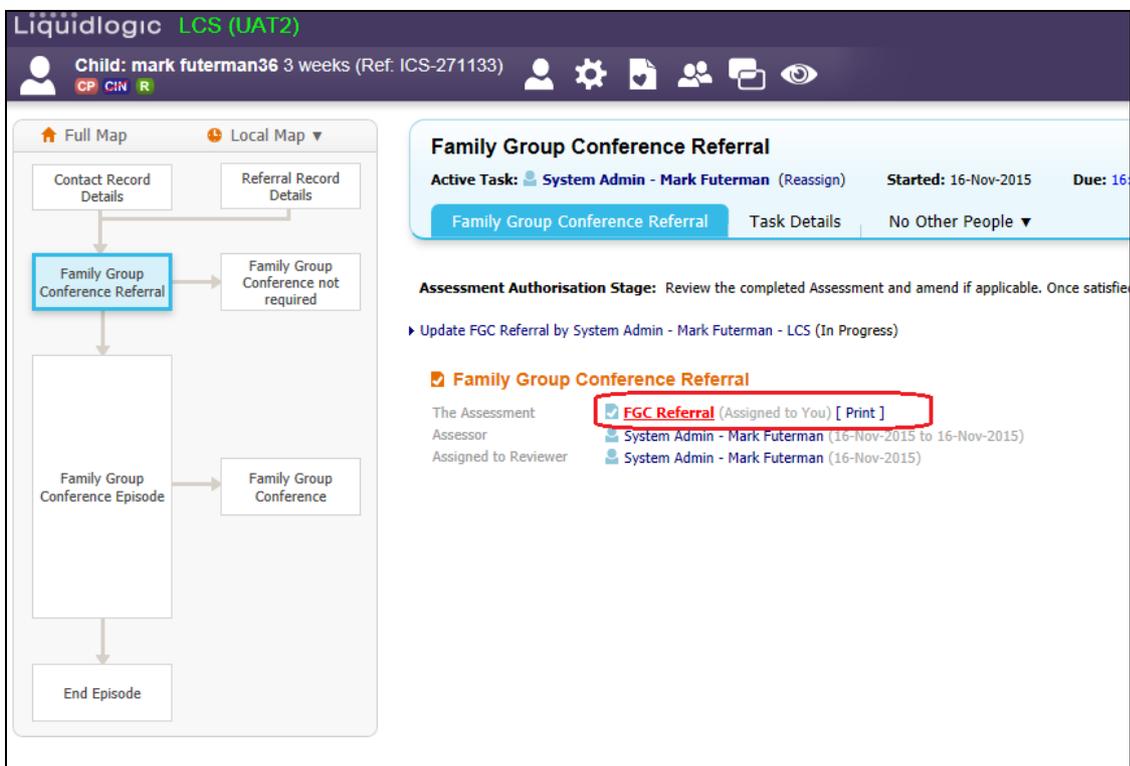
IMPORTANT NOTE: In the case of the 'Family Group Conference - Information for the Family' Document, the co-ordinator **can only get started on organising the FGC** once Nicky has been made aware that the document has been uploaded.

3.) Progression of the Referral by the FGC Team

3.1 The finalised referral shows as a task in Nicky Pallis's (the TM's) tray

Group By: Date Task Person Address Referral Group		Order By: Start Date Due Date Timeframe Person	
Today			
	Person	Task Description	
16:26	futerman36, mark 3 wks	Please authorise the FGC referral	

3.2 Once the task has been clicked the TM will be presented with the following screen:



Liquidlogic LCS (UAT2)
 Child: mark futerman36 3 weeks (Ref: ICS-271133)
 CP CIN R

Family Group Conference Referral
 Active Task: System Admin - Mark Futerman (Reassign) Started: 16-Nov-2015 Due: 16-Nov-2015

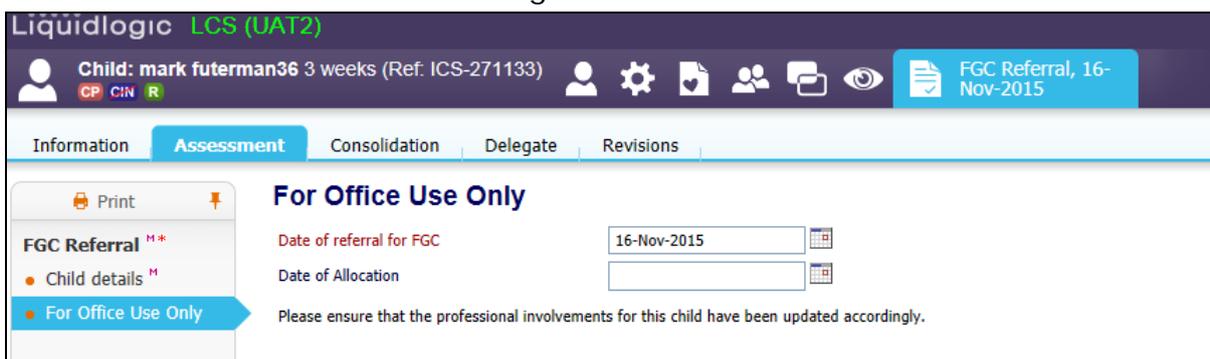
Family Group Conference Referral | Task Details | No Other People ▼

Assessment Authorisation Stage: Review the completed Assessment and amend if applicable. Once satisfied

Update FGC Referral by System Admin - Mark Futerman - LCS (In Progress)

Family Group Conference Referral
 The Assessment: **FGC Referral (Assigned to You) [Print]**
 Assessor: System Admin - Mark Futerman (16-Nov-2015 to 16-Nov-2015)
 Assigned to Reviewer: System Admin - Mark Futerman (16-Nov-2015)

3.3 The TM will be able to access the 'For Office Use Only' section of the form and add these details before clicking the 'Finalise Assessment' button.



Liquidlogic LCS (UAT2)
 Child: mark futerman36 3 weeks (Ref: ICS-271133)
 CP CIN R

FGC Referral, 16-Nov-2015

Information | **Assessment** | Consolidation | Delegate | Revisions

Print

FGC Referral ^{M*}

- Child details ^M
- For Office Use Only**

For Office Use Only

Date of referral for FGC: 16-Nov-2015

Date of Allocation: []

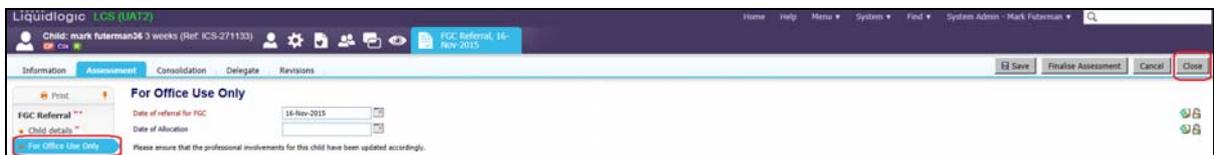
Please ensure that the professional involvements for this child have been updated accordingly.

ALTERNATIVELY the TM may wish to **reassign** this referral to the 'FGC Pending Allocation' tray if the allocation details are not confirmed:
 In order to this they should take the following steps:

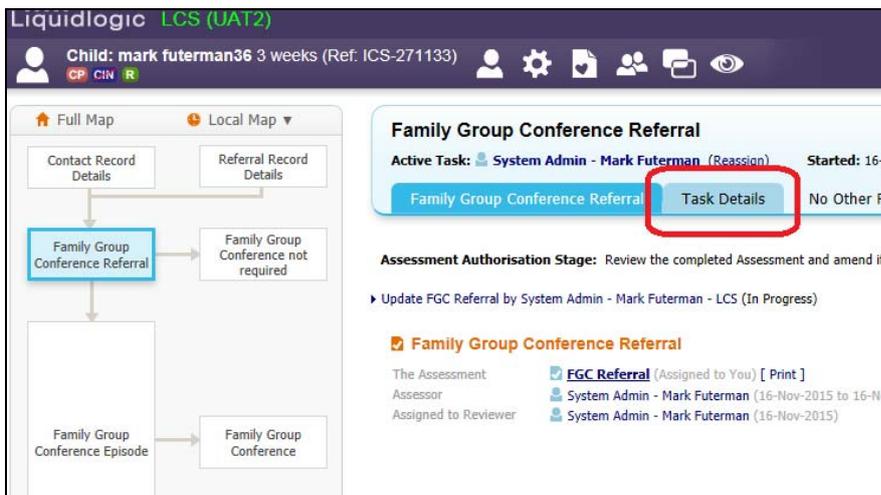
- (i) Save the referral form by clicking on the 'Save' button



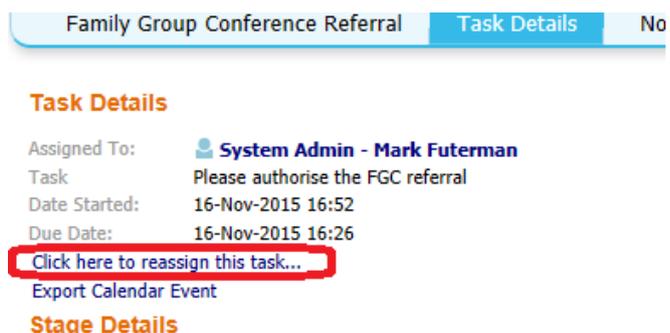
- (ii) Click the 'Close' button



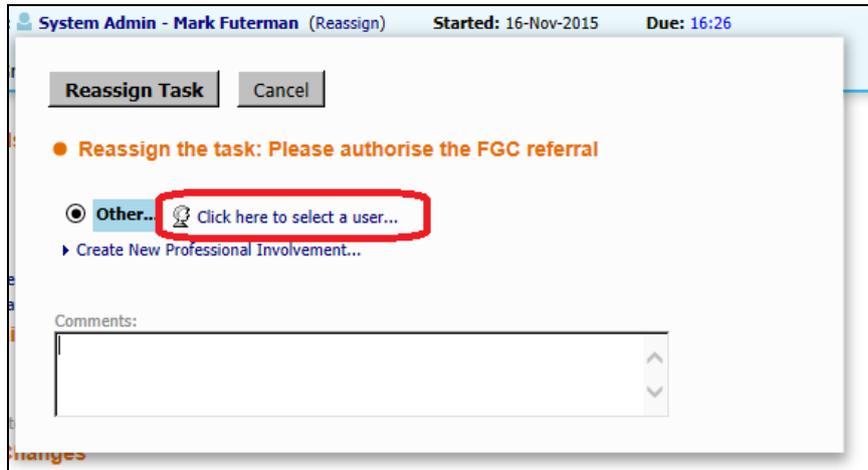
- (iii) From the 'Family Group Conference Screen' click 'Task Details' tab



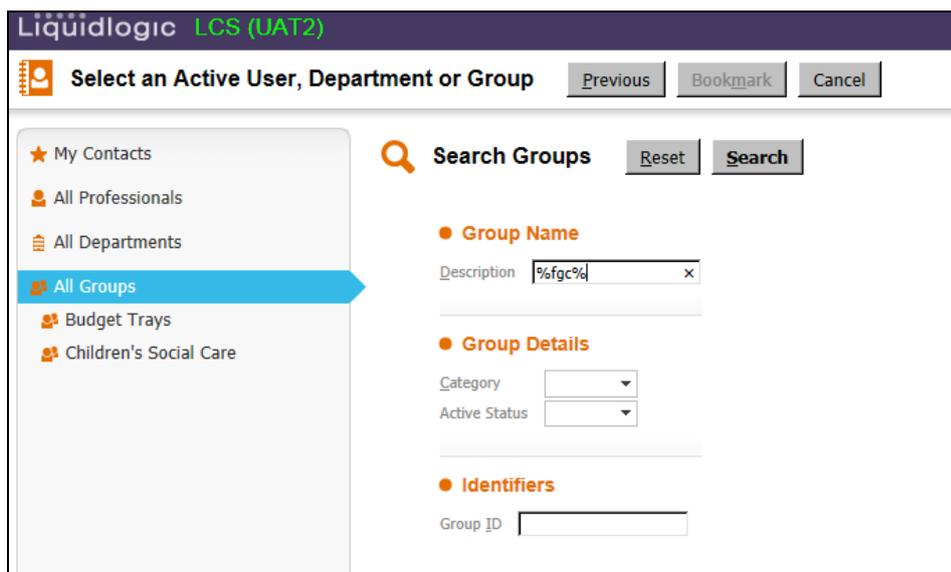
- (iv) Click the 'click here to reassign this task...' link



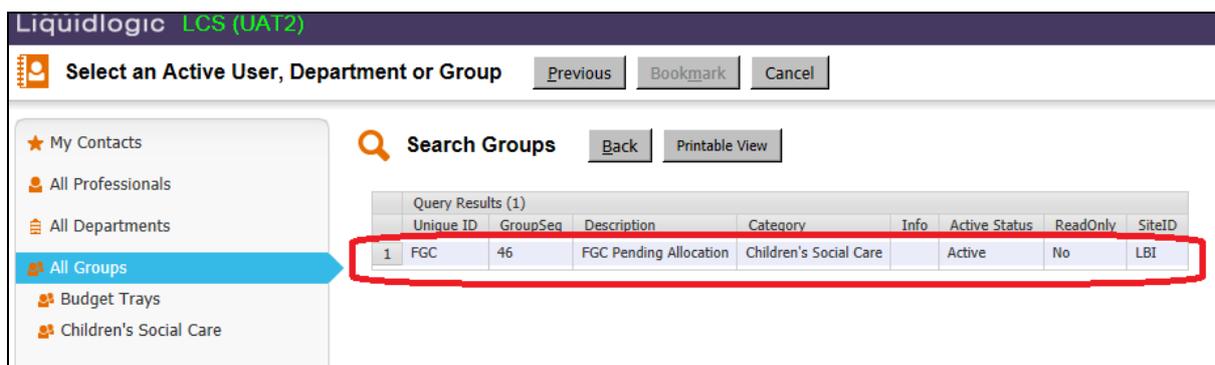
(v) Select 'Other' and click the 'Click here to select a user' link



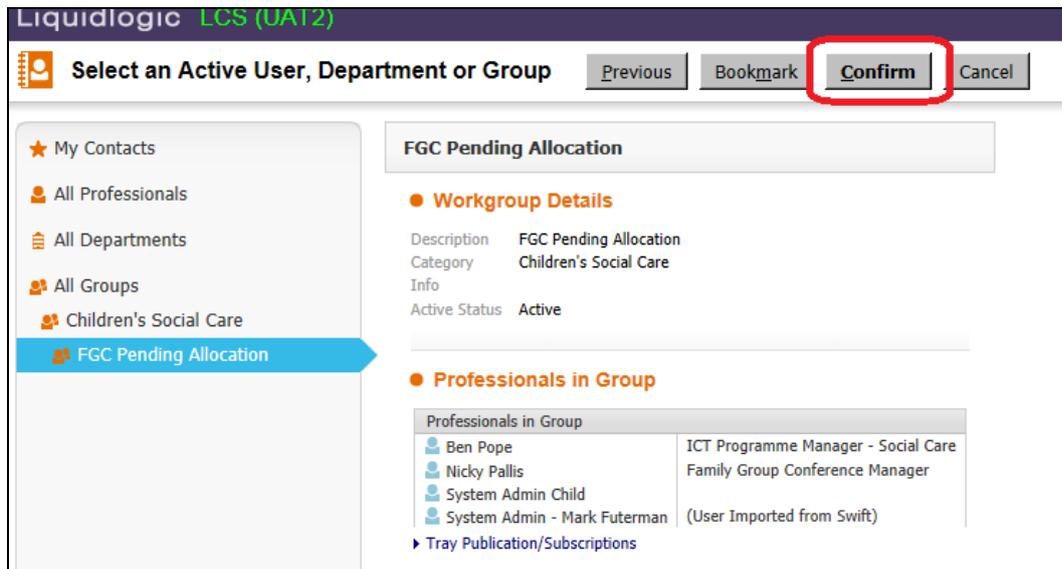
(vi) Enter '%fgc%' into the 'Description' box



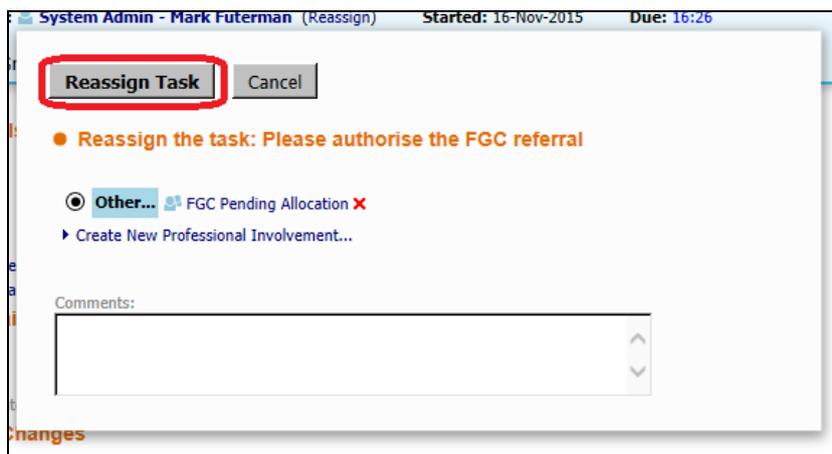
(vii) Select the group tray 'FGC Pending Allocation'



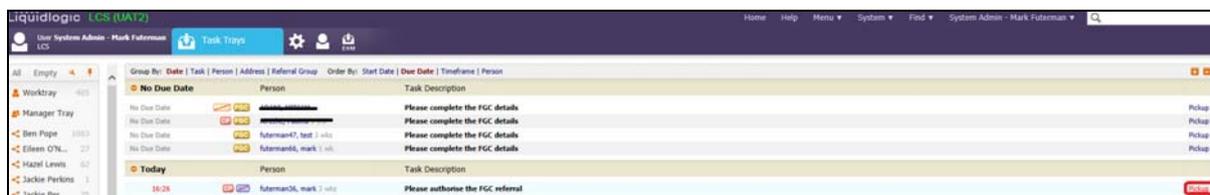
(viii) Click the 'Confirm' button



(ix) Click the 'Reassign Task' button

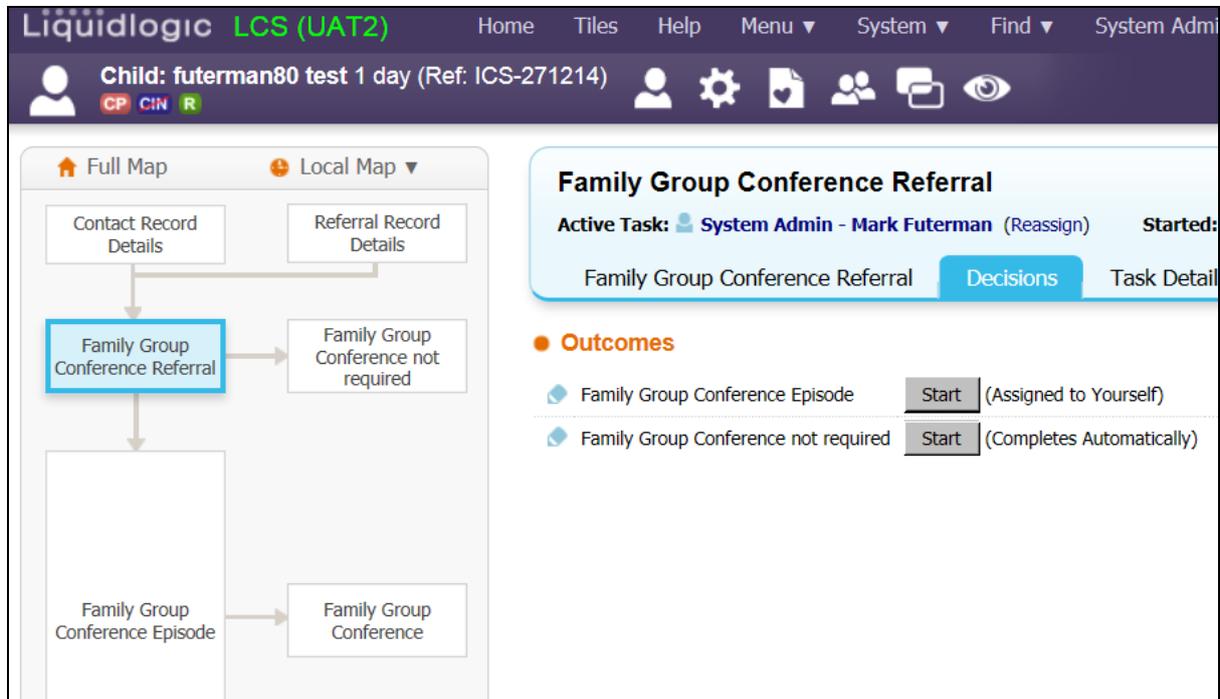


(x) The task will appear in the 'FGC Pending Allocation' tray awaiting pickup

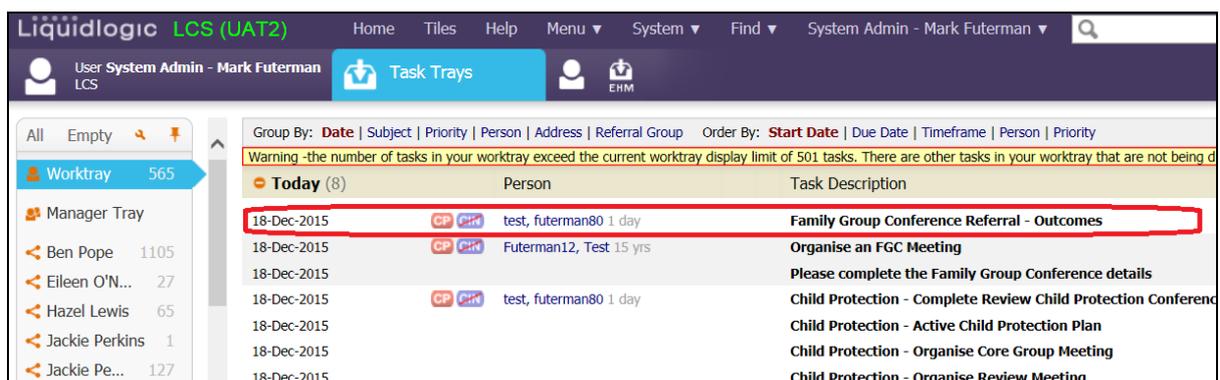


4.) Generating a Family Group Conference

Once the FGC Team Mgr. has authorised the referral the screen below will appear:



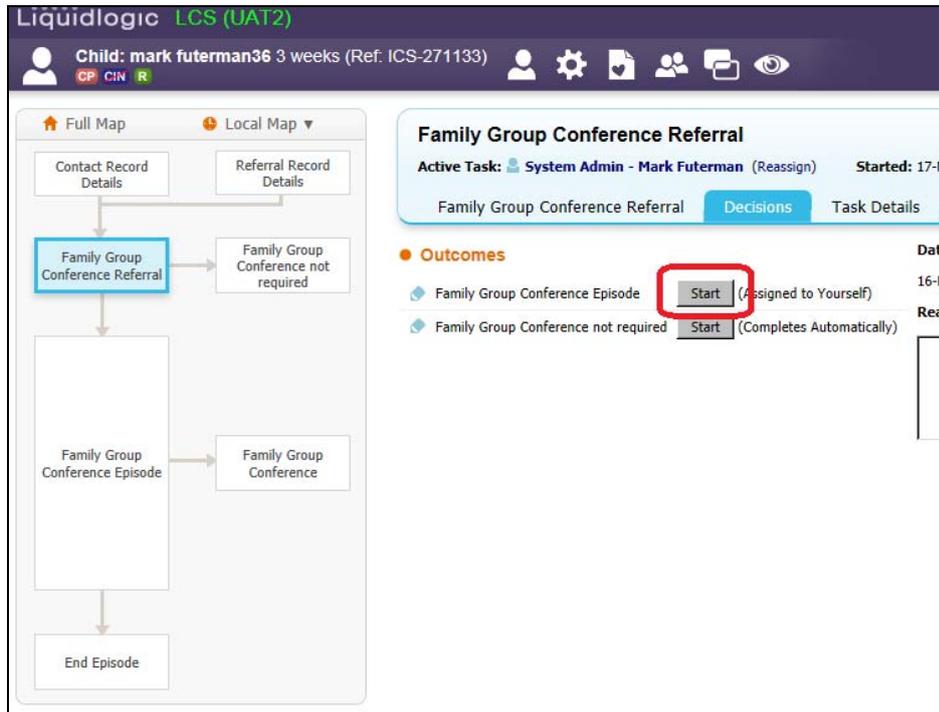
This will show in the FGC TM's tray as a task titled 'Family Group Conference Referral – Outcomes':



It is currently envisioned that the FGC Team Mgr. will not progress beyond this point UNTIL the Social Worker has uploaded the 'Family Group Conference – Information for the Family' document against the child records.

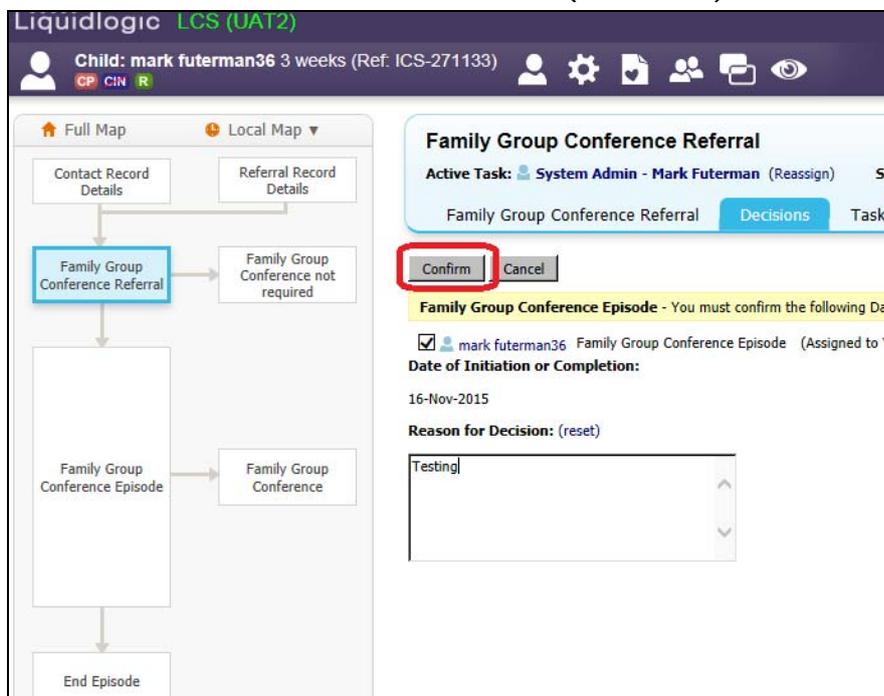
However, once this has been received the following steps should be taken to begin the Family Group Conference Episode.

4.1 Click the 'Start' button against 'Family Group Conference Episode' under Outcomes:



The screenshot shows the 'Family Group Conference Referral' task in the Liquidlogic LCS (UAT2) system. The interface includes a navigation menu on the left with 'Full Map' and 'Local Map' options. The main content area displays a flowchart on the left and a task details panel on the right. The task details panel shows the 'Active Task' as 'System Admin - Mark Futerman (Reassign)' and 'Started: 17-Nov-2015'. Under the 'Outcomes' section, there are two entries: 'Family Group Conference Episode' and 'Family Group Conference not required'. The 'Start' button for the 'Family Group Conference Episode' outcome is highlighted with a red box.

4.2 Record a 'Reason for Decision' (if desired) and click the 'Confirm' button:



The screenshot shows the 'Family Group Conference Referral' task in the Liquidlogic LCS (UAT2) system. The interface includes a navigation menu on the left with 'Full Map' and 'Local Map' options. The main content area displays a flowchart on the left and a task details panel on the right. The task details panel shows the 'Active Task' as 'System Admin - Mark Futerman (Reassign)' and 'Started: 17-Nov-2015'. Under the 'Outcomes' section, there are two entries: 'Family Group Conference Episode' and 'Family Group Conference not required'. The 'Confirm' button for the 'Family Group Conference Episode' outcome is highlighted with a red box. Below the 'Confirm' button, there is a yellow warning message: 'Family Group Conference Episode - You must confirm the following Data'. A checkbox is checked for 'mark futerman36 Family Group Conference Episode (Assigned to Yourself)'. The 'Date of Initiation or Completion' is '16-Nov-2015'. The 'Reason for Decision' field is labeled '(reset)' and contains the text 'Testing'.

4.2 You will see the screen below. Click the blue link, circled:



Liquidlogic LCS (UAT2)
 Child: mark futerman36 3 weeks (Ref: ICS-271133)
 CP CIN R

Family Group Conference Referral
 Active Task: System Admin - Mark Futerman (Reassign) Started: 17-Nov-2015 Due: 16:26

Family Group Conference Referral Decisions Task Details No Other People ▼

Outcomes

- Family Group Conference Episode Active - Decisions

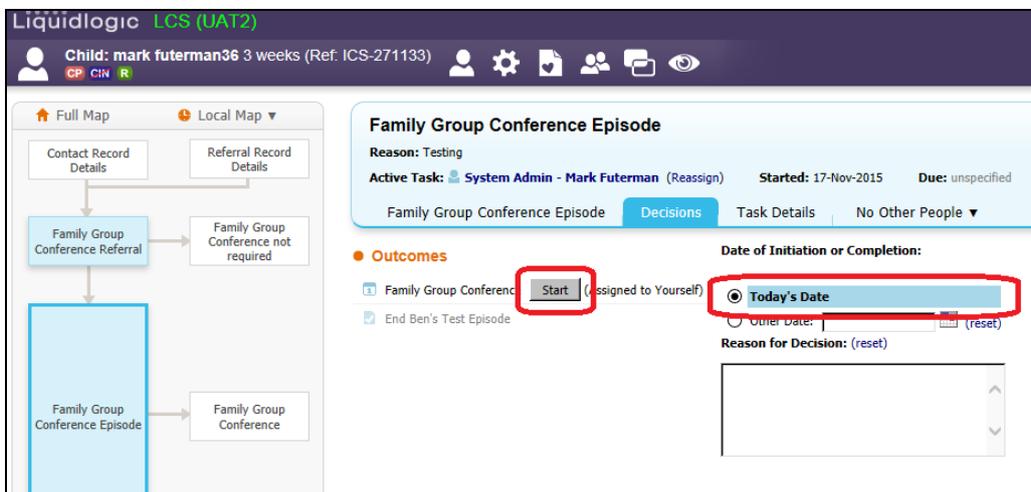
Decisions Completed:

Outcomes Completed

Date of Initiation or Completion:
16-Nov-2015

Reason for Decision:
Testing

4.3 Then click the 'Decisions' tab, 'Today's date' (or enter an alternate date) and then click the 'Start' button:



Liquidlogic LCS (UAT2)
 Child: mark futerman36 3 weeks (Ref: ICS-271133)
 CP CIN R

Family Group Conference Episode
 Reason: Testing
 Active Task: System Admin - Mark Futerman (Reassign) Started: 17-Nov-2015 Due: unspecified

Family Group Conference Episode Decisions Task Details No Other People ▼

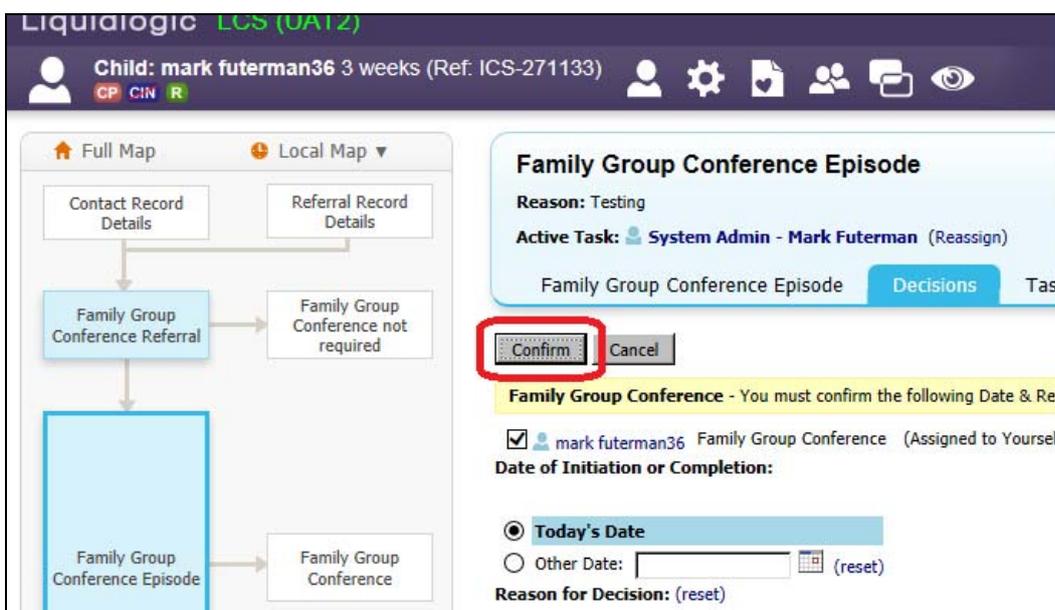
Outcomes

- Family Group Conference Episode (Assigned to Yourself) **Start**
- End Ben's Test Episode

Date of Initiation or Completion:
 Today's Date
 Other Date: (reset)

Reason for Decision: (reset)

4.4 Click the 'Confirm' button:



Liquidlogic LCS (UAT2)
 Child: mark futerman36 3 weeks (Ref: ICS-271133)
 CP CIN R

Family Group Conference Episode
 Reason: Testing
 Active Task: System Admin - Mark Futerman (Reassign)

Family Group Conference Episode Decisions Tas

Confirm Cancel

Family Group Conference - You must confirm the following Date & Re.

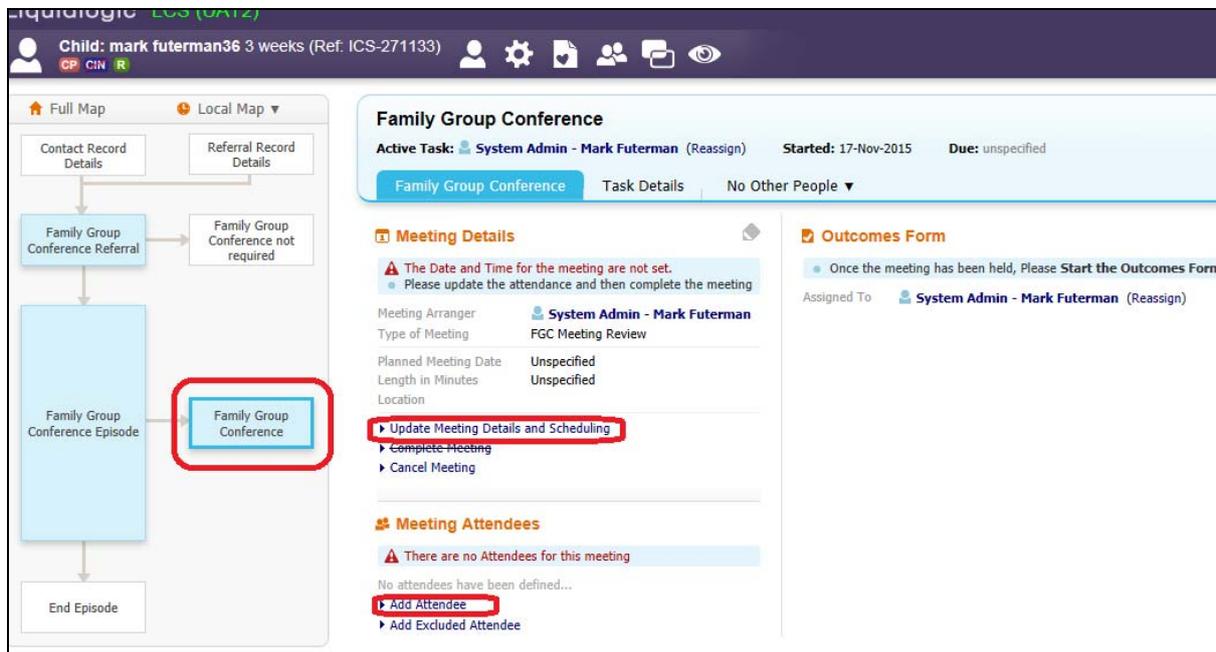
mark futerman36 Family Group Conference (Assigned to Yourself)

Date of Initiation or Completion:

Today's Date
 Other Date: (reset)

Reason for Decision: (reset)

4.5 Click the 'Family Group Conference' box and you will be able to record the meeting details in the normal way:



Family Group Conference

Active Task: **System Admin - Mark Futerman** (Reassign) Started: 17-Nov-2015 Due: unspecified

Family Group Conference Task Details No Other People ▼

Meeting Details

⚠ The Date and Time for the meeting are not set.
 • Please update the attendance and then complete the meeting

Meeting Arranger: **System Admin - Mark Futerman**
 Type of Meeting: FGC Meeting Review
 Planned Meeting Date: Unspecified
 Length in Minutes: Unspecified
 Location: [Empty]

▶ Update Meeting Details and Scheduling
 ▶ Complete Meeting
 ▶ Cancel Meeting

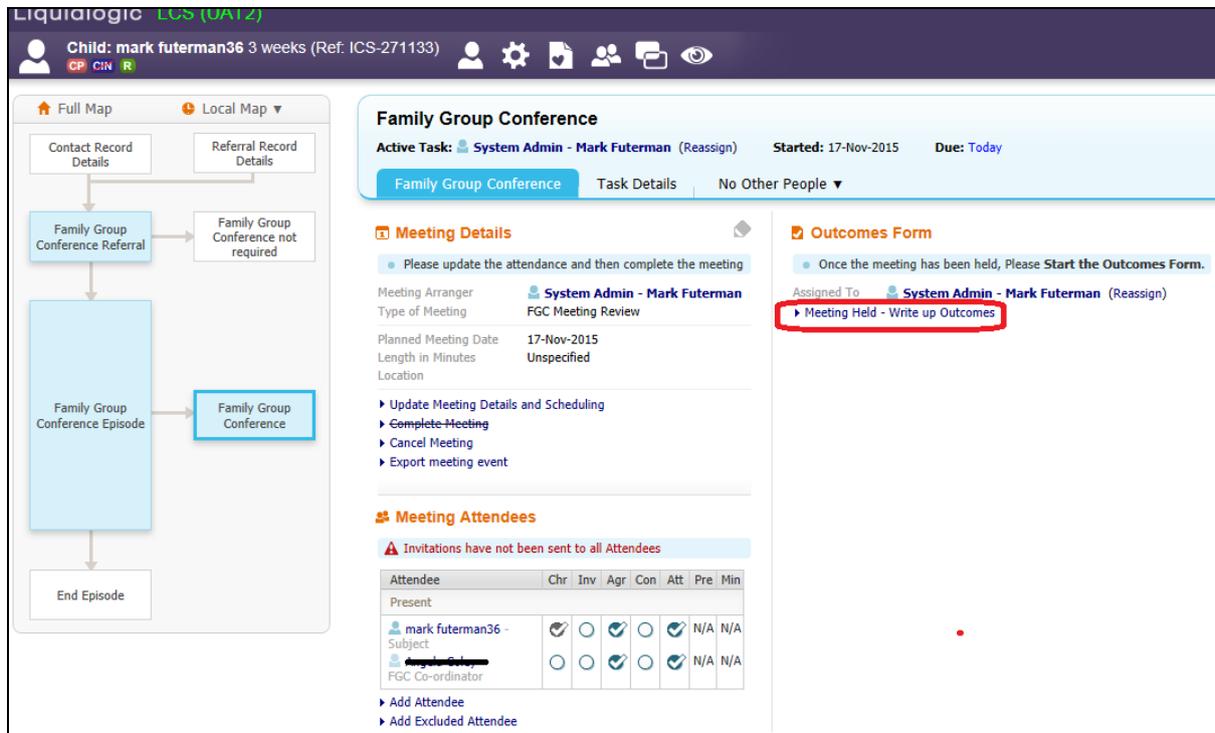
Meeting Attendees

⚠ There are no Attendees for this meeting
 No attendees have been defined...
 ▶ Add Attendee
 ▶ Add Excluded Attendee

Outcomes Form

• Once the meeting has been held, Please Start the Outcomes Form
 Assigned To: **System Admin - Mark Futerman** (Reassign)

4.6 Once you have entered Meeting Details and Meeting Attendees (and confirmed attendance) you will be able to access the 'Meeting Outcomes' form by clicking on the blue link – circled below:



Liquidlogic LCS (UAT2)
 Child: mark futerman36 3 weeks (Ref: ICS-271133)
 CP CIN R

Family Group Conference
 Active Task: System Admin - Mark Futerman (Reassign) Started: 17-Nov-2015 Due: Today
 Family Group Conference Task Details No Other People

Meeting Details
 Please update the attendance and then complete the meeting
 Meeting Arranger: System Admin - Mark Futerman
 Type of Meeting: FGC Meeting Review
 Planned Meeting Date: 17-Nov-2015
 Length in Minutes: Unspecified
 Location:
 Update Meeting Details and Scheduling
 Complete Meeting
 Cancel Meeting
 Export meeting event

Outcomes Form
 Once the meeting has been held, Please Start the Outcomes Form.
 Assigned To: System Admin - Mark Futerman (Reassign)
 Meeting Held - Write up Outcomes

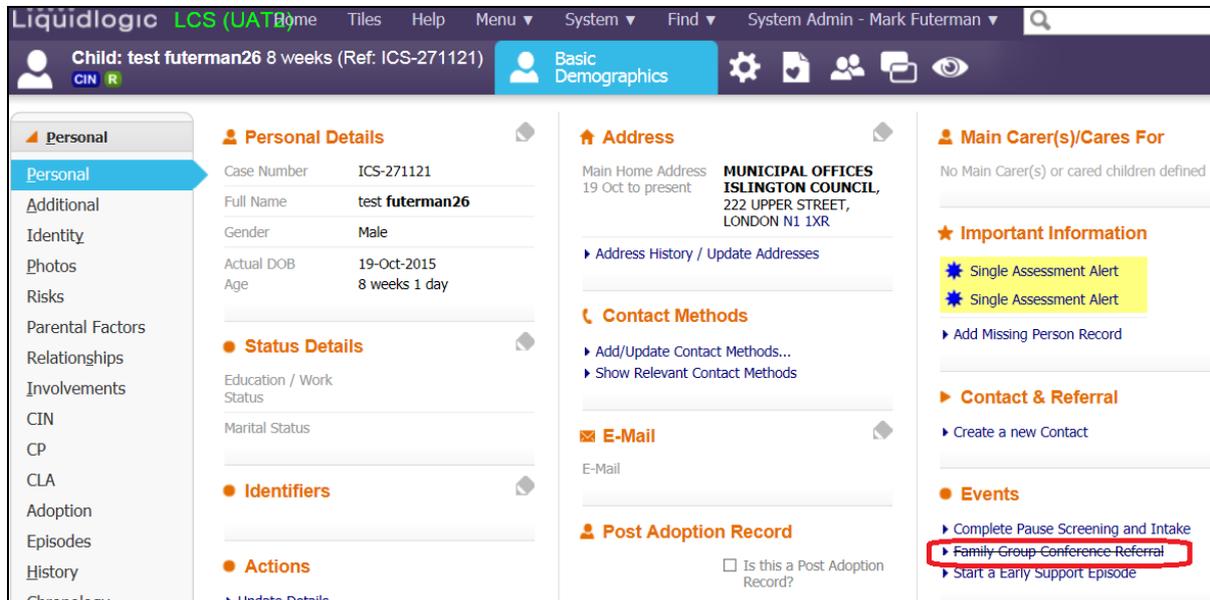
Meeting Attendees
 Invitations have not been sent to all Attendees

Attendee	Chr	Inv	Agr	Con	Att	Pre	Min
Present							
mark futerman36 - Subject	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N/A	N/A
FGC Co-ordinator	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N/A	N/A

Add Attendee
 Add Excluded Attendee

5.) Accessing the Family Group Conference Workflow and Forms

(i) Once an FGC workflow has been started the 'Family Group Conference Referral' link will be crossed out until the FGC workflow has ended.



Liquidlogic LCS (UATH) Home Tiles Help Menu System Find System Admin - Mark Futerman

Child: test futerman26 8 weeks (Ref: ICS-271121) Basic Demographics

Personal

Personal Details

Case Number: ICS-271121
 Full Name: test futerman26
 Gender: Male
 Actual DOB: 19-Oct-2015
 Age: 8 weeks 1 day

Address

Main Home Address: 19 Oct to present
 MUNICIPAL OFFICES
 ISLINGTON COUNCIL,
 222 UPPER STREET,
 LONDON N1 1XR

Main Carer(s)/Cares For

No Main Carer(s) or cared children defined

Important Information

- Single Assessment Alert
- Single Assessment Alert

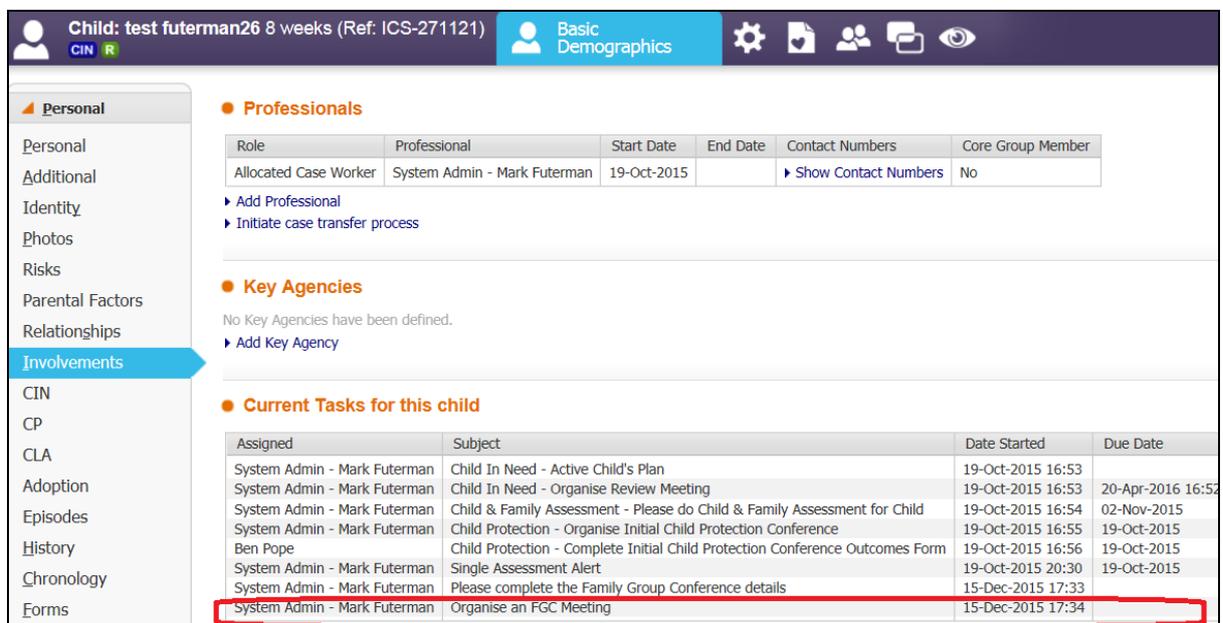
Contact & Referral

- Create a new Contact

Events

- Complete Pause Screening and Intake
- Family Group Conference Referral**
- Start a Early Support Episode

(ii) While there are active tasks related to the case, these will be available to view via the 'Involvements' tab or via the 'Episodes' tab (see (iii)).



Child: test futerman26 8 weeks (Ref: ICS-271121) Basic Demographics

Professionals

Role	Professional	Start Date	End Date	Contact Numbers	Core Group Member
Allocated Case Worker	System Admin - Mark Futerman	19-Oct-2015		Show Contact Numbers	No

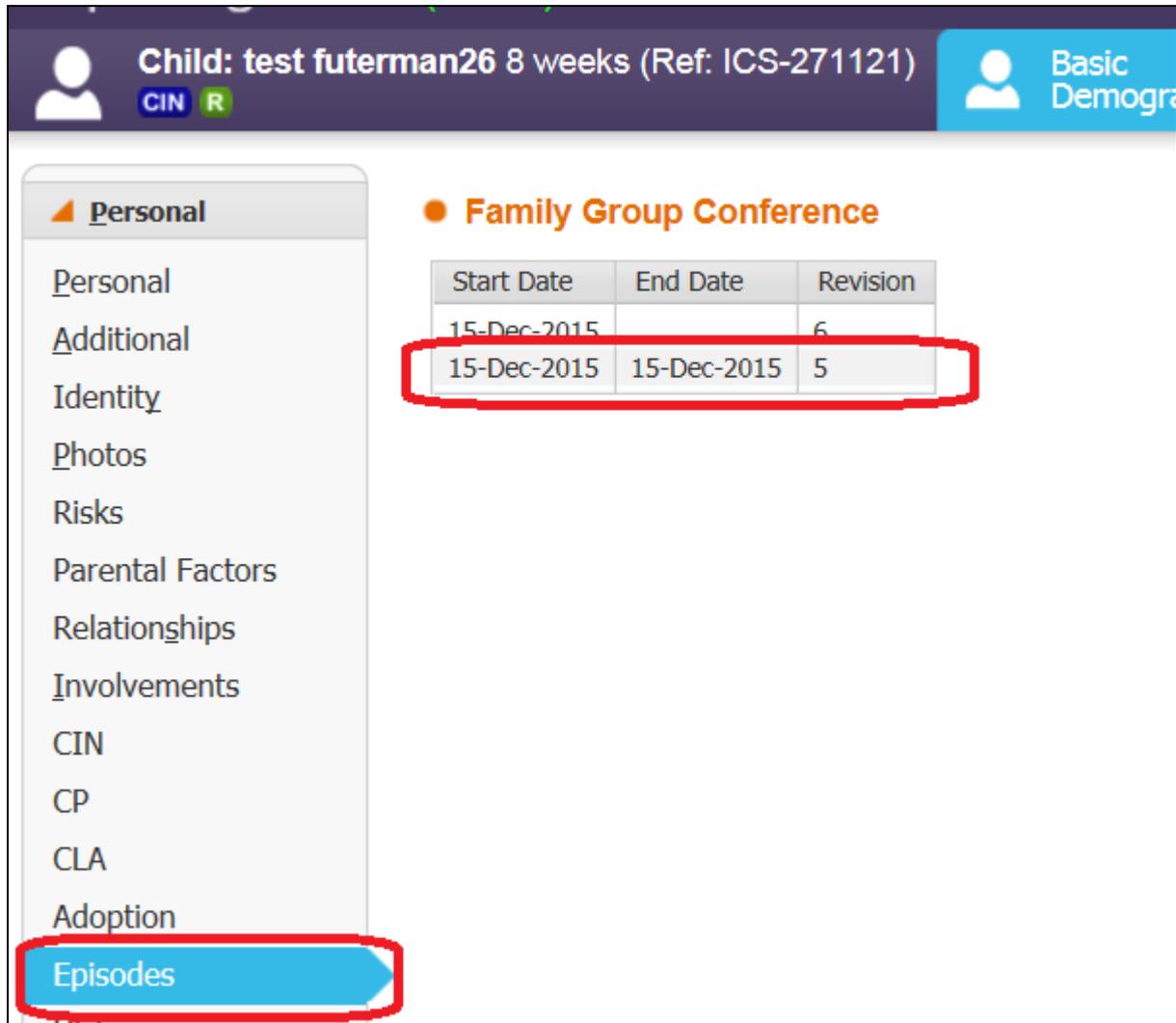
Key Agencies

No Key Agencies have been defined.

Current Tasks for this child

Assigned	Subject	Date Started	Due Date
System Admin - Mark Futerman	Child In Need - Active Child's Plan	19-Oct-2015 16:53	
System Admin - Mark Futerman	Child In Need - Organise Review Meeting	19-Oct-2015 16:53	20-Apr-2016 16:53
System Admin - Mark Futerman	Child & Family Assessment - Please do Child & Family Assessment for Child	19-Oct-2015 16:54	02-Nov-2015
System Admin - Mark Futerman	Child Protection - Organise Initial Child Protection Conference	19-Oct-2015 16:55	19-Oct-2015
Ben Pope	Child Protection - Complete Initial Child Protection Conference Outcomes Form	19-Oct-2015 16:56	19-Oct-2015
System Admin - Mark Futerman	Single Assessment Alert	19-Oct-2015 20:30	19-Oct-2015
System Admin - Mark Futerman	Please complete the Family Group Conference details	15-Dec-2015 17:33	
System Admin - Mark Futerman	Organise an FGC Meeting	15-Dec-2015 17:34	

(iii) But once an FGC workflow has been closed then the workflow and the documents relating to it will only be visible by clicking on the 'Episodes' tab:



The screenshot shows a user interface for a child's record. At the top, it displays 'Child: test futerman26 8 weeks (Ref: ICS-271121)' and 'Basic Demogr'. A navigation menu on the left lists various categories: Personal, Additional, Identity, Photos, Risks, Parental Factors, Relationships, Involvements, CIN, CP, CLA, Adoption, and Episodes. The 'Episodes' item is highlighted with a blue arrow and a red box. To the right, under the heading 'Family Group Conference', there is a table with columns 'Start Date', 'End Date', and 'Revision'. The table contains two rows: one with '15-Dec-2015' and '6', and another with '15-Dec-2015', '15-Dec-2015', and '5'. The second row is circled in red.

Start Date	End Date	Revision
15-Dec-2015		6
15-Dec-2015	15-Dec-2015	5