

Lancashire Children and Families Service (Request for Support)

User Guide for External Partners

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lancashire.gov.uk

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Version Control

Once printed this document has uncontrolled version control. Check the county council website for the latest version.

1. Introduction

This document provides an overview of the functionality within Lancashire County Council's Children and Families Service, and the process undertaken for registration, login, submitting a request for support and management of those submitted requests.

The new way of working will improve communication between local authorities and external partners, reducing delays and misunderstandings. Partners can monitor the progress of their requests in real-time, ensuring they are informed about updates without needing to follow up manually.

2. Registering for a Children and Families Service Account

If using the service for the first time, you **must** ***'Register for a Lancashire Children and Families Services Account'***.

Access the link below, or visit Lancashire County Council website:

[Requesting support from Children's Services - Lancashire County Council](#)

Locate the button ***'Register for a Lancashire Children and Families Service Account'***. Upon selecting this button, you will be presented with a screen to confirm you are not a Robot, then immediately directed to the Secure Login screen (*screen 1*):

Note: *If you have previously registered and already have an account, select the 'Request for Support' button and continue at [2.1 Already Registered – Login to your account](#)*

Lancashire
County Council

Secure login - step 1

New to Lancashire Children and Families Services? [Register for an account here](#) or use the button below.
Already using Lancashire Children and Families Services? Sign in below.

Existing users

Email

Password

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

[Forgotten password?](#)

[Submit](#) [Cancel](#)

New users

If you're new to Lancashire Children and Families Services, sign up for an account here

[Register for new account](#)

(screen 1)

Clicking the button **'Register for new account'** presents a screen asking for your details. Fill in the registration form with your personal and professional information. Please ensure you add a contact number **and** an email address to enable us to contact you to discuss the request and email you the referral response.

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Register a new account - step 1

Forename *

Surname *

☐ Is this account being used in a professional capacity?

Property name

House number or name

IMPORTANT: It is essential that you register as a professional user. You must ensure that you tick the box (highlighted red above) to confirm you are a professional user.

If you do not register as a professional user, the Request for Support form will be returned to your account. See Appendix 7, section [7.2 Registration Process: Update Account Details](#) if amendment is required.

When you have completed all required fields, click the 'Next' button.

Step 2 of the registration process asks you for your email address and password. If your service uses its own team or generic email address, you can continue to use that. Make sure your password meets the service's security requirements as shown to the right of this screen. See below:

Register a new account - step 2

Email address *

Password *

Confirm password *

Back Next Cancel

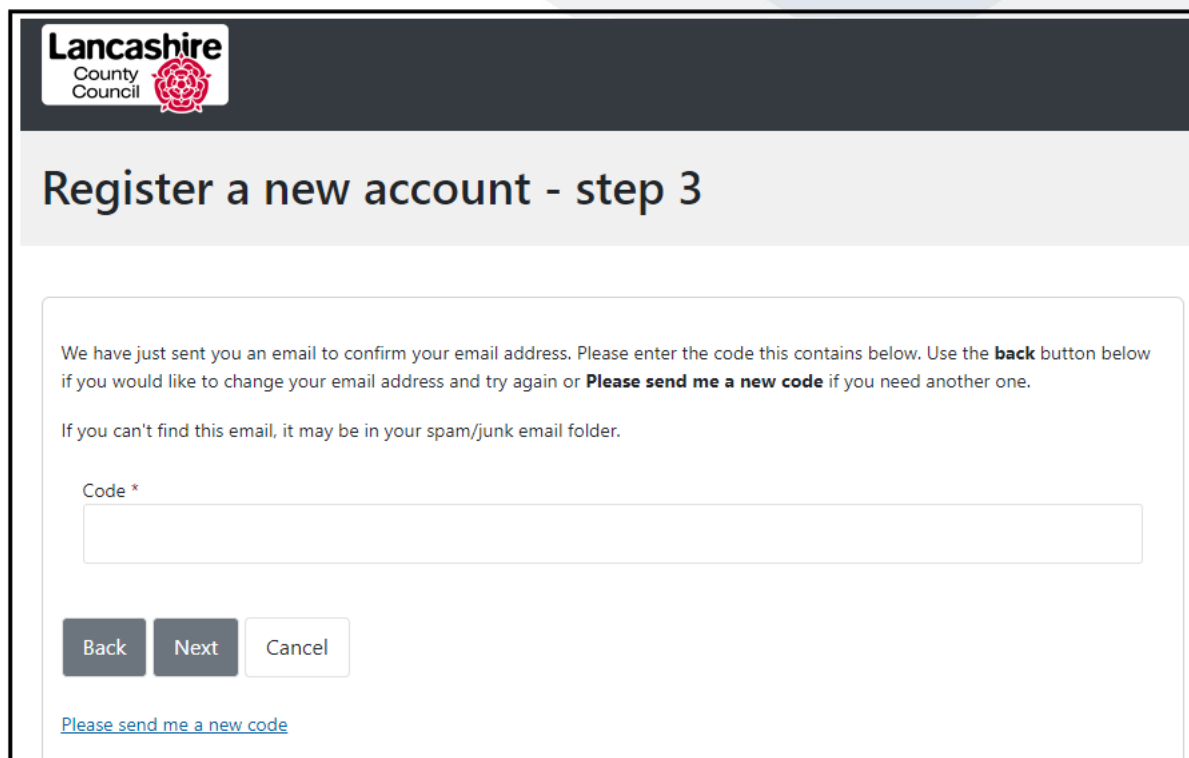
Password policy

Your password must meet the following requirements:

- It must be at least 16 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must be different to your current password
- It must be different to your previous 8 passwords.

[View the list of special characters:](#)

Once complete, select 'Next' to continue. You are presented with the following screen:



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Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the **back** button below if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

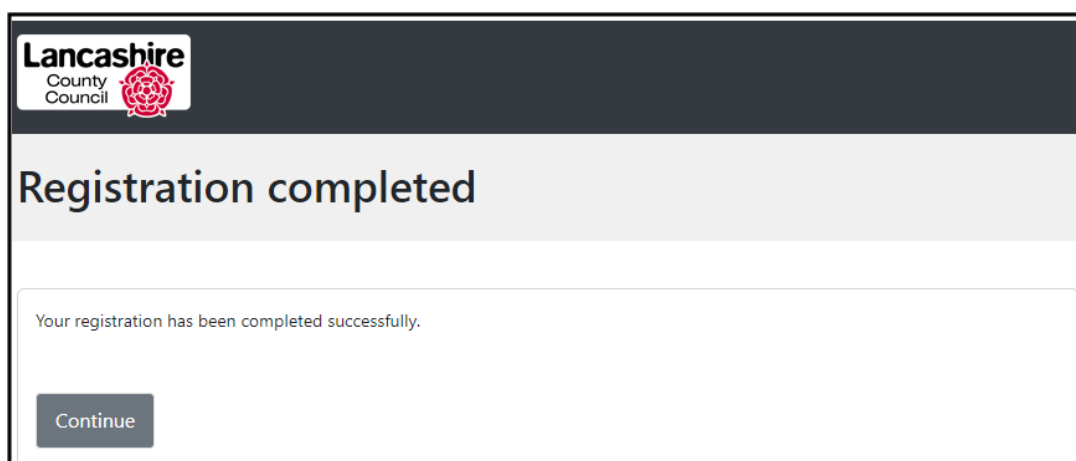
Code *

[Please send me a new code](#)

Verification Email: Check your inbox (and spam/junk folder) for an email received from the service. The email contains an 8-digit login code. Input the code and press 'Next' to continue.

You have 15 minutes to enter the verification code. After that, you will need to request a new code.

Your registration has been completed successfully. You should now see the screen below:



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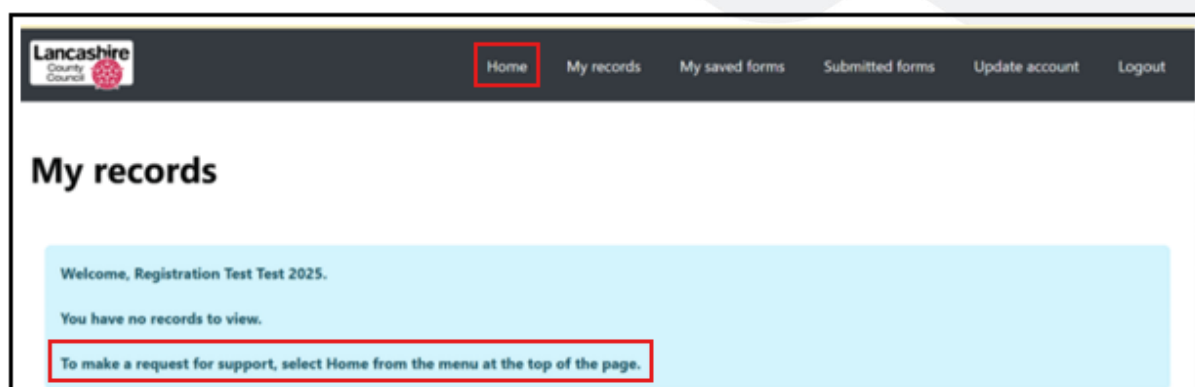
Registration completed

Your registration has been completed successfully.

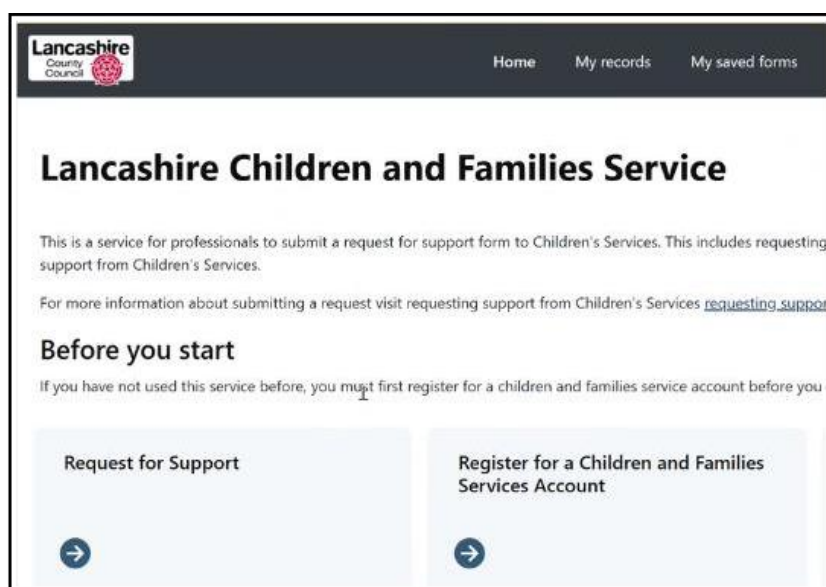
[Continue](#)

When you next log into your account, following the input of your email, password, and verification code, you will be asked to agree the Terms & Conditions. Read and accept the service's terms and conditions by ticking the box.

Following successful registration this screen will be displayed:



Follow the instructions on screen to make a Request for Support, i.e. click the '**home**' link which will display the following screen:



Select '**Request for Support**'

Following a screen to confirm you are not a robot, you will be presented with the '**How to**' page:

Lancashire County Council

Home My records My saved forms Submitted forms

Request for support

- > 1 How does this tool work? >
- > 2 Your details >
- > 3 Child(ren) or young person(s) you are concerned about >
- > 4 Family views and consent >
- > 5 Family / household members and significant others >
- > 6 Reason for request for support >
- > 7 Supporting documentation >
- > 8 Submit >

How does this tool work?

Use the numbered menu items on the left or use the **Next →** and **← Previous** options to move through the pages.

Don't use the Browser 'Back' button

Questions

You **DO NOT** need to answer every question, you need only complete what is relevant.

Select the option(s) that best suit your response

This symbol ★ indicates that the question is mandatory and must be answered in order to continue.

Save the Form

Use the **Save for Later** option to **Save** the form to return to at any time.

Print the Form

Use the **Print** option to **Print** a copy of the form if required.

Next →

Print Save for later Close Cancel

Scroll to the bottom of the information page and click the 'Next' button.

You will be presented with information advising you to log in [or register] for a new account:

Lancashire County Council

Home My records My saved forms Submitted forms

Request for support

- > 1 How does this tool work? >
- > 2 Your details >
- > 3 Child(ren) or young person(s) you are concerned about >
- > 4 Family views and consent >
- > 5 Family / household members and significant others >
- > 6 Reason for request for support >
- > 7 Supporting documentation >
- > 8 Submit >

Your details

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

← Previous

Next →

Print Save for later Close Cancel

Click the '**Login**' button

DO NOT try to register for an account from here as this will cause an error. If you reach this page and still need to register for an account, you **MUST** select the '**home**' link

and follow the process using the link to ['Register for a Children and Families Service account'](#)

2.1 Already Registered - Login to your account

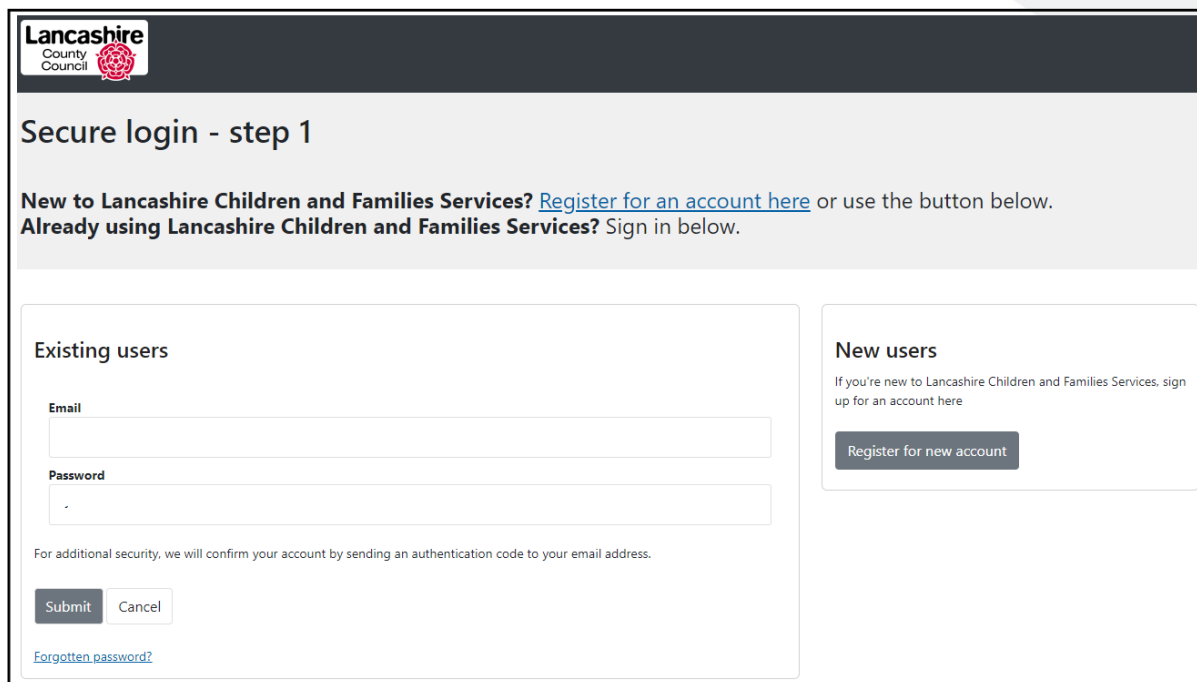
If you already have a Children and Family Services Account, selecting the **'Request for Support'** link from the corporate website will present you with a screen to confirm you are not a robot. You will then be presented with an information page advising you how to use the request for support form:

The screenshot shows the 'Request for support' page. At the top is the Lancashire County Council logo and navigation links: Home, My records, My saved forms, Submitted forms. The main heading is 'Request for support'. On the left is a numbered menu with 8 items: 1 How does this tool work?, 2 Your details, 3 Child(ren) or young person(s) you are concerned about, 4 Family views and consent, 5 Family / household members and significant others, 6 Reason for request for support, 7 Supporting documentation, and 8 Submit. The main content area is titled 'How does this tool work?'. It explains that users can navigate using the numbered menu or 'Next' and 'Previous' buttons. It also states not to use the browser's 'Back' button. There is a 'Questions' section with a note that users do not need to answer every question, only the relevant ones. A note indicates that a red star symbol (*) denotes mandatory questions. There are sections for 'Save the Form' (using the 'Save for Later' button) and 'Print the Form' (using the 'Print' button). A 'Next' button is located at the bottom right of the main content area. At the very bottom of the page are links for Print, Save for later, Close, and Cancel.

Scroll to the bottom of the information page and click the 'Next' button:

This screenshot shows the 'Request for support' page with the 'Your details' section selected in the menu. The main heading is 'Request for support'. The menu on the left is the same as in the previous screenshot. The main content area is titled 'Your details'. A light blue box contains the text: '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.' Below this box is a 'Login or Register' button. There are also 'Previous' and 'Next' buttons. At the bottom of the page are links for Print, Save for later, Close, and Cancel.

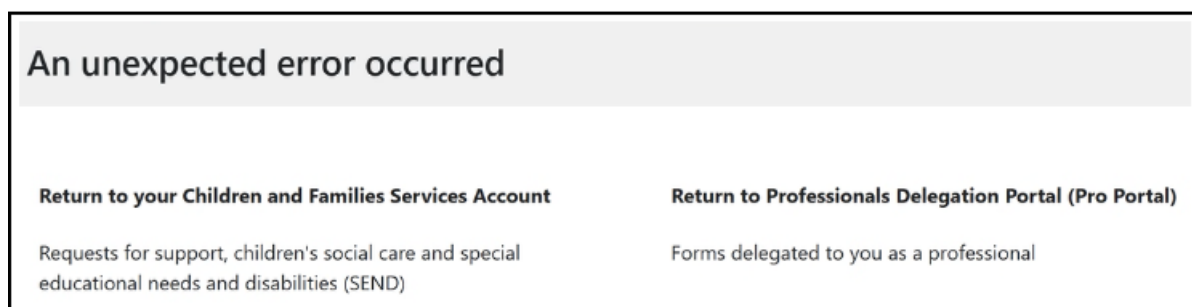
You can now login to your account, by clicking the 'Login' button:



The screenshot shows the 'Secure login - step 1' page for Lancashire County Council. At the top left is the Lancashire County Council logo. The page title is 'Secure login - step 1'. Below the title, there is a message: 'New to Lancashire Children and Families Services? [Register for an account here](#) or use the button below. Already using Lancashire Children and Families Services? Sign in below.' The page is divided into two main sections: 'Existing users' and 'New users'. The 'Existing users' section contains two input fields: 'Email' and 'Password'. Below these fields is a note: 'For additional security, we will confirm your account by sending an authentication code to your email address.' At the bottom of this section are two buttons: 'Submit' and 'Cancel'. Below the 'Submit' button is a link: '[Forgotten password?](#)'. The 'New users' section contains a message: 'If you're new to Lancashire Children and Families Services, sign up for an account here' and a button: 'Register for new account'.

Enter your email and password and click 'Submit'. This will generate a secure login code which is sent to your email account.

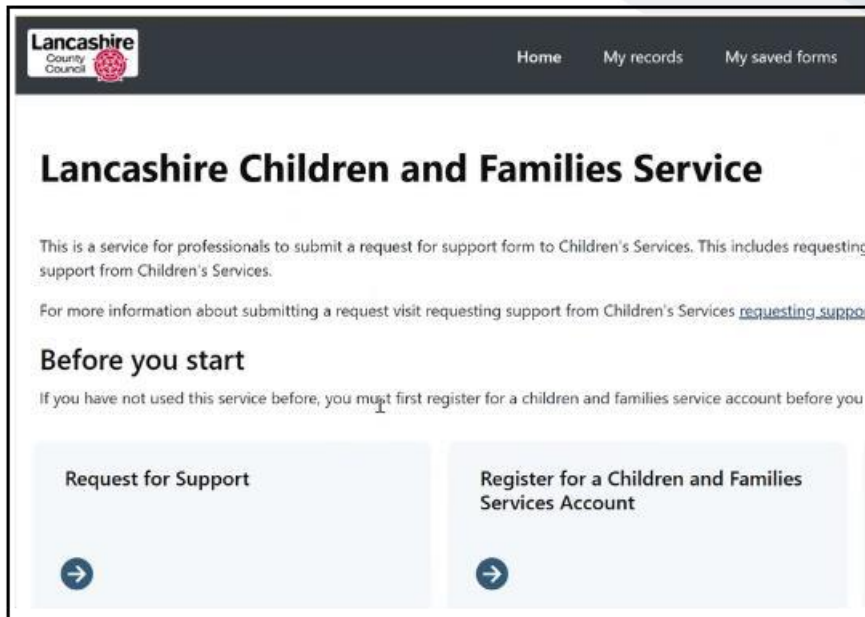
Note: As stated earlier in this document, **DO NOT** try to 'Register' for an account from this screen (Secure login – step 1), as this will cause an error and you will see the screen below:



The screenshot shows an error page titled 'An unexpected error occurred'. Below the title, there are two options: 'Return to your Children and Families Services Account' and 'Return to Professionals Delegation Portal (Pro Portal)'. Under the first option, it says 'Requests for support, children's social care and special educational needs and disabilities (SEND)'. Under the second option, it says 'Forms delegated to you as a professional'.

If you arrive at this page, you **MUST** select the option '**Return to your Children and Families Services Account**'. This will take you back to the '**home**' page:

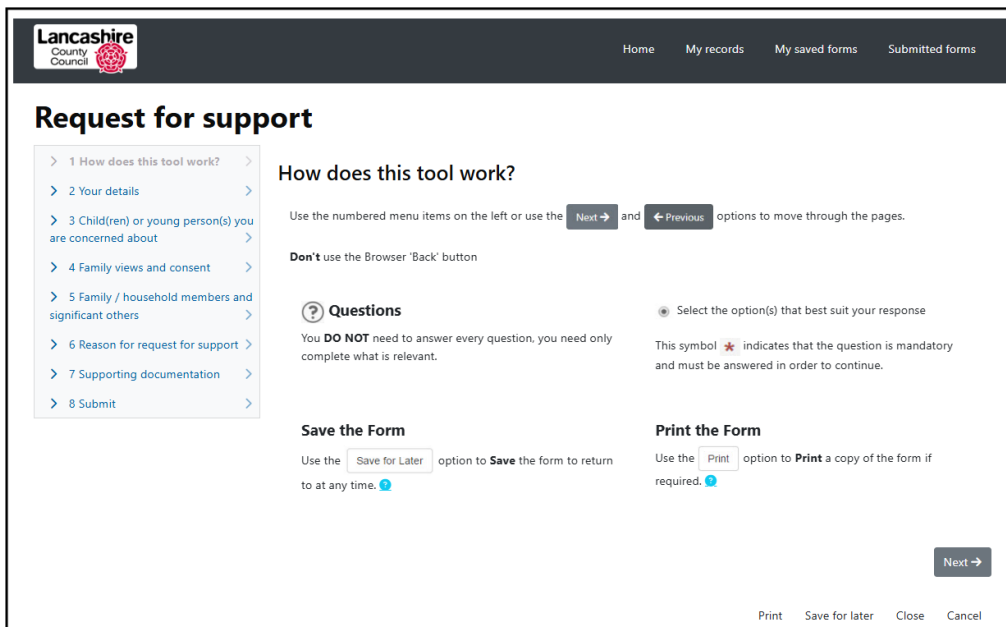
Home Page



The screenshot shows the Lancashire County Council logo in the top left corner. The navigation bar includes links for Home, My records, and My saved forms. The main heading is "Lancashire Children and Families Service". Below this, a paragraph explains that the service is for professionals to submit requests for support. A link for "requesting support" is provided. A section titled "Before you start" advises users to register for an account if they haven't used the service before. Two large buttons are visible: "Request for Support" and "Register for a Children and Families Services Account", both with right-pointing arrows.

From here, select the **'Request for Support'**

Following the request confirming you are not a robot, you are presented with an information page advising you how to use the request for support form:



The screenshot displays the "Request for support" page. On the left is a vertical menu with eight items: "1 How does this tool work?", "2 Your details", "3 Child(ren) or young person(s) you are concerned about", "4 Family views and consent", "5 Family / household members and significant others", "6 Reason for request for support", "7 Supporting documentation", and "8 Submit". The main content area is titled "How does this tool work?". It includes instructions on using "Next" and "Previous" buttons, a warning not to use the browser's "Back" button, and a "Questions" section explaining that not all questions are mandatory. There are also sections for "Save the Form" (using "Save for Later") and "Print the Form" (using "Print"). A "Next" button with a right arrow is located at the bottom right of the main content area. At the very bottom of the page are links for "Print", "Save for later", "Close", and "Cancel".

Scroll to the bottom of the information page and click the 'Next' button:

You can now log in to your account. Click the 'Login' button and continue with the login process.

3. Submitting a Request for Support

IMPORTANT: When completing the Request for Support form, please note that you will be automatically logged out after 30 minutes of inactivity. To prevent data loss, make it a habit to frequently use the 'Save for Later' button located at the bottom of each screen.

1. Access the Lancashire Children and Families Services
2. Log in to your account. Use your email and password to log in to your account.
3. Confirm your account by entering the 8-digit verification code sent to you via email.
4. Complete the login process by clicking 'Finish'.
5. You are now ready to complete the online Request for Support:

- **Your Details:** this information will be pre-populated.
- **Child(ren) or young person(s) you are concerned about:**

In this section, ensure you include all relevant **children/young people** in the request for support. You will need to add details for **ALL children/young persons**.

If you need to add more **children/young people** use the **ADD Child** icon to add a new row.

Using the **New Person X** will remove a child/young person from the form.

- Input all necessary information as requested on the form for each child.
 - Copy buttons can be used to repeat information where more than one child.
 - Where more than one child, the form will consolidate the children. Click on the name of the child to provide a different response if required. Use the '+' include' function to add the individual to an answer.
- **Family Views and Consent:** Provide information as requested.
- **Family/household members and significant others:** Input relationship details, such as parent, carer or grandparent. You may find this easier if you maximize the view using the 'full screen' button. Use the + button to add to the list. See screen below:

- **Reason for Request for Support:** Provide information as requested. If the referrer is NSPCC, then the following questions will not apply. *NSPCC continues at 'Supporting Documentation'.*
- **Missing Child:** Click the appropriate radial button.
- **Inclusion Service:** Provide information as requested.
- **Occupational Therapy:** Provide information as requested.
- **ROVI:** Click the appropriate radial button.
- **Supporting Evidence - attach on the next page:** Provide information as requested and ensure **documents are attached on the following screen.**
- **Supporting Documentation:** Ensure all documents are uploaded to **ALL** Children/young people. Please note there is a file limit size of 10MB.

IMPORTANT: The receiving officer within the Local Authority will not be able to view any supporting documents if you have not ticked the box stating you are a professional when you registered. If you need to amend your details, see section 7, [7.2 Registration Process: Update Account Details](#)

- **Submit:** Double-check the information you've entered. Confirm that all mandatory fields are completed, and relevant attachments are included. You can now Click "Submit" to send your request.
- After submission, you'll receive a confirmation message that includes a unique reference number for the form. You will be able to monitor the status of your request in the [Submitted Forms](#) section.

3.1 Unique Reference ID number

When you submit a request for support, a unique reference ID number will be created.

Thank You

Thank you for your submission. We have received your information.

If your request is Level 4, we will contact you within 24 hours.
If your request is Level 2/3, we will contact you within 72 hours.

The Unique Reference for this form is LCCRQ-QUC4-8F52DB.

This will also show in your list of [submitted forms](#). Where consolidation has been applied, the forms will have the same unique reference number.

Submitted Forms

[Home](#)
[View submitted forms](#)
[Recover a form](#)

Your form was submitted successfully

Recently Submitted Forms (Last 30 Days)					
Details	Name	Date	Response	Unique Reference	Version
	Violet Plant	14 Mar 2025	No response posted	LCC5T-CQAS-CO4KVZ	1
	Lili Plant	14 Mar 2025	No response posted	LCC5T-CQAS-CO4KVZ	1
	Susie WONG	11 Mar 2025	No response posted	LCCVI-2ASL-A9V6HX	1

You will also receive a submission confirmation email which will include the *Unique Reference* ID number:

Confirmation of form submission



Lancashire County Council <donotreply@lancashire.gov.uk>
To: Fiefield, Jacqui

Confirmation of form submission

Your form has been submitted via your Children and Families Services account.
Your unique reference is LCC8M-I5IA-DIO8J8.
Many Thanks

Children and Families Services, Lancashire County Council


This unique reference number will also be visible to the Local authority.

4. Viewing Submitted Requests

You can log into your account and select the 'Submitted Forms' menu item to view all the forms that you have submitted within the last 30 days:

Lancashire

County Council



Home

My records




My saved forms

Submitted forms

Update account

Logout

Recently Submitted Forms (Last 30 Days)

Details	Name	Date	Response	Response Date	Sent By	Unique Reference	Version
Portal Referral to Early Help 	Violet Plant	14 Mar 2025	No response posted			LCC5T-CQAS-CO4KVZ	1
Portal Referral to Early Help 	Lili Plant	14 Mar 2025	No response posted			LCC5T-CQAS-CO4KVZ	1
Portal Referral to Early Help 	Susie WONG	11 Mar 2025	No response posted			LCCVI-2ASL-A9V6HX	1
<div>Cancel</div>							

4.1 Request for Further Information

The Local Authority can communicate directly with you. For example, if additional information is required for a form received in the back office, the request can be sent directly to your account.

When a Request for Further Information is issued, you will receive an automatic email with a direct link to the form in your Submitted Forms page:



Upon logging in, you can view the response in the [Submitted Forms](#) section. See below:

Forms requesting more information					
Form	Name	Date Requested	Detail	Comments	Unique Reference
Portal Referral to Early Help	Jacqui Fiefield	14 Mar 2025	Insufficient Detail	Please attach latest assessment	LCCVI-2ASL-A9V6HX
Portal Referral to Early Help	Jacqui Fiefield	14 Mar 2025	Insufficient Detail	Please attach latest assessment	LCCVI-2ASL-A9V6HX
Portal Referral to Early Help	Jacqui Fiefield	14 Mar 2025	Insufficient Detail	Please attach latest assessment	LCCVI-2ASL-A9V6HX

The above displays the message you will see, as entered by the Local Authority worker when sending the form back. You can also click to see the '**previous form**' you submitted in relation to this case.

Clicking the form will open it for editing and allow you to amend and re-submit it. Once you have re-submitted the form with the requested information, the local authority will be notified to progress it.

If you receive a notification to say that we have returned the Request for Support to you for further information / action, the detail of this will be in your account so you will need to login to view it. Please be aware that when we request further information, we


no longer have the Request for Support, and we are not doing anything with this until you complete the actions and return it back by re-submitting.

If you do not re-submit the Request for Support within **14 days**, we will recall the Request for Support, and no further action will be taken. After this point, you will be required to complete a new Request.

4.2 Retracted Requests for Further Information

If you have been sent a Request for Further Information and for any reason the local authority worker no longer requires you to complete the form, it is possible for the worker to retract the form. In this event, you will receive an email and the form will no longer be viewable in the [Submitted Forms](#) section.

Children and Families Services account submission recalled

Lancashire County Council <donotreply@lancashire.gov.uk>
To: Fiefield, Jacqui
Retention Policy: Office 365 Migration - Never Delete (Temporary) (Never) Expires: Never

You were recently asked to provide more information on a form you submitted via your Children and Families Services account. We have recalled the request and you do not need to provide more information.

Thanks

Children and Families Services, Lancashire County Council

5. Updates on your requests

When a request for support form is received in the back-office application and starts the 'contact' process, an automated response is generated. Once logged into the service you can see the update in the [Submitted Forms](#) section. See below:

Recently Submitted Forms (Last 30 Days)								
Details	Name	Date	Response	Response Date	Sent By	Unique Reference	Version	
Portal Referral to Early Help	Davis Betty	26 Mar 2025	Response: Progressed to Family Intensive Support	26 Mar 2025	Jacqui Fiefield	LCCQK-GPM6-69YYJ3	1	
Portal Referral to Early Help	Jennifer Lopez	26 Mar 2025	No response posted			LCCNR-PGV7-YA5HVU	1	
Portal EHC								

An automatic email is also sent to you once the contact record has been finalised:

Update on your Children and Families Services request



Lancashire County Council <donotreply@lancashire.gov.uk>
To ● Fiefield, Jacqui

Update on your Children and Families Services request

We have added an update about your recent request via your Children and Families Services account. Visit the [submitted forms page](#) to view the response.

Thanks

Children and Families Services, Lancashire County Council

6. Need help or further assistance

This guide provides a comprehensive overview of how to use the Children and Families Service to make a request for support, from logging in and filling out a form to submitting and viewing submitted forms. If you have any questions or need further assistance, please contact your support team or Lancashire County Council.



7. Appendix

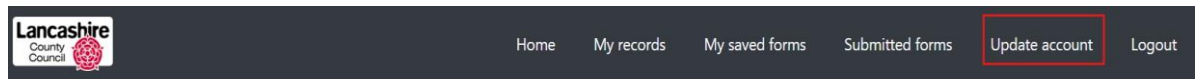
7.1 Key Messages and Top tips

- Please ensure that the child's details are entered in the **Childs details** section. **DO NOT** enter your details (the referrer) in the **childs details** section.
- Where known, please can you ensure you add all children in the household / Family unit to the Request for Support form prior to submission.
- The content of the Request for Support form has not been altered. You, as the referrer, are required to complete the whole form regardless of you attaching supporting documents/evidence.

7.2 Registration Process: Update Account Details

It is essential that you register as a professional user. Please follow the instructions below to update your account if necessary.

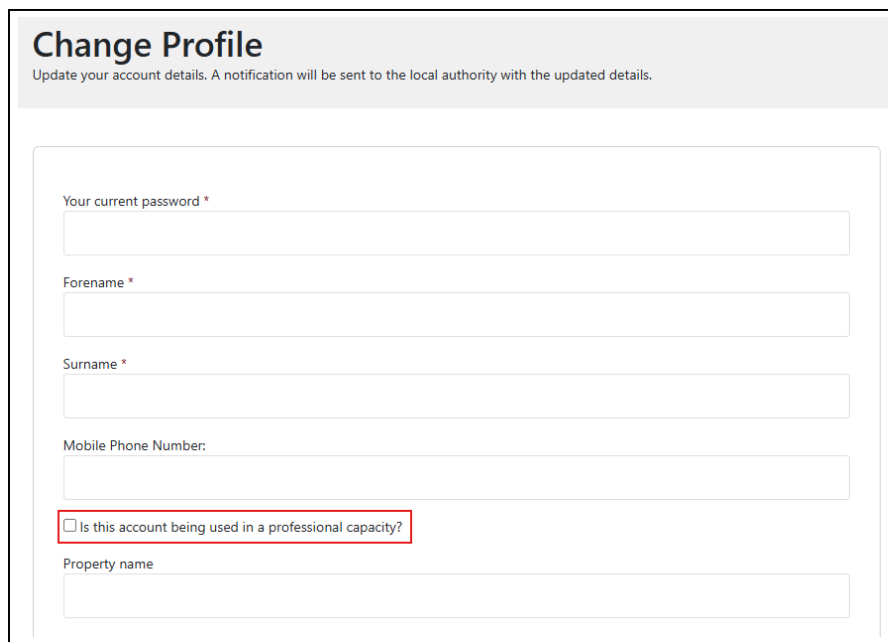
1. Log into your portal account, and click '**update account**':



2. Select '**Change Profile**' details (see below)

A screenshot of the 'Update account details' form. The form has a title 'Update account details' at the top. Below it, there is a section for 'Account Details' with a label 'Email Address' and a text input field containing 'jacqui.fiefield@lancashire.gov.uk'. A 'View More' button with a dropdown arrow is below the email field. The next section is 'Change profile details' with a note: 'To keep your account secure, we'll ask you to enter your password to authorise your details change.' Below this note is a button labeled 'Change profile details', which is highlighted with a red rectangular box.

Please ensure you tick the box labelled 'Is this account being used in a professional capacity?'. See the screen image below:



Change Profile
Update your account details. A notification will be sent to the local authority with the updated details.

Your current password *

Forename *

Surname *

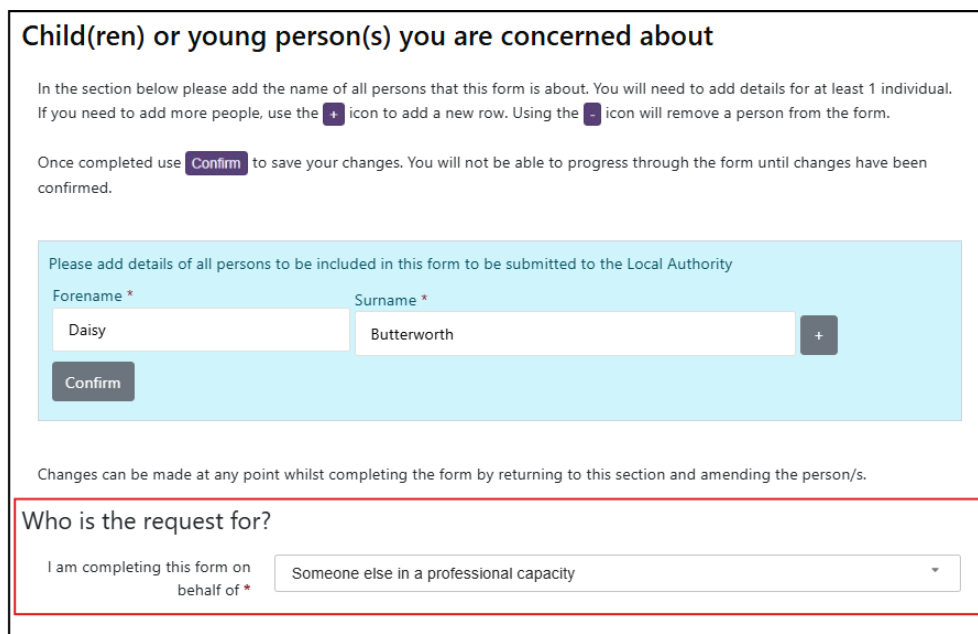
Mobile Phone Number:

☐ Is this account being used in a professional capacity?

Property name

If you did not register as a professional user, the Request for Support form will be returned to your account. After updating your account details, you will need to resubmit the form. You can view this in the **submitted forms** area within your account.

Once you have registered as a professional, **'someone else in a professional capacity'** will always be the default option when making a request for support. This is correct and no other option within the dropdown list should be selected. See below:



Child(ren) or young person(s) you are concerned about

In the section below please add the name of all persons that this form is about. You will need to add 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 *

Daisy Butterworth

Confirm

Changes can be made at any point whilst completing the form by returning to this section and amending the person/s.

Who is the request for?

I am completing this form on behalf of * Someone else in a professional capacity