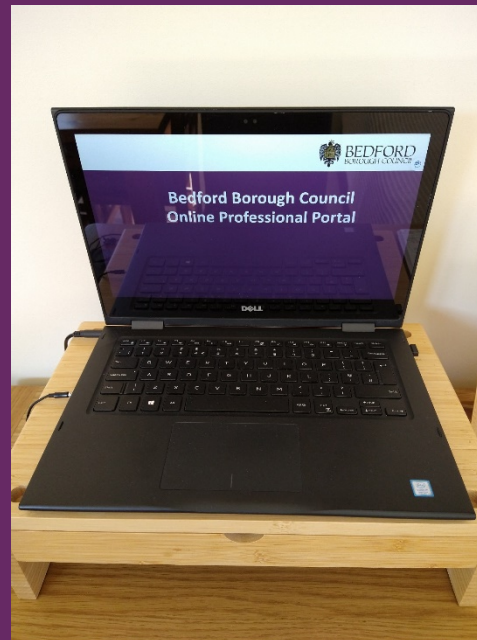




**BEDFORD**  
BOROUGH COUNCIL

# Liquid Logic Children's Portal



## Referral Mini Guide

# Accessing the Portal

- The portal can be accessed here: [ehchildandfamilies.bedford.gov.uk](http://ehchildandfamilies.bedford.gov.uk)
- But can also be found on the Council website.
- The portal has a few different options, however, this guide is to focus on making a referral.

# Accessing the Portal

This is what the main page of the portal looks like:



[Home](#) [My account](#) [Recover a form](#) [Submitted forms](#)

[Home](#) > [Portal](#)

## Children, young people and families online services and information

Report a concern about a child



[Tell us if a child is at risk of abuse, harm or neglect](#)

Request support



[Request support for a child, young person or family](#)

Adoption and fostering



[Enquire about adoption or fostering](#)

Local Offer



[Services, organisations and activities](#)

Children's Centres



[Register with a Children's Centre](#)

Professionals



[Online services for professionals working with Bedford Borough Council](#)

You can click the report a concern about a child area, and can also find this in the professional area.

# Report a Concern about a Child

The first option will take you straight through to the referral form, the second will give you additional option as below.

The screenshot shows the Bedford Borough Council website interface for professionals. At the top left is the Bedford Borough Council logo. A dark purple navigation bar contains buttons for 'Home', 'My account', 'Recover a form', and 'Submitted forms'. Below this is a breadcrumb trail: 'Home > Portal > Professionals'. The main heading is 'Professionals', followed by the text 'If you are a professional body working alongside children's services.' Below this are four white cards with purple headers and icons:

- Report a concern about a child**: Icon of a purple exclamation mark. Text: 'Tell us if a child is at risk of abuse, harm or neglect'.
- Request support**: Icon of two hands shaking. Text: 'Request support for a child, young person or family'.
- Request for assessment (EHCNAF)**: Icon of a person and a screen. Text: 'Submit an Education, Health Care Plan request'.
- Professional portal**: Icon of a briefcase. Text: 'Access any forms sent to you by Children's Services'.

Again, we can click the Report a concern area, which will start the referral form.

# Completing a Referral

- In the first section of the form you will be asked to say if you are a professional, family member or member of the public.
- The professional version asks for professional role and organisation name and address.

[Home](#) > [Portal](#) > Report a concern about a child

## Report a concern about a child

0% complete

### 1 Important information

- 2 [Consent to information sharing](#)
- 3 [Children's details](#)
- 4 [Family details](#)
- 5 [Concern details](#)
- 6 [Supporting documentation](#)

### IMPORTANT INFORMATION

If you think a child or young person is being abused or mistreated or you have concerns about the safety or welfare of a child, you **must** speak to someone immediately.

**If it is an emergency please call 999**

If you are unsure that a child may be suffering but are worried, or if you are concerned that a child has suffered harm, neglect or abuse, you can either call us directly or complete this form.

During office hours, you can call us on 01234 718700.

In an emergency outside normal office hours, please call our Emergency Services on 0300 300 8123 or call the police on 999 or 01234 841212 or NCPCC's 24 hour Child Protection Helpline on 0808 800 5000.

#### Other contact details:

- Bedfordshire Police: 01234 841212
- NSPCC 24 hour Child Protection Helpline: 0808 800 5000

#### About you

Please select \*

- Professional  
 Family member or member of the public

#### Professional role

2A - Schools

Organisation name and address \*

Tammy Teacher  
123 School  
Bedford

Next →

Print

Save for later

Close

Cancel

# Completing a Referral

- The Family/ Public version of the form will ask you to specify your relationship to the family, if any.

Once this page is complete, in either instance, click next.

[Home](#) > [Portal](#) > Report a concern about a child

## Report a concern about a child

- 1 Important information**
- [2 Children's details](#)
- [3 Family details](#)
- [4 Concern details](#)
- [5 Supporting documentation](#)

### IMPORTANT INFORMATION

0% complete

If you think a child or young person is being abused or mistreated or you have concerns about the safety or welfare of a child, you **must** speak to someone immediately.

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#### Other contact details:

- Bedfordshire Police: 01234 841212
- NSPCC 24 hour Child Protection Helpline: 0808 800 5000

#### About you

Please select \*

Professional

Family member or member of the public

Please select

Friend/Neighbour

Next →

Print

Save for later

Close

Cancel

Next →

Print

Save for later

Close

Cancel

# Consent Sharing

Professionals will have to complete a consent sharing section. Once completed click Next.

[Home](#) > [Portal](#) > Report a concern about a child

## Report a concern about a child

17% complete

1 [Important information](#)

2 **[Consent to information sharing](#)**

3 [Children's details](#)

4 [Family details](#)

5 [Concern details](#)

6 [Supporting documentation](#)

### CONSENT TO INFORMATION SHARING

Is the child / young person aware of the contact? \*

No

Is/are parent(s) / carer(s) aware of contact? \*

Yes

Have the parent/carers consented? \*

Yes

Method of consent

Verbal

Date of consent

11-05-2021

[← Previous](#)

[Next →](#)

[Print](#)

[Save for later](#)

[Close](#)

[Cancel](#)

# Login / Register

You will then be asked to log in or register to complete the rest of the form. Click Login or register.

Login or Register

← Previous

Next →

Print

Save for later

Close

Cancel



# Your Account

If you already have an account you can click to add the details and then sign in, however, if this is the first time making a referral, click Register for new account.

[Home](#) > [Portal](#) > Secure login - step 1

## Secure login - step 1

New to Bedford Borough Online Services? Register for an account on the right.  
Already using Bedford Borough Online 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?](#)

### New users

If you're new to Bedford Borough Online Services, sign up for an account here

# Tasks

Once logged in you will see any new forms that have been delegated for you to complete. The blue box around the below children is to denote these are siblings and the form relates to both of them.

Click anywhere in the blue box to go to the form.

## Bedford Borough Social Care Portal

### Tasks

The following forms have been delegated to you to complete.

Currently Assigned Tasks

Recently Retracted Tasks

Recently Submitted Tasks

#### Task List

	Form Type	Name	▼ Due Date	Comments
1	MASH Assessment	Teddy Test		
2	MASH Assessment	Tula Test		



# Tasks Form

The form shown here is for a MASH assessment, however, this could be for a section in any form in the system. They will all work in the same way. In the MASH delegated forms there will be information about the child/ren and also why information is being requested.

## Bedford Borough Social Care Portal

### Task

- 1 Health
- 2 Supporting Documentation

Name: Teddy Test DOB: 05-Jul-2013  
Address: 18 Preston Road, Bedford, MK40 4DX  
Form Type: MASH Assessment

Required By: No due date specified  
Sent By: Adam Auty  
Department: EHM IT Services  
Address: EHM IT Services

0% complete

### HEALTH

Contact Reason

Health visitor has raised concerns around neglect.

Answer for: [?](#) Teddy Test Tula Test

Childrens Services History

# Register a New Account Step 1

For a new account add your name, then click next.

[Home](#) > [Portal](#) > Register a new account - step 1

## Register a new account - step 1

<b>Forename</b>
<input type="text" value="Tilly"/>
<b>Surname</b>
<input type="text" value="Teacher"/>

NEXT

CANCEL

# Register a New Account Step 2

Then add an email and password, password confirmation and then click next.

[Home](#) > [Portal](#) > Register a new account - step 1

## Register a new account - step 2

**Email address**

**Password**

**Confirm password**

# Registration

You will then receive an email, this will have an eight digit code in and is used to verify that this is the correct email.

**From:** [donotreply@bedford.gov.uk](mailto:donotreply@bedford.gov.uk) <[donotreply@bedford.gov.uk](mailto:donotreply@bedford.gov.uk)>

**Sent:** Tuesday, May 11, 2021 4:08:13 PM

**To:** Tilly Teacher <[Tilly.Teacher@123School.edu.uk](mailto:Tilly.Teacher@123School.edu.uk)>

**Subject:** Please verify your email address

Dear Tilly Teacher

Thank you for using Bedford Borough Online Services. Please enter the following code on the email verification page:

2832 6372

Kind regards

Bedford Borough Online Services

Enter the code and click next.

We have just sent you an email to confirm your email address. Please enter the code this contains below. Hit **back** 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**

BACK

NEXT

CANCEL

[Please send me a new code](#)

# Completing a form

You will now be directed back to the form. Complete all the relevant details, ensure that the children are in the correct boxes, some referrals have come through previously with the professionals name in the child section.

**Your Details**

First Name \*

Last Name \*

Email \*

Telephone


**Who is this information about?**

I am completing this form on behalf of: \*

Your relationship to person \*

First Name \*

Last Name \*

Date of Birth \*  

Estimated DOB?

Gender \*

Ethnicity \*


Email

Telephone

NHS Number

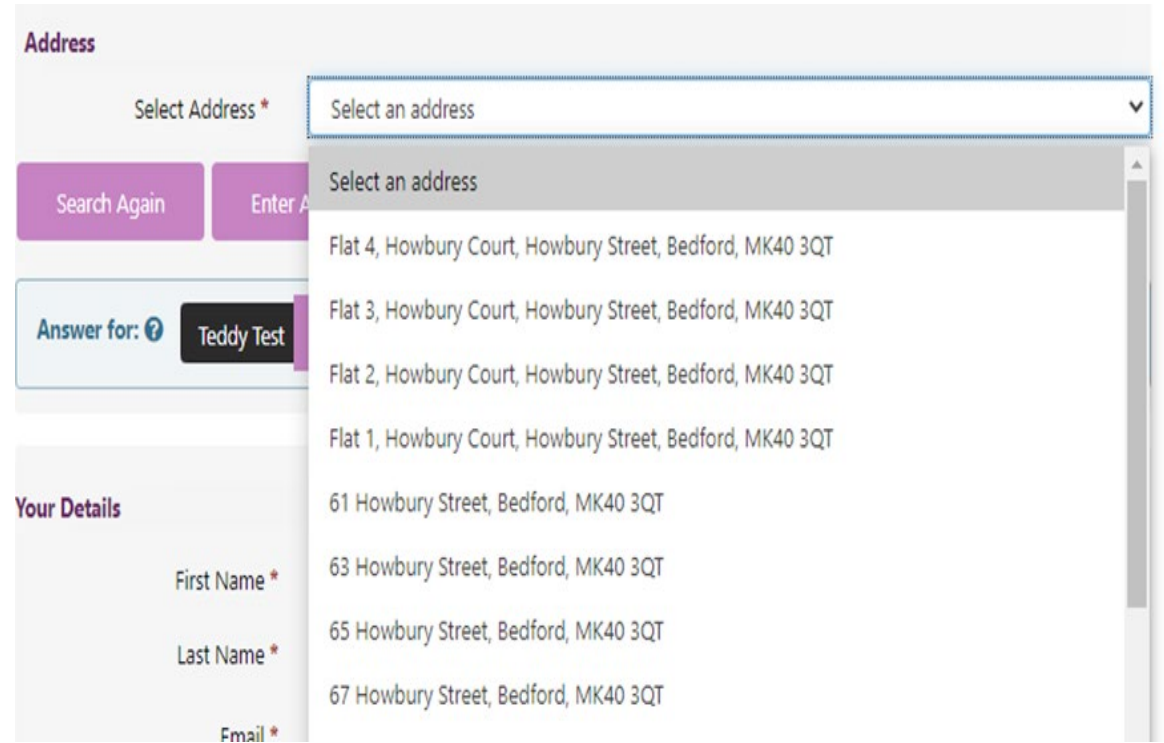
**Address**

House Number or Name

Postcode \* 

# Address

From the address section add in the house number and postcode, then click find address. Once the list is pulled through select the correct address.



The screenshot shows a web form with the following elements:

- Address Section:**
  - A dropdown menu labeled "Select Address \*" with the placeholder text "Select an address".
  - Buttons for "Search Again" and "Enter Address".
  - A label "Answer for: ?" followed by a black button labeled "Teddy Test".
- Your Details Section:**
  - Form fields for "First Name \*", "Last Name \*", and "Email \*".

The dropdown menu is open, displaying a list of address suggestions:

- Select an address
- Flat 4, Howbury Court, Howbury Street, Bedford, MK40 3QT
- Flat 3, Howbury Court, Howbury Street, Bedford, MK40 3QT
- Flat 2, Howbury Court, Howbury Street, Bedford, MK40 3QT
- Flat 1, Howbury Court, Howbury Street, Bedford, MK40 3QT
- 61 Howbury Street, Bedford, MK40 3QT
- 63 Howbury Street, Bedford, MK40 3QT
- 65 Howbury Street, Bedford, MK40 3QT
- 67 Howbury Street, Bedford, MK40 3QT



# Address

This will now show as the child's address.

Address

77 Howbury Street  
Bedford  
MK40 3QT

Reset Address Search Again

Ensure this is completed for each child that has been added to the referral and the select next.

← Previous

Next →

[Print](#)

[Save for later](#)

[Create PDF](#)

[Close](#)

[Cancel](#)

# Adding Family Members

You then get the option to add any other known family members, this is where you would add, mum, dad and any siblings not included in the referral. Click the plus symbol to add more relatives. Once all relatives and been added click the next button.

- 1 [Important information](#)
- 2 [Consent to information sharing](#)
- 3 [Children's details](#)
- 4 **Family details**
- 5 [Concern details](#)
- 6 [Supporting documentation](#)

## FAMILY DETAILS

50% complete

### Family / household members and significant others

Please use the + button to add more household members.

Please enter any known relationships, including parent/guardian information

Name	<input type="text" value="John Test"/>	<input type="text" value="Tracy Test"/>
Relationship to Child(ren)/Young Person	<input type="text" value="DAD"/>	<input type="text" value="MUM"/>
Approximate Age (if known)	<input type="text" value="34"/>	<input type="text" value="41"/>
Contact Details (if known)	<input type="text"/>	<input type="text" value="07856985237"/>

Answer for:

← Previous

Next →

Print

Save for later

Create PDF

Close

Cancel

# Referral

The next page is where you will add the detail of the referral. Once all information has been added then click next.

**Why are you worried?**

Please tell us the reasons why you are contacting children's services \*

I am worried that these children are being neglected because.....

Answer for: ? **Teddy Test** **Trudy Test**

What is going well for this family and what resources/services are already in place?

Answer for: ? **Teddy Test**

What needs to change to make things better and safer for this child/children?

Answer for: ? **Teddy Test** **Trudy Test**

← Previous Next →

[Print](#) [Save for later](#) [Create PDF](#) [Close](#) [Cancel](#)

# Referral

You will now be asked to upload any relevant documents, this could be written consent, and additional information that may support the referral etc. Click on upload document.

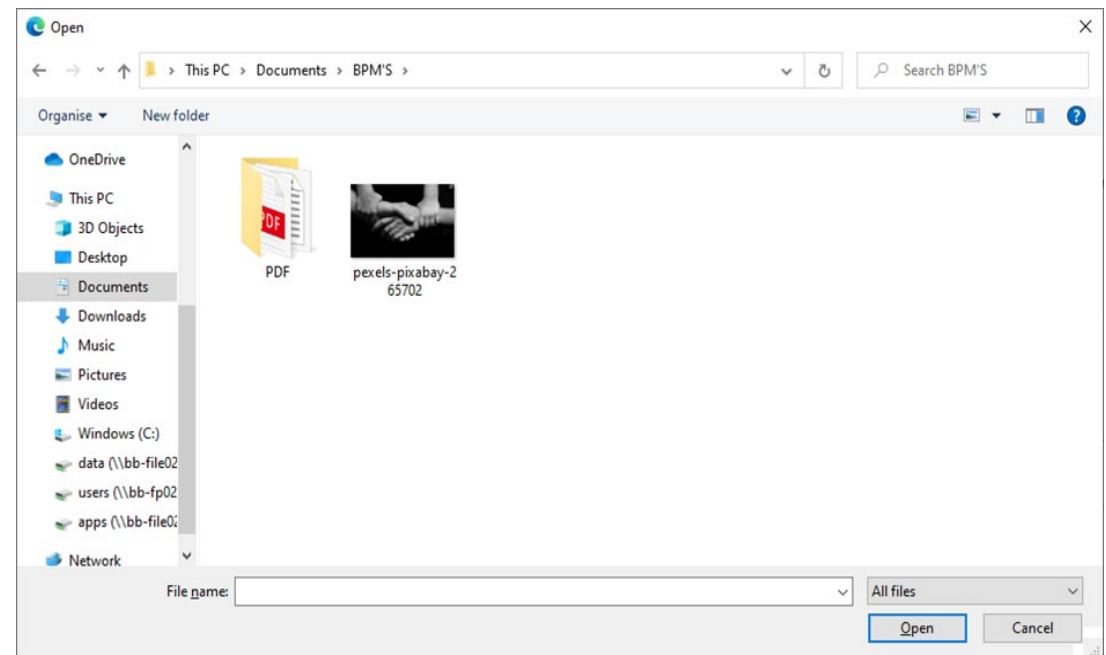
You may add any supporting documentation/information by using the upload button below and attach any files.

You can only attach the following file types:

- Word documents
- PDF files
- Images (in jpg / jpeg / png format)

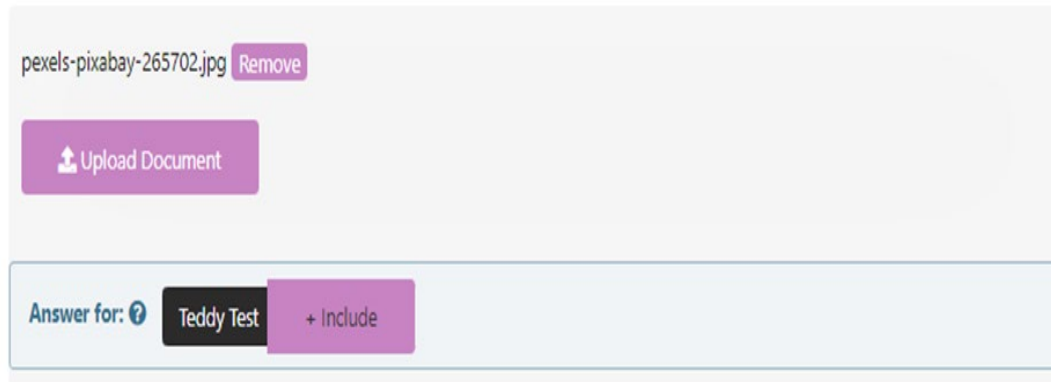
 Upload Document

This will take you to the standard file browser to select the relevant documents. Select a document and click open.



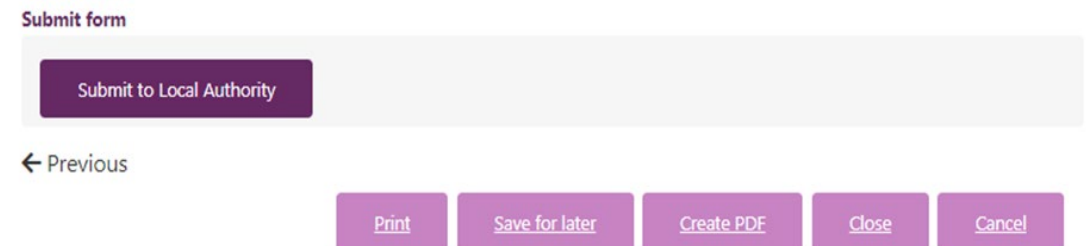
# Referral

This will now show as being attached to the referral. You can keep uploading more files in the same way.



A screenshot of a file upload interface. At the top, a file named 'pexels-pixabay-265702.jpg' is shown with a 'Remove' button to its right. Below this is a purple button with an upload icon and the text 'Upload Document'. At the bottom, there is a section labeled 'Answer for: ?' with a dropdown menu currently showing 'Teddy Test' and a '+ Include' button to its right.

Once this stage is complete, you may want to save a copy of the referral before submission. To do this, click create PDF. This will download a copy of the referral for your records.

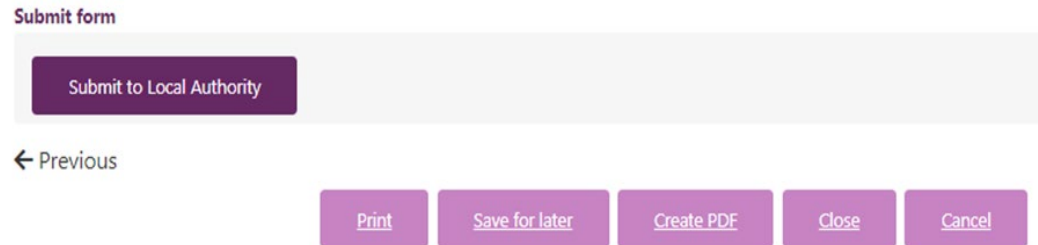


A screenshot of a submission and action menu. At the top, it says 'Submit form' above a purple button labeled 'Submit to Local Authority'. Below this is a '← Previous' link. At the bottom, there is a row of five purple buttons: 'Print', 'Save for later', 'Create PDF', 'Close', and 'Cancel'.

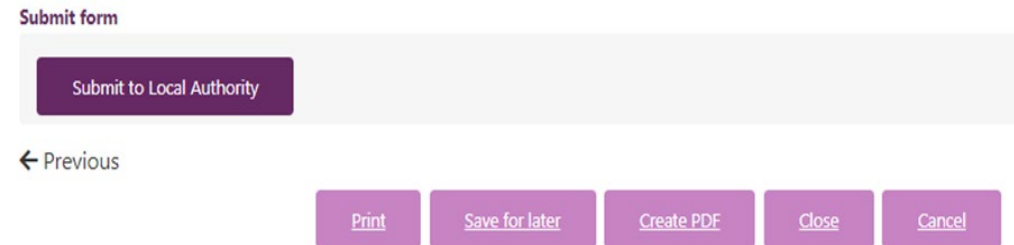
# Referral

You can also print using the print button, if required.

Once this is done click the Submit to Local Authority button.



Once this is done click the Submit to Local Authority button.



# Submission of Form

You will get a warning to confirm you have entered all the information and this is the last chance to make any changes, if you are happy click Submit.

Submit to Local Authority

Have you entered all the information you need to?

You will not be able to make any further changes once you press the "Submit" button.

Cancel

Submit

You will now see the thank you screen and your referral has been submitted.

## Thank You

Your information has been submitted to the Bedford Borough Council Children's Services.

We will contact you in the next few days in response.  
Please allow additional time for weekends or bank holidays.

Thank you for using this service.

# Your Account

If you navigate back to the portal page you can select to log back into your account. From this page click my account.

[Home](#)[My account](#)[Recover a form](#)[Submitted forms](#)

[Home](#) > [Portal](#)

## Children, young people and families online services and information

### Report a concern about a child



[Tell us if a child is at risk of abuse, harm or neglect](#)

### Request support



[Request support for a child, young person or family](#)

### Adoption and fostering



[Enquire about adoption or fostering](#)

### Local Offer



[Services, organisations and activities](#)

### Children's Centres



[Register with a Children's Centre](#)

### Professionals



[Online services for professionals working with Bedford Borough Council](#)



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## Children, young people and families online services and information

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# Your Account

You will then be asked to provide your login details, provide them and click sign in.

## Secure login - step 1

**New to Autonomy?** Register for an account on the right.  
**Already using Autonomy?** 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?](#)

# Your Account

Again you will be emailed a code and then needs to be entered for verification. Enter this and click finish.

## 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**

[Please send me a new code](#)

# Select an Account Manager

You will then be logged into your account. You can access any forms that you have not had time to finish and also can see any submitted forms. You will get a message stating that your account needs to be activated, however, this does not need to be done for you to access saved forms and submitted forms.

## Select an Account to Manage

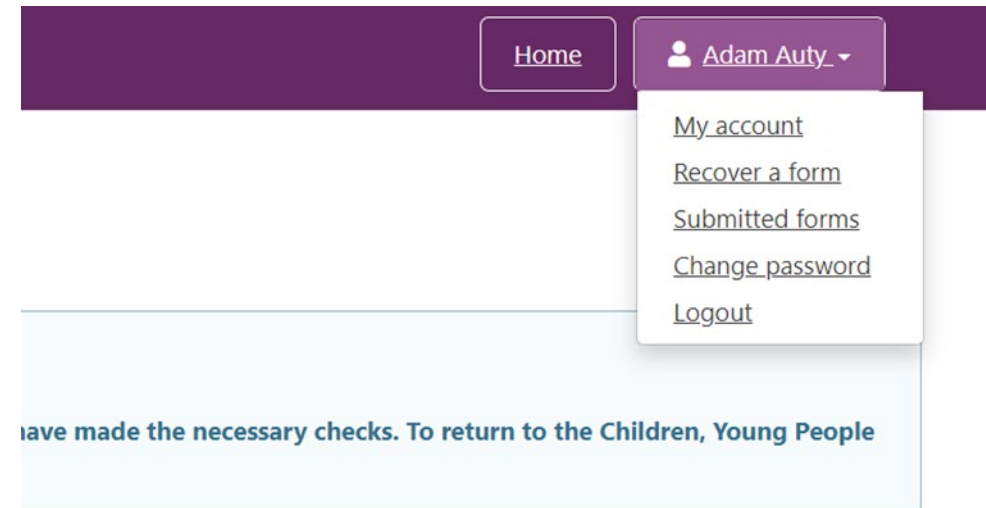
Welcome, Adam Auty.

Thank-you for registering, your account will be activated as soon as Bedford Borough Council have made the necessary checks. To return to the Children, Young People and Families page please click the button below.

[Return to Children, Young People and Families page](#)

# Your Account

From this page, click your name in the top right. Select the option that you want.



The screenshot shows a dark purple navigation bar at the top. On the left is a 'Home' button. On the right is a user profile button labeled 'Adam Auty' with a dropdown arrow. A white dropdown menu is open, listing the following options: 'My account', 'Recover a form', 'Submitted forms', 'Change password', and 'Logout'. Below the navigation bar is a light blue box containing the text: 'have made the necessary checks. To return to the Children, Young People'.

# Recover a Form

If you have previously saved a form for later then you will be able to retrieve it and carry on form here. Click on the form to continue complete it.

## Recover a Saved Form

[Home](#)

[Recover a social care form](#)

[Recover an early help form](#)

[View submitted forms](#)

Saved Forms

	Start Date	Description	Days Left
1	12 May 2021 9:27 AM	Report a concern about a child	30

Cancel

# Submitted forms

This will show a list of previously submitted forms up to 30 days after submission. Click on a form to view a PDF version.

## Submitted Forms

[Home](#)

[Recover a social care form](#)

[Recover an early help form](#)

[View submitted forms](#)


## Submitted Forms

### Recently Submitted Forms (Last 31 Days)

Details	Name	Date
<a href="#">Report a concern about a child</a> ● Response: Pending...	Trudy Test	11 May 2021
<a href="#">Report a concern about a child</a> ● Response: Pending...	Teddy Test	11 May 2021

# Submitted Forms

This can be then saved for your own records if required.

Bedford Borough Council		 <b>BEDFORD</b> BOROUGH COUNCIL
All Departments		
Tel:		
Fax:		
<b>Important information</b>		
<b>About you</b>		
Please select	Professional	
Professional role		
	2A - Schools	
Organisation name and address	sdfdsf	
<b>Consent to information sharing</b>		
Is the child / young person aware of the contact?	No	
Is/are parent(s) / carer(s) aware of contact?	No	
Have the parent/carers consented?	Yes	
Method of consent	Verbal	
Date of consent	11-May-2021	
<b>Children's details</b>		