



Guidance for Foster Carers: How to complete a Foster Carer Recording 'Our Life Together' using Children's Services Online

This guidance shows Foster Carers how to complete a Foster Carer Recording, 'Our Life Together', using Children's Services Online.

Note: The recording should be completed from the Portal account of the child the recording is in relation to, not your own Portal account.

Children's Services Online has a time-out function, so if there is inactivity on your account for 15 minutes it will log you out automatically.

1. Login and go to the dashboard of the child the recording is in regard to
2. Select the 'New Messages' box to expand the section

Account Dashboard

The screenshot shows the Account Dashboard with four main sections:

- Details:** Name: Pedro QQ Plumber, Date of Birth: 1 May 2019, Gender: Male.
- New Messages (3):** (Highlighted with a red border) Polly Anna Gooch 08 Jun 2023 13:39 test, Polly Anna Gooch 08 Mar 2023 14:42 hi penny, Polly Anna Gooch 08 Mar 2023 07:57 test.
- Items to view:** Portal - Document - 7 Complete Foster Carer Recording Version 3.pdf, Portal - Document - About Childrens Services Online accounts (1).docx.
- Items to complete (1):** Reading, Research, Training and Experience.

3. From the 'Messages' screen, select 'New Message'

Messages

This page contains messages that have been sent between Children's Services and yourself. If your message is urgent, please do not use this message service. Please ring your worker using the details they have given you, or ring 0344 800 8020.

New Message

Amy QQ Apple's Inbox

Date	From	To	Subject
11 Nov 2021 10:19	Polly Anna Gooch	Amy QQ Apple	RE: Hello

4. This will create a 'Secure message'

Secure Message [X]

Message Type *

Subject *

Message *

'Message Type' - In the 'Message Type' field select 'Foster Carer Recording'

'Subject' - In the 'Subject' type the 'Child's First Name'. This is so that the Child's Social Worker can easily identify if you have accidentally recorded the information against the wrong child's account

After the child's first name, type 'Our Life Together' – so that, if they ask for their records in the future, we have consistent and caring headings for these recordings

'Message' – use the 'Message' field for the recording. Please contact your worker if you are unsure of the expected standards for recordings

Note: Please be aware that any recording you send will be held on the Child's record in our Social Care system and may be viewed by the child in the future

5. Once you have completed your message select 'Send'

Secure Message



Message Type * Foster Carer Recording

Subject * Child's First Name - Our Life Together

Message *

Cancel Send

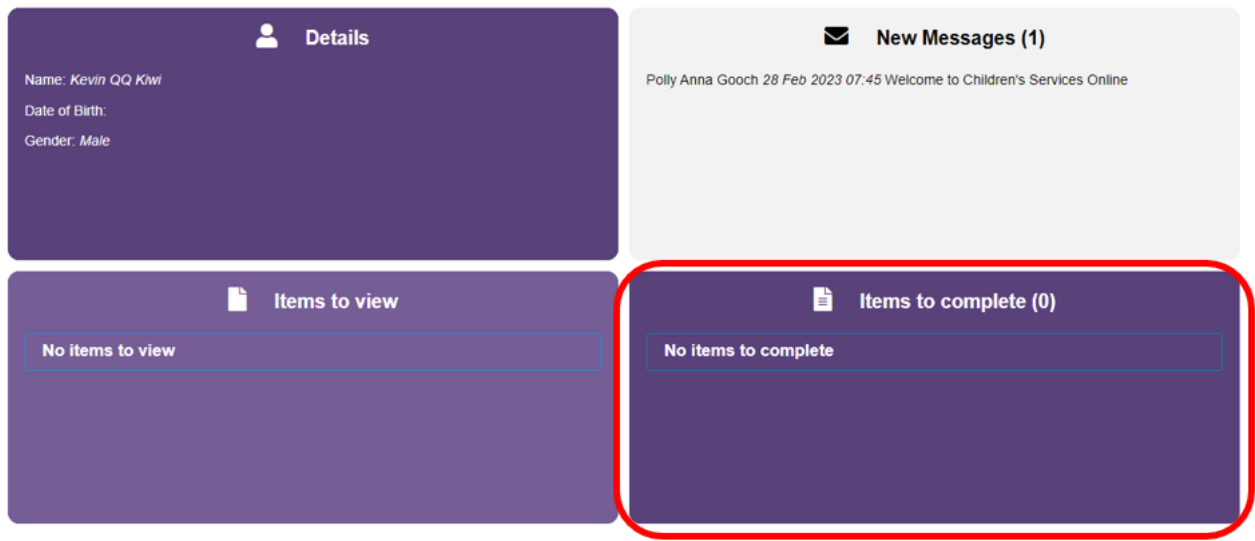
6. In the 'Messages' section you can see the message you sent under the 'Sent Items' table, which is further down the page. You can select the message to open the details, which you can print if required

Amy QQ Apple's Sent Items				
Date	Type	From	To	Subject
11 Nov 2021 14:23	Foster Carer Recording	Amy QQ Apple		Amy Apple - Our Life Together

Sending files and pictures

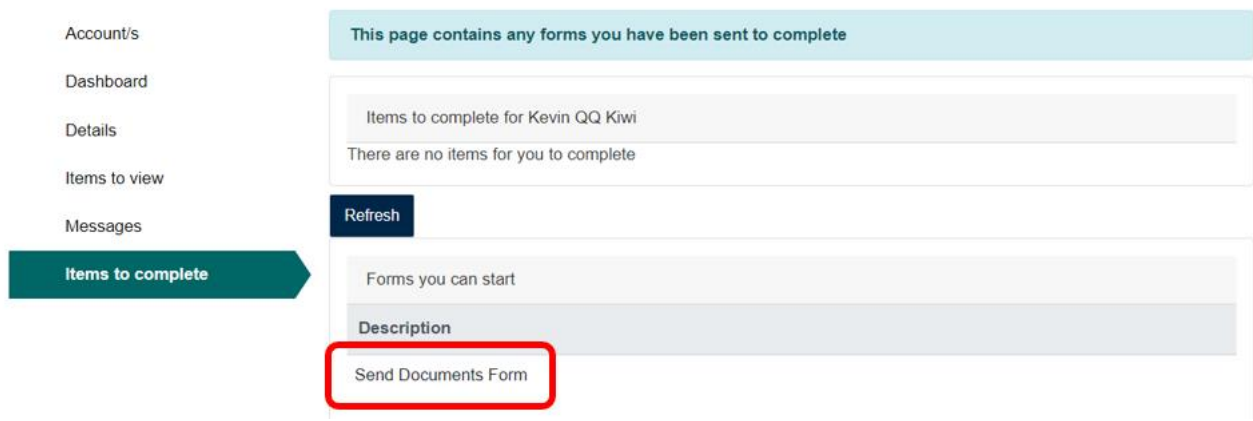
1. Files and pictures can't currently be attached to messages. However, you can send us files and pictures by using the 'Send documents form'
2. Ensure you have mentioned that you are sending us a document / image in your foster carer recording, or send a separate foster carer recording to inform us
3. Go to the dashboard and select the 'Items to complete' tile

Account Dashboard



4. Under 'Forms you can start', select the 'Send documents form'

Items to complete



5. Complete the information requested in the form. On the second page, the details in the 'Who is this form about?' section should be those of the child the document / image is in relation to

6. Once you have completed all the mandatory fields and uploaded the documents / images, select 'Submit form'

Form

Please complete the form

1 Send documents

2 Who this form is about

3 **Items you are sending**


Items You Are Sending

Please tell us what you are sending today, and why. *

Upload your documents here.

You can upload multiple documents, but you will need to attach them one by one. There is a 5mb size limit for each document that you send.

 photo.jpg

 Upload Document

The information you have provided will only be shared with Children's Services if you choose to submit this form. You can find our privacy notice [here](#).