

Title	<b>CHILD PROTECTION INFORMATION SERVICES (CP-IS)</b>			Number	<b>CL62</b>
Effective From:	06.11.19	Duration:	No end date	Review:	17.08.24
Author:	Scott Barnes			Version:	1.2
Contacts:	Safeguarding Lead				

## Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
25.01.2021	Reviewed, no changes	SB
26.01.2022	Reviewed, no changes	SB
23.07.2023	Reviewed, no changes	Dr AL

## What is CP-IS

The Child Protection Information Service (CP-IS) is used to share child protection information between local authorities that have access to the service. This enables unscheduled care providers to see a special patient note summarising information on children with a Child Protection Plan (CPP) and Looked After Child (LAC) information whenever it is available.

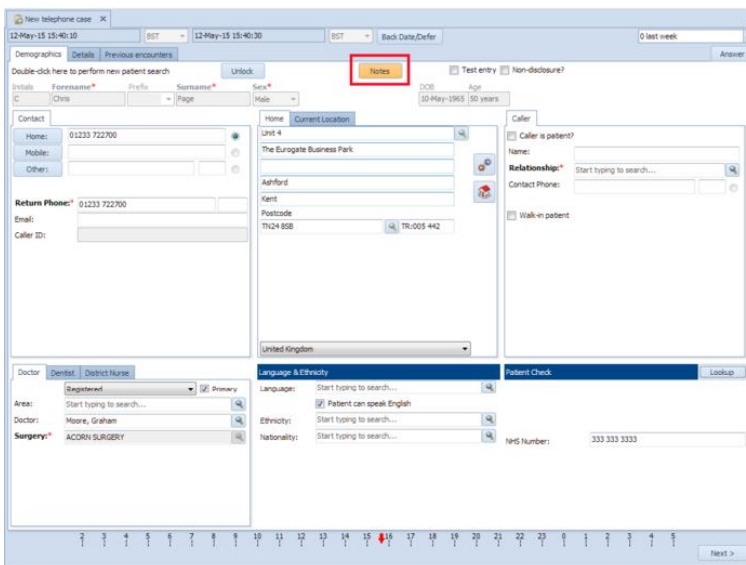
The CP-IS is working alongside the existing safeguarding procedure and is not a replacement for our existing processes & reporting. This does not replace the safeguarding referral and reporting process currently used for safeguarding issues.

# 1. CASE ENTRY (FOR CALL HANDLER & RECEPTIONISTS)

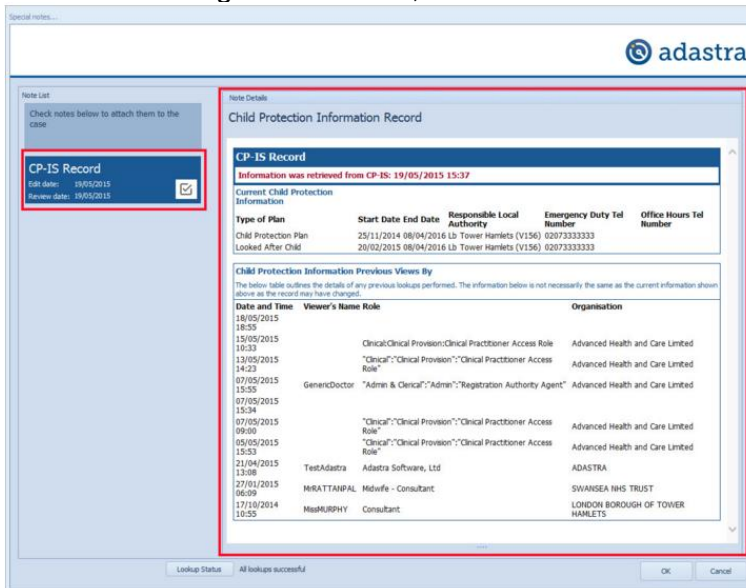
Whilst recording new case details in Case Entry, a PDS trace should be completed (with your SmartCard).

Once the patient's details are verified, and their NHS number returned, an automatic request will be made to the CP-IS service (providing the user has the correct access rights and the minimum data set is met).

If any results are returned, the **Notes** button at the top of the screen will be highlighted in Orange (see below)



Before continuing with the case, click on the **Notes** button to view all of the notes.



If a CP-IS record is returned it will always be displayed at the top of the list. It is a mandatory note and will automatically be attached to the case.

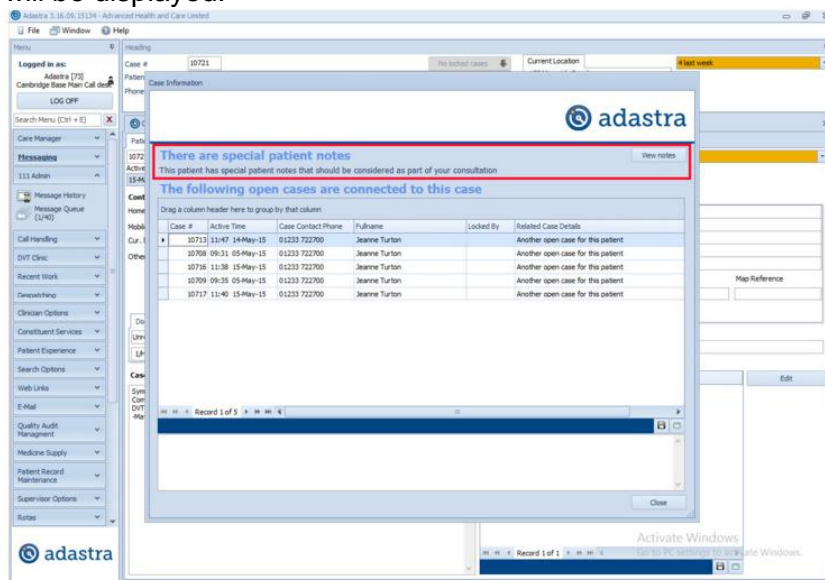
The CP-IS records will always be displayed in the same format, split into three sections.

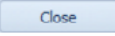
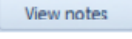
- Header – displays that it is a CP-IS record and when the information was retrieved.
- Plan information – details the current child protection information such as the type of plan, start & end date, the responsible local authority, emergency and office telephone numbers.
- Access information – details any previous views of the record since it was created up to the last 25 views. This will include out of hours and urgent care staff.

**Please note** – if the case has been sent from a 111 service with the patient already verified, there is no need to do a patient lookup. The request to retrieve the record will be triggered when the first person with correct user rights opens the case from a case list.

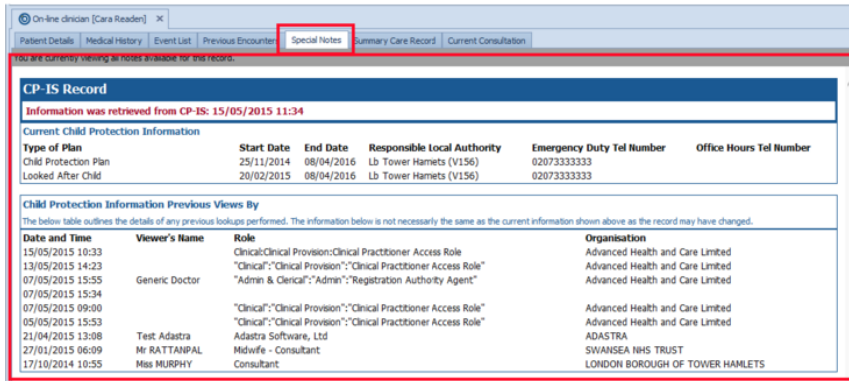
## 2. ONLINE CLINICIAN

When opening a case in On-line Clinician that has a note attached, the following pop-up will be displayed:

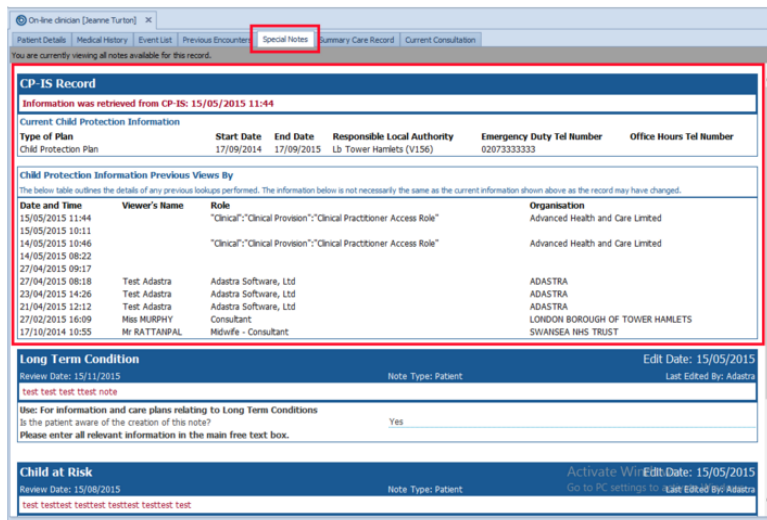


Either view the notes later by clicking on the  button or view the notes straight away by clicking on the  button.

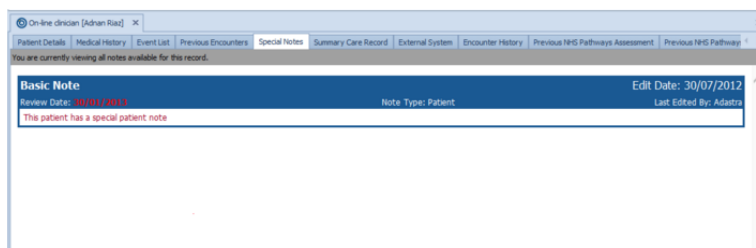
When the user tries to view the notes, their access permissions are verified. If they have the correct user rights, the CP-IS record will be displayed in the 'Special Notes' tab:



The 'Special Notes' tab may contain multiple notes from various sources. They will be clearly separated by a large blue header.



The CP-IS record will always be displayed at the top. If the user does not have the correct access to view a CP-IS record or there are no CP-IS records available, the following screen will be displayed:



If there are no notes attached to the case, the 'Special Notes' tab will not be available.

### 3. AREMOTE FOR DRIVER

Within Aremote (Toughbook), a prompt will be displayed when opening a case that has a note attached.

When the user selects to view, their access permission will be verified. If they have the correct user rights, the CP-IS record will be displayed.

