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One Minute Guide: Integrated Children's System (ICS) and the Protocol Review and Improvement Group (PRIG)

What is ICS?

The Integrated Children's System (ICS) is a case management and recording system for children in need, looked after children and children subject to child protection plans. The children's social care teams in Redbridge use the ICS known as Protocol, provided by LiquidLogic, to electronically store information regarding vulnerable children and young people that become known to them. The system has been in use at Redbridge since 2008.

The Information Systems Team (Protocol ICS Helpdesk), provide a comprehensive support service to social work teams within Children's Services who use Protocol ICS. In addition the data on Protocol is used to produce a comprehensive suite of management reports that informs practitioners and managers with their decision making and performance management oversight.

Who has access to Protocol?

Protocol is available to Social Care Teams including Outreach Teams, however it is also accessible by the Youth Offending & Targeted Prevention Service, Commissioning & Quality, Early Intervention, Troubled Families, Education Research & Data, Occupational Therapy, Contact Centres, Education Welfare and the Emergency Duty Team.

If someone without access to Protocol needs to establish whether a child or young person is known to Redbridge and whether there is an allocated social worker, they should contact the CPAT Screening team at CPATReferrals@redbridge.gov.uk.

How can I get help with Protocol?

Want to know more about Protocol, request training, or see what the Protocol ICS Helpdesk have been spending their time on? Then please visit the team's website <http://childrenstrust/> to view a wide range of helpful information such as hot tips, latest guidance notes and practice policies for social workers.

Also available are links to Learning & Development, Practice Presentations, Ofsted and the monthly highlight reports which breakdown the Protocol issues logged and shows key projects or significant developments completed or upcoming within the next month.

As well as the website you can contact the Protocol ICS Helpdesk with any of your queries or issues directly via email ics.helpdesk@redbridge.gov.uk or by 0208 708 5545.

What is PRIG?

The Protocol Review and Improvement Group (PRIG) was formed to lead and support the improvement of the system functionality and to assist practitioners to develop their knowledge and understanding, in turn promoting effective social work practice to improve the outcomes for children and young people in the Borough.

PRIG hold a monthly meeting to discuss current issues, upcoming and desired improvements, as well as forthcoming statutory changes.

What is the process of raising a development or change request with PRIG?

To raise your development or change request simply phone or email the Protocol ICS Helpdesk (details above) or contact your PRIG representative within your service area.

How can I find out more about PRIG?

All service areas are represented at PRIG and should you wish to attend a PRIG meeting or wish to know who your representative is please email ics.helpdesk@redbridge.gov.uk and we will be happy to assist.

The [Principal Child and Family Social Worker \(PCFSW\)](#), attends PRIG and represents social work practice across the service. Email address: pcfsw@redbridge.gov.uk

Minutes and actions from the latest or previous meetings can be found on the Children's Trust website, via the following link <http://childrenstrust/ImprovementsGroup.html>.