

LCS
USER Guidance

Scope:
Fostering Placements Troubleshooting Guidance

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0.3	Initial	Draft	March 2019	
0.4	Amended	Updated	19.03.19	RP
0.5	Amended	Updated	02.04.19	RP
0.6	Amended	Updated	17.04.19	RP
1.0	Final		01.05.19	RP

General Places to Troubleshoot in LCS

As a general rule, whenever you need to know where any task is and who has it, the best place to look is under the involvements tab within the child's record. The involvements tab will tell you all the currently active tasks you're allowed to see within the child's record.

This involvements tab lists who has the task, what the task is, the due date of the task (if it has one) and who it came from.

Role	Professional	Start Date	End Date	Contact Numbers	Supervisor	Manager	Core Group
Allocated Case Worker	ICS Administrator 7 (Karyn)	02-Sep-2018		Show Contact Numbers	ICS Administrator 7 (Karyn) - LCS	ICS Administrator 7 (Karyn) - LCS	No

Assigned	Subject	Date Started	Due Date	From
Group Safeguarding Admin Team	CP-IS Data Alert	25-Sep-2018 12:42	25-Sep-2018	ICS Administrator 7 (Karyn)
Group Placements Service Inbox	CLA Alert	25-Sep-2018 15:15	25-Sep-2018	ICS Administrator 7 (Karyn)
ICS Administrator 7 (Karyn)	CLA - Current Episode of Care	05-Oct-2018 09:57		ICS Administrator 7 (Karyn)
Group IRO	CLA Review Meeting - Write and Distribute Chair's Report	05-Oct-2018 10:04	15-Oct-2018	ICS Administrator 7 (Karyn)
Group Safeguarding Admin Team	CP-IS Data Alert	05-Oct-2018 10:18	05-Oct-2018	ICS Administrator 7 (Karyn)
Group Safeguarding Admin Team	Child Protection - Organise Review Meeting	05-Oct-2018 10:19	02-Apr-2019	ICS Administrator 7 (Karyn)
Group Safeguarding Admin Team	Child Protection - Complete Review Child Protection Conference Outcomes Form	05-Oct-2018 10:19	02-Apr-2019	ICS Administrator 7 (Karyn)
ICS Administrator 7 (Karyn)	Child Protection - Write Review Report	05-Oct-2018 10:19	28-Mar-2019	ICS Administrator 7 (Karyn)
ICS Administrator 7 (Karyn)	Core Group Meeting	05-Oct-2018 10:21		ICS Administrator 7 (Karyn)
ICS Administrator 7 (Karyn)	Child Protection - Organise Core Group Meeting	05-Oct-2018 10:21	14-Nov-2018	ICS Administrator 7 (Karyn)
ICS Administrator 7 (Karyn)	Child Protection - Active Child Protection Plan	05-Oct-2018 10:24		ICS Administrator 7 (Karyn)
ICS Administrator 7 (Karyn)	Case Audit Form	23-Jan-2019 15:49	12-Feb-2019	ICS Administrator 7 (Karyn)

The involvements tab is particularly useful when you are trying to close a case as it will show any tasks still outstanding which need to be completed. The only exception to this rule is if the task relates to a work flow in which you are not authorised to see (e.g. the Adoption or Special Guardianship work flows)

Bringing a Child into Care on LCS

Once a contact and referral has been completed and a child is at the assessment stage the child's Social Worker should complete a Request to Place into Accommodation (also known as a Placement Request Record or PRR) with a suggested outcome of Child Becomes Looked After.

Once the Request to Place into Accommodation is finalised it is automatically sent to the Worker's Manager for authorisation and then Operational Lead approval must be sought.

Once approved the task CLA – Create Legal Status and Placement is added to the child's Social Worker's tray. This starts the Child Becomes Looked After (or BLA) case pathway.

Once the proposed legal status has been added a draft Placement Plan (also known as the Placement Information Record or PIR) can be started and reassigned to the Placements Team for a matching placement to be found.

Child needs to Move Placement

If a child needs to move placement the first important thing that needs to happen on the system is a Placement Plan (PIR) needs to be started.

The type of Placement Plan depends on the type of placement required:

Child Looked After
Active Task: ICS Administrator 7 (Karyn) (Reassign) Started: 05-Oct-2018 Due: unspecified

Looked After Details | Decisions | Task Details | No Other Children ▼

Current Episode of Care

- **Active Period of Care**
Started On 05-Sep-2018
Notes
Update Notes
Update Adopter Details
- **CLA Legal Status**
Start Date 05-Sep-2018
Legal Status CLA - C1 - Interim Care Order
View Full Details
Change Legal Status (will end previous one)

Placement

Started On 05-Sep-2018
Type of Placement U6 - Placement with other foster carer - Not Long Term Fostering or FFA
Provider PR1 - Own provision by LA
Location Outside LA Boundary
Foster Carer: Matthew Bird
Address 66 Main Road
Sheepy Magna
ATHERSTONE
CV9 3QU
Postcode
Placement Plan Placement Plan (Completed)

View Full Details
View CLA Payments
Update Placement
Add/View Statutory Visit Rules for Placement
Create New Revision of Placement Plan for Placement

Create a Placement Plan for a new Placement
Create a Placement Plan for a new Temporary Placement

Back to: Child Becomes Looked After

Previous Records

Status	Description
Active - Decisions	Period of Care from 05-Sep-2018 until now
Completed 04-Sep-2018	Period of Care from 03-Sep-2018 until 2018-09-04

- (1) Substantive placement move = Create a Placement Plan for a new Placement
- (2) Respite for CLA child = Create a Placement Plan for a new Temporary Placement
- (3) Need to update contact arrangements = Create New Revision of a Placement Plan for Placement – this option will not allow you to move the child.

Please see Internal Fostering and Respite process map in Appendix A

Why can't I update the Placement Details?

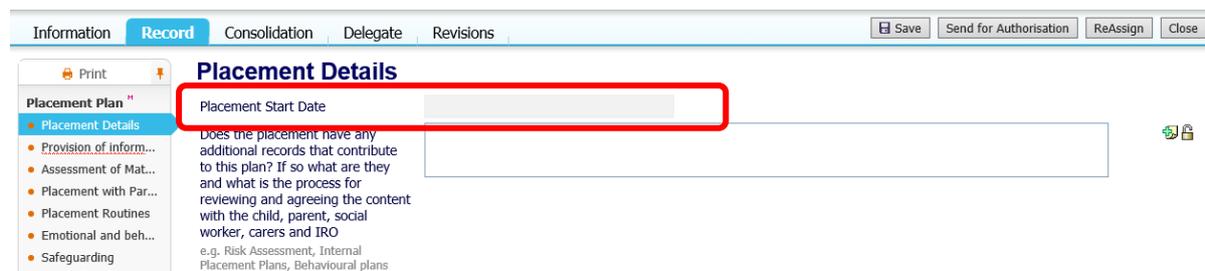
Placement Details within the Placement Plan can only be updated by either a member of the Placements Team or a designated individual within Fostering Customer Services.

There could be a couple of reasons why the placement details cannot be updated. If the Placement Plan has been used for a previous placement but the worker hasn't sent that completed Placement Plan for authorisation, then the task sits in the worker's tray. Then when the next placement needs to be configured some users see a Placement Plan task and simply reassign this one rather than starting another one.

IMPORTANT: Once a placement has been configured it is vital that it is sent for authorisation by the Child's Social Worker to their Manager.

How can I tell if the Placement Plan has been used previously?

Within the Placement Plan, if you go to the placement details section you will see that the date of the placement has already been populated. If it has the same date at the currently active placement, then the child's Social Worker needs to send this for authorisation to their Manager and start a new Placement Plan (PIR). A new Placement Plan will look like this:



On the first Placement Plan, the Placement Start Date will be greyed out as it is the Placements Team or the Fostering Customer Services who configure the date of the placement depending on whether the carer is an Agency Foster Carer or a Local Authority Carer.

If the child is already CLA and is moving placement the date that will appear in this field is the start date of the previous placement. The previous carer's details will also appear. This is how it should appear as the Placements Team or the Fostering Customer Services will update these values with the new carers and start date.

How do I end a respite placement?

If the child or young person has been on a respite placement it is the child's Social Worker's responsibility to record the date the placement ended when the child returns to their substantive placement.

IMPORTANT: The end date of the respite placement should not be entered until such time as the child/young person has actually returned to their substantive placement as to enter this date prematurely can cause issues with payments and placement history.

If a respite placement is still active on the child/young person's record, it will appear on the record as follows:

Address

Temporary Placement 07 Feb to present	17 Wren Street, COVENTRY CV2 4FT
Placement Sep 2018 to present	66 Main Road, Sheepy Magna, ATHERSTONE CV9 3QU
<hr/>	
Primary Address Aug 2009 to present	176 North Street, COVENTRY CV2 3FS
<hr/>	
▶ Address History / Update Addresses	

To end this placement, the child's Social Worker needs to go into the current episode of care and update the placement:

Child Looked After

Active Task: [ICS Administrator 7 \(Karyn\)](#) (Reassign) Started: 05-Oct-2018 Due: unspecified

[Looked After Details](#) Decisions Task Details No Other Children ▼

Current Episode of Care

- Active Care Plan
- Plan Summary
- Visits
- PEPs
- Health Assessments
- Period of Care

Active Period of Care

Started On: 05-Sep-2018

Notes

- ▶ Update Notes
- ▶ Update Adopter Details

CLA Legal Status

Start Date: 05-Sep-2018

Legal Status: CLA - C1 - Interim Care Order

- ▶ View Full Details
- ▶ Change Legal Status (will end previous one)

Placement

Started On: 05-Sep-2018

Type of Placement: U6 - Placement with other foster carer - Not Long Term Fostering or FFA

Provider: PR1 - Own provision by LA

Location: Outside LA Boundary

Carer Name: Foster Carer: Matthew Bird

Address: 66 Main Road, Sheepy Magna, ATHERSTONE, CV9 3QU

Postcode: CV9 3QU

Placement Plan: Placement Plan (Completed)

- ▶ View Full Details
- ▶ View CLA Payments
- ▶ Update Placement
- ▶ Add/View Statutory Visit Rules for Placement [i]
- ▶ Create New Revision of Placement Plan for Placement

Temporary Placement

Started On: 07-Feb-2019

Type of Placement: T0 - All types of temporary move

Provider: PR1 - Own provision by LA

Location: Inside LA Boundary

Carer Name: Foster Carer: Elizabeth McGlinchey

Address: 17 Wren Street, COVENTRY, CV2 4FT

Postcode: CV2 4FT

Placement Plan: Placement Plan (Completed)

- ▶ View Full Details
- ▶ Set up CLA Payments
- ▶ Suspend Main Placement Payments
- ▶ Update Placement
- ▶ Create New Revision of Placement Plan for Placement

- ▶ Create a Placement Plan for a new Placement
- ▶ Create a Placement Plan for a new Temporary Placement

This will then bring up the following screen and the date the child/young person returned to their substantive placement needs to be entered in the end date field:

Update Cancel - Update: Placement of: 07-Feb-2019

Update Placement of: 07-Feb-2019

● **Details**

Placement Start Date 07-Feb-2019

Placement End Date

Reason Placement Ended

Type of Placement T0 - All types of temporary move

Ofsted Placement Type POF3 - Short Term

[Click here for an explanation of the Placement Codes](#)

● **Carer Details**

Carer Name Foster Carer: Elizabeth Mcglinchey

Address 17 Wren Street
COVENTRY
CV2 4FT

Distance from Home (miles)

[Click here to work out distances based on post code ...](#)

● **Caution**

Is there anyone who should not know the address?

If yes, Name of this person

Address (if known)

Relationship to Child

● **Out of Hours Contact**

Name

Telephone

Once this end date is populated and the update button clicked, the temporary placement will be ended and any applicable payments for internal foster carers will be finalised. The temporary placement will also disappear from the child/young person's main demographics page.

Fostering Customer Services/Placements Team cannot find the Carers on LCS?

Each carer on LCS has approval details attached to their carer record. These details advise the age range, gender and number of children they can have placed with them at any one time. If a carer is not appearing when Customer Services or the Placements Team attempt to update the placement, there could be a number of reasons for this:

- The agency foster carer isn't loaded on LCS. In this case the Placements Team need to send through their Placement Provider form to LCS Help to add the new carers.
- The carer already has the maximum number of children placed with them. In this case either Placements or Customer Services will need to review the children already in placement to determine if any of them haven't been updated to move them to another placement.
- The carer is not approved to take children of a certain age. If a 10-year-old child is supposed to be placed with a carer who is recorded as being approved for 11-18-

year-old children, then the carer will not appear as they are not approved for 10-year-old children. If an internal carer's terms of approval do not cover the needs of a child/placement the Supervising Social Worker can make a request to the Fostering Operational Lead for a variation/extension. If this request is approved by the Fostering Operational Lead then Fostering Customer Services should be advised so that they can add the necessary variation/extension to the carer's record in LCS.

- The foster carer recruitment pathway has not been completed by the Fostering Service. In this case the Child's Social Worker will need to speak to the Fostering Assessment Team and ask them to complete the recruitment pathway so the carer can show on LCS as an approved carer.

The internal carers haven't been paid. What do I need to do?

You can see if there have been any placement costs applied to the placement by going to the child's record and clicking on the CLA tab:

Child Looked After
 CLA Start Date 05-Sep-2018
 CLA End Date

Periods of Care

Started On	Ended On	Recent Placement	Recent Legal Status
03-Sep-2018	04-Sep-2018	U6 - Placement with other foster carer - Not Long Term Fostering or FFA	CLA - C1 - Interim Care Order
05-Sep-2018		U6 - Placement with other foster carer - Not Long Term Fostering or FFA	CLA - C1 - Interim Care Order

Adopter Details
 Child adopted by Former Carer No
 No of Adopters

Always look at the most recent period of care as this should be the active one. Click into the active period of care to see further details:

Reportable Episodes of Care

ID	Started On	Reason Code	Legal Status	CIN Code	Placement Code
128684	05-Sep-2018	S - Started to be CLA	CLA - C1 - Interim Care Order	N4 - Family in acute stress	U6 - Placement with Term Fostering or FF

Placements

Started On	Ended On	Carer	Address	Postcode	Type
05-Sep-2018		Matthew Bird	66 Main Road, Sheepy Magna, ATHERSTONE	CV9 3QU	U6 - Placemen Long Term Fos
07-Feb-2019	11-Feb-2019	Elizabeth Mcglinchey	17 Wren Street, COVENTRY	CV2 4FT	T0 - All types c

Legal Statuses

Started On	Legal Status	Expiry Date	Actual End Date	Court
05-Sep-2018	CLA - C1 - Interim Care Order			

Click on the Period of care which will list all the placements which are active or have taken place. Find the carer you're querying and click into the relevant placement (making sure to check the dates):

Payments: 05-Sep-2018 (Currently Active)

Start Date	End Date	Description	Units	Cost
03-Aug-2019		Mr Matthew Bird - (Long-Term) Birthday Allowan...	1.0 x Placement (Annual)	£164.64
15-Apr-2019		Mr Matthew Bird - (Long-Term) Holiday Allowanc...	1.0 x Placement (Annual)	£329.28
15-Apr-2019		Mr Matthew Bird - (Long-Term) Clothing Allowan...	1.0 x Placement (Annual)	£164.64
25-Dec-2018		Mr Matthew Bird - (Long-Term) Festival Allowan...	1.0 x Placement (Annual)	£164.64
05-Sep-2018		Mr Matthew Bird - (Long-Term) Maintenance Allo...	1.0 x Placement (Weekly)	£164.64

[Change Placement Costs](#)

Once in the placement, click on the Placement Costs tab. This tab will show you any payments that relate to this placement. From the screen shot above you can see that the carer is currently being paid for this placement from the 5th September, 2018. Some of the allowances are dated after the placement was made. This is correct as there are a number of annual placement costs which only trigger at certain times in the year and in this screen you can see when these allowances are due to be paid.

If the placement costs had not been recorded for the placement with an internal carer the screen would look like this:

[Change Placement Costs](#)

In order for internal carers to be paid they need to be set up in both LCS and in the payment system, ContrOCC. Fostering Customer Services complete the processes to create a supplier code in Agresso (the Council's finance system) for any newly recruited carers, to set the carers up in LCS and ContrOCC and liaise with Fostering Finance to set up the appropriate fees/rates. Please see process maps in Appendix A for more information.

If you cannot see any placement costs it may be that the set up processes have not been completed. Fostering Customer Services may be able to help you with this as they co-ordinate a number of different payments relating to internal Foster Carers.

The placement costs have been entered but the carer still hasn't been paid?

Each time placement costs are configured on LCS, they are required to be authorised by a Manager or above. At present, the Fostering Operational Lead authorises any placement costs for internal carers. Until the costs have been authorised, the carer will not receive payment.

When the placement costs have been started but have not yet been authorised the placements costs will appear as follows:

Proposed Start Date	Proposed End Date	Description	Units	Cost
03-Aug-2019		Mcglinchey, Elizabeth - (Short-Term) Birthday Allowance - SPOT	1.0000 x Placement (Annual)	£164.64
25-Dec-2019		Mcglinchey, Elizabeth - (Short-Term) Festival Allowance - SPOT	1.0000 x Placement (Annual)	£164.64
01-Jul-2019		Mcglinchey, Elizabeth - (Short-Term) Holiday Allowance - SPOT	1.0000 x Placement (Annual)	£329.28
07-Feb-2019		Mcglinchey, Elizabeth - (Short-Term) Maintenance Allowance - SPOT	1.0000 x Placement (Weekly)	£164.64
01-Jul-2019		Mcglinchey, Elizabeth - (Short-Term) Clothing Allowance (Annual) - SPOT	1.0000 x Placement (Annual)	£164.64
07-Feb-2019		Mcglinchey, Elizabeth - (Short-Term) Level 3 Skills Fee - SPOT	1.0000 x Placement (Weekly)	£215.04

As per the general troubleshooting section at the start of this document, if you look at the involvements tab you will see who currently has tasks relating to the placement costs:

Role	Professional	Agency	Agency Role	Start Date	End Date
School	Lorraine Newbury	Stoke Park School & Community Technical College (Coventry)	School	01-Feb-2019	

[Click here to view current agencies only](#)
[Add Key Agency](#)

Current Tasks for this child

Assigned	Subject	Date Started	Due Date	From
Group Placements Service Inbox	CLA Alert	25-Sep-2018 15:15	25-Sep-2018	ICS Administrator 7 (Karyn)
ICS Administrator 7 (Karyn)	CLA - Current Episode of Care	05-Oct-2018 09:57		ICS Administrator 7 (Karyn)
Alex Hood	CLA Review Meeting - Write and Distribute Chair's Report	05-Oct-2018 10:04	15-Oct-2018	ICS Administrator 7 (Karyn)
ICS Administrator 7 (Karyn)	Placement Request Form	07-Feb-2019 13:02		ICS Administrator 7 (Karyn)
Katherine Robinson	CLA - Authorise Placement Payments	18-Feb-2019 13:25		ICS Administrator 7 (Karyn)

This screen tells us that the placement payments are awaiting authorisation. In this case the Fostering Customer Services should be contacted to request that these be authorised. The authorisation task may also sit in a budget tray if the payment has been configured to pay out of a specific budget (e.g. Budget: Special Guardianship Payments (EC71402) / Client Support (562010)). In these cases the team who holds the budget should be contacted.

If the Placement Plan has been completed correctly, the carer set up in LCS and ContrOCC and linked to the child, the relevant fees/rates added and the placement payments have been authorised the actual payments will still not be made until:

- The placement is made live for a child who is **already CLA**. For internal carers only - Fostering Customer Services team complete the task to **Make the Placement Live** once the Fostering Operational Lead has approved the payment in LCS
- The child's Social Worker completes the task to **Progress to Looked After** for a child who is becoming looked after (BLA). Once the Fostering Operational Lead has approved the payment in LCS, Fostering Customer Services reassign the Placement Plan to the Worker, who finalises it. It is then sent to their Manager to authorise and, once authorised, the Worker completes the task to Progress to Looked After – see screenshot below

The screenshot displays a software interface for managing 'Child Becomes Looked After' (CLA) cases. On the left, a workflow diagram shows the process starting with a 'Request to Place into Accommodation', which can either be 'Rejected' or lead to 'Child becomes Looked After'. This step then leads to 'Create Care-Plan' and 'Personal Education Plan'. The main panel on the right shows the task details for 'Child Becomes Looked After', including the reason, active task (ICS Administrator 7 (Karyn)), and start date. Below this, there are buttons for 'Progress to Looked After' (highlighted with a red box) and 'Cancel CLA'. The bottom right section details the 'Starting Episode of Care', listing 'Period of Care (Draft)' and 'CLA Legal Status (Proposed)' with associated dates and legal status information.

Another situation which can arise is the payment has missed the payment run for the week. The payment run is completed by Fostering Finance using the ContrOCC system. If a particular payment is not authorised by 12 noon each Wednesday then the payment will not appear on the payment run for that week and will instead appear on next week's payment run.

Non- Secure PACE Placement

Non-secure PACE Placements for any children/young people who are **already CLA** follow the same processes outlined in the previous sections. The child's Social Worker should start this process by completing a Placement Plan for a new Temporary Placement and assigning it to the Placements Team. In view of the fact that PACE Placements are urgent by their nature these placements are often arranged verbally, however, in order for a payment to be made all of the LCS processes MUST follow.

If a child/young person is **not CLA** the process is as follows:

- The Placements Team are notified that a non-secure PACE placement is required
- If the child is not already known to Social Care the relevant lead worker (e.g. MASH/YOS/SW) create the child's record in LCS
- Placements Team liaise with the Fostering Duty Team to find an internal vacancy
- Placements Team send a notification from to Customer Services with details of the placement

- Customer Services calculate the cost of the placement based on an apportionment of the maintenance and carer's skill fee for the day(s) placed
- Customer Services add the calculated cost of the placement in the Costs Tab on LCS and the system workflow sends the payment to the Fostering Operational Lead for approval
- Once approved, the payment is made in the next payment run

Please see PACE process map in Appendix A

Regulation 24 and Connected Persons - approval

Following the process to seek approval to place (as outlined in the section above entitled Bringing a Child into Care on LCS) if a family or friend placement is considered suitable the child's Social Worker must complete a Viability Assessment and local authority/Police checks before seeking approval to progress from their Manager, Operational Lead and the Agency Decision Maker.

Once approval to progress has been given the child's Worker should create the friend or family members in LCS and link them to the child/young person. However, creating the adult and relationship with the child DOES NOT place the child with the proposed Regulation 24 carer or Connected Person – see sections below

Regulation 24 arrangements

If the family or friend placement is under a Regulation 24 arrangement the child's Social Worker should complete a Placement Plan and reassign it to the Placements Team, who check it and reassign it to Fostering Customer Services.

Upon receipt of the carer's bank details Fostering Customer Services complete the process to set the carer up as a supplier in the Council's finance system – Agresso – and liaise with Fostering Finance to set them up as a carer within LCS and ContrOCC. They add the carer details to the Placement Plan and set up the payments in LCS, which is then sent to the Fostering Operational Lead for approval.

Once approved the actual payments will still not be made until:

- The placement is made live for a child who is **already CLA**. Fostering Customer Services team complete the task to **Make the Placement Live** once the Fostering Operational Lead has approved the payment in LCS
- The child's Social Worker completes the task to **Progress to Looked After** for a child who is becoming looked after (BLA). Once the Fostering Operational Lead has approved the payment in LCS, Fostering Customer Services reassign the Placement Plan to the Worker, who finalises it. It is then sent to their Manager to authorise and, once authorised, the Worker completes the task to Progress to Looked After.

Please see Regulation 24 process map in Appendix A

Connected Person's Carers

The child's Social Worker should complete a Connected Persons referral in LCS and reassign it to the Connected Persons Duty Tray.

The Allocated Connected Persons Worker then completes a Full Assessment (and an SGO Assessment) which is shared with the child's Worker, Fostering Panel and Court. The Fostering Panel make recommendations before the Agency Decision Maker's decision.

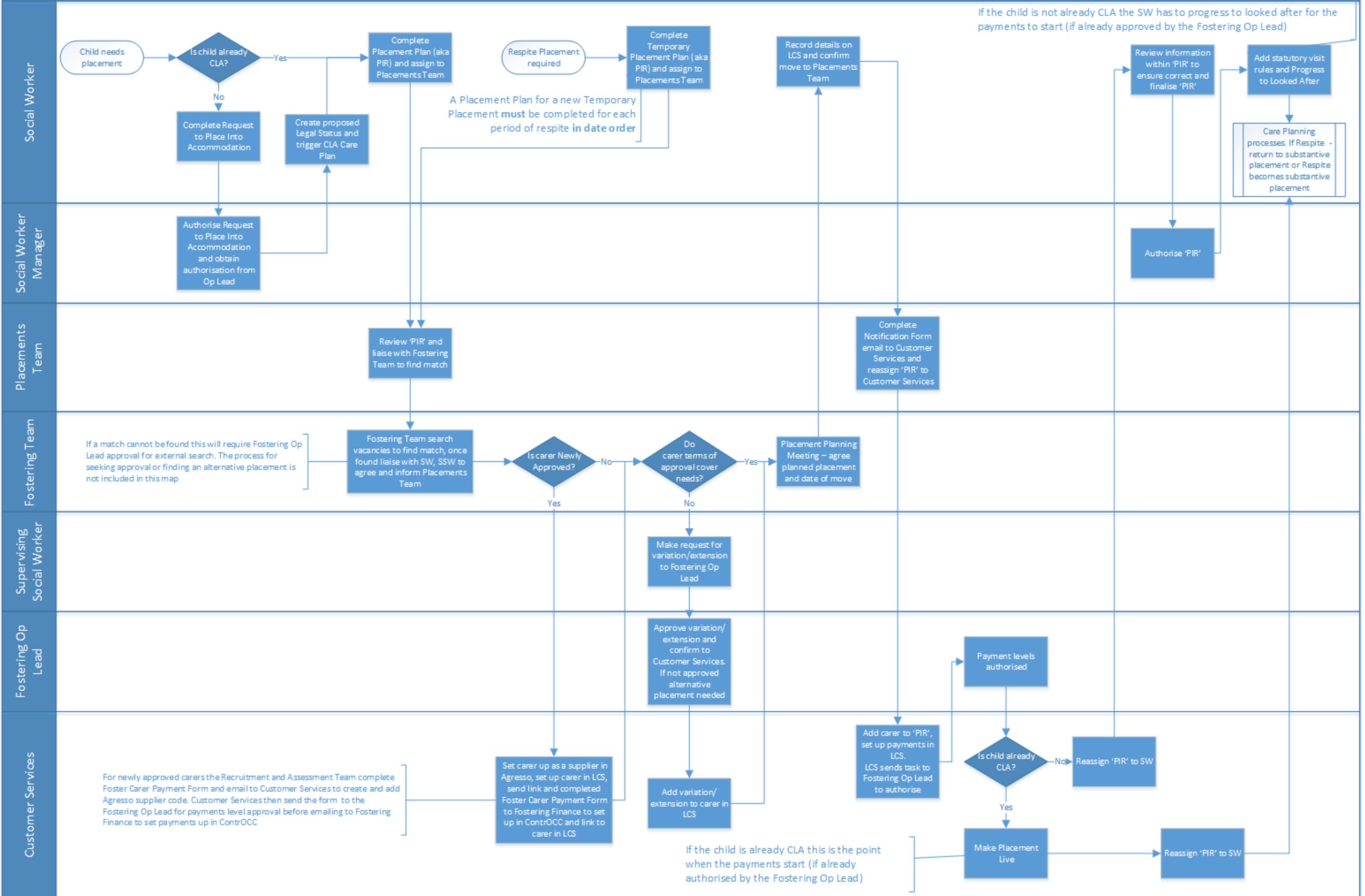
If the decision is to approve the family or friend as a Connected Persons carer then Fostering Customer Services need the carer's bank details to be able to set them up as a supplier in Agresso and liaise with Fostering Finance to set them up in LCS and ContrOCC. If the approved Connected Persons carer has already been paid under a Regulation 24 arrangement then Fostering Finance have to add the Connected Persons services in ContrOCC before Customer Services can amend the record in LCS. This is then sent to the Fostering Operational Lead for approval.

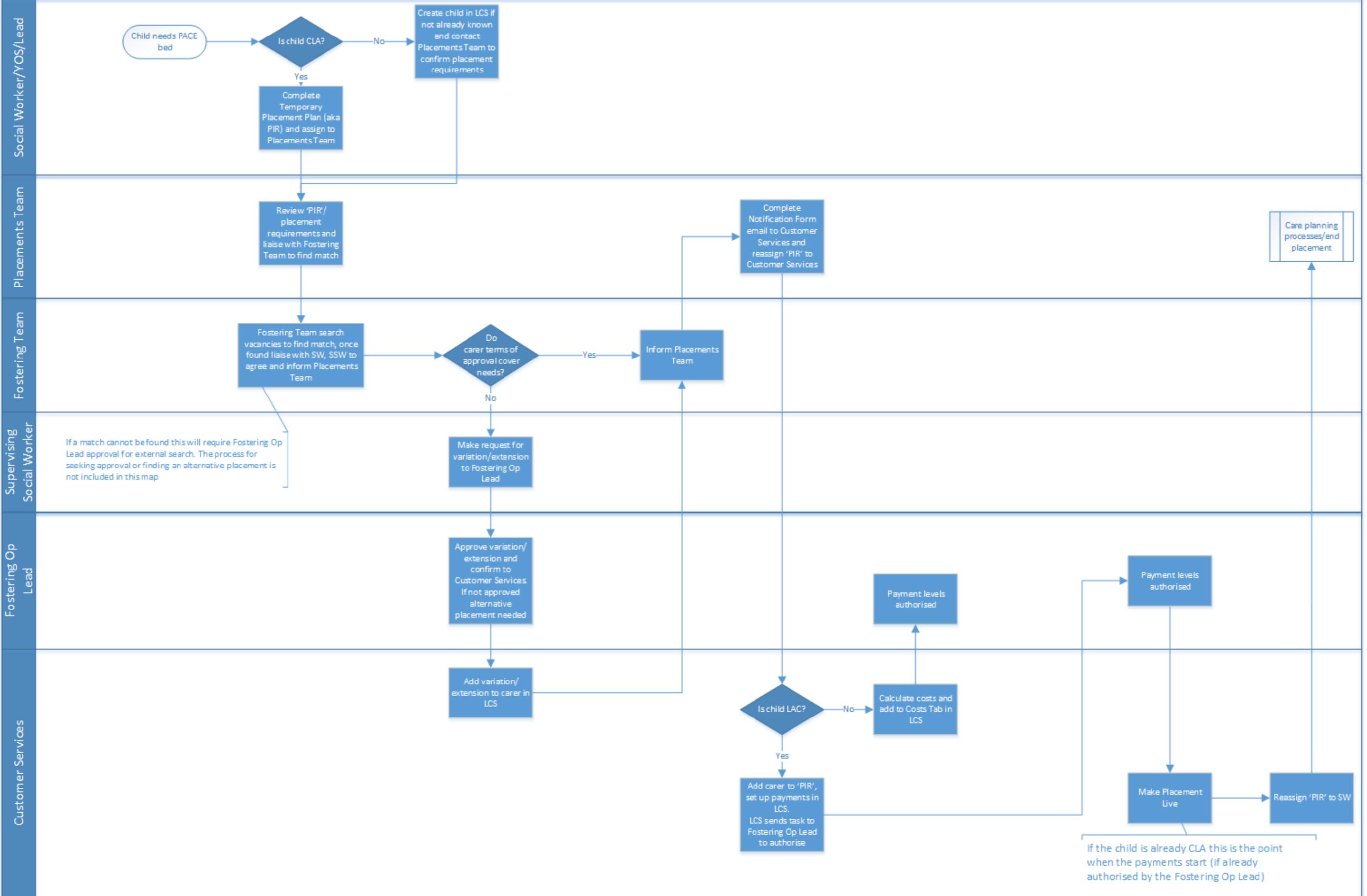
Once approved the actual payments will still not be made until:

- The placement is made live for a child who is already CLA. For internal carers only - Fostering Customer Services team complete the task to **Make the Placement Live** once the Fostering Operational Lead has approved the payment in LCS
- The child's Social Worker completes the task to **Progress to Looked After** for a child who is becoming looked after (BLA). Once the Fostering Operational Lead has approved the payment in LCS, Fostering Customer Services reassign the Placement Plan to the Worker, who finalises it. It is then sent to their Manager to authorise and, once authorised, the Worker completes the task to Progress to Looked After

Please see Connected Persons process map in Appendix A

If the Court grant an SGO the child's Worker needs to ensure that the CLA pathway is up-to-date and start the leaving care process to bring the child out of care. The child's Worker should inform Fostering Customer Services to suspend the Regulation 24 or Connected Persons payments, arrange any SGO payments and inform the Connected Persons Team that the SGO support plan is in place.





If the child is already CLA this is the point when the payments start (if already authorised by the Fostering Op Lead)

