



Coventry City Council

Guidance for Early Help workers accessing LCS

Practice Guidance



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1. Purpose

This guidance has been prepared for early help staff who will be given access to the social care case management system, LCS. The guidance is designed to ensure early help workers understand fully their duties and responsibilities when using LCS and the consequences of misuse.

2. Access rights

Access to the LCS system will be given to all Coventry City Council front line early help practitioners who undertake casework. Partner agencies will not be given access. The access will be set at 'Read Only'.

3. Guidance and early help workers commitment

By logging on to the LCS system, you understand that your access is appropriate and necessary for you to complete your job and fulfil your duties. You will comply with relevant City Council policies in relation to ICT security policy, data protection and any other relevant legislation. Further information is available on the Information Governance intranet pages (<https://coventrycc.sharepoint.com/Info/Pages/Information-Governance.aspx>)

You will not access, use or disclose information obtained from this system for purposes other than for completion of your duties. Inappropriate access, including the disclosure of data to others, without consent from your line manager, may result in disciplinary or legal action being taken against you. You should not access data relating to people who are personally known to you, either directly (close relation) or in-directly (acquaintance/friend/heard their name mentioned through 3rd parties).

All early help workers should be confident they understand the purpose for which they are accessing the social care data in LCS. The information accessed should only be in relation to, and relevant to, the early help work they are undertaking.

Access to this system will be subject to audit and you are responsible for all activities carried out using your LCS account.

If you are unsure about whether you should be looking at a record you should speak with your line manager immediately.

As part of your access profile you will not be able to view the following parts of the LCS system:

- MASH workspace
- LADO workspace
- Adoption records (post adoption)

These sections of the system are locked down to the specific teams who work with these records.

Support

Before being given access to the LCS system all early help staff will be asked to complete the relevant 'Read Only' training on the MeLearning platform.

Once you have access should you encounter any issues in relation to accessing relevant records speak to your line manager or colleagues in the first instance. They will be able to advise you of the correct actions to take.

Once you have exhausted all peer to peer support options you can contact the LCS helpdesk for advice via lcs-help@coventry.gov.uk

