

Practitioner User Guide

How to make the most of your subscription

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WELCOME TO COMMUNITY CARE INFORM CHILDREN AND CONGRATULATIONS ON YOUR NEW LICENCE

Community Care Inform Children is designed specifically for social work professionals working in children and family services. The tool provides practical guidance on a range of topics in a quick and accessible format to support your practice and your CPD.

It is more than likely you are receiving a licence through your organisation, and they will have taken the initial steps to purchase licences and assign a licence to you, but you will still have to activate and set up your account before you can start using Community Care Inform Children. This guide is designed to help you get started.

On Community Care Inform Children you will find a huge range of learning tools including podcasts, videos and quizzes as well as expertly written content based on research, case law and legislation. We aim to help you make and evidence decisions, save you time and support your learning and development.

This guide gives instructions on setting up your account and making the most of your access to Community Care Inform Children.

GETTING STARTED

Once your licence has been assigned to you, you will receive an email to activate your account:

Simply click on the link to activate your account and that will take you through to the log in page.

CommunityCare
informChildren

Community Care Inform Helpline: 0203 915 9444 | Email: ccinformhelpdesk@markallengroup.com

Welcome to Community Care Inform Children

We are pleased to let you know (Council) have invested in Community Care Inform Children and have provided you with a licence.

Community Care Inform Children is designed specifically for social work professionals working in children and family services. The tool provides practical guidance on a range of topics in a quick and accessible format to support your practice and your CPD.

On Community Care Inform you will find a huge range of learning tools including podcasts, videos and games as well as expertly written content based on research, case law, legislation. We aim to help you make and evidence decisions, save you time and support your learning and development.

We already have your email address registered on the Community Care system so you will just need to use the link below and click 'Forgot your password?' to set up your password (your user name is the email address this email has been sent to).

- [CLICK HERE TO RESET YOUR PASSWORD AND ACCESS COMMUNITY CARE INFORM](#)

If you have any queries at all, from logging in to finding relevant content to suit your needs, please contact the Inform Helpdesk on:

0203 915 9444

ccinformhelpdesk@markallengroup.com

We hope you enjoy using Community Care Inform.

The Community Care Team

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If you are unable to login please select "Forgot your password?" and change your password.

For help/support please contact customer success on 020 3915 9444 or ccinformhelpdesk@markallengroup.com

Organisation/Council login

If you've registered to access this resource, or have been given an individual login, please enter your details below.

Email

Password

[Forgot your password?](#)

Remember me

Institution login

Your institution or trust may have purchased access to this resource. Tell us who you are with and we'll check for you.

Institutions near you:

- House of Commons
- London South Bank University
- The London School of Economics and Political Science
- London School of Economics and Political Science
- King's College London

When first activating your account, you should click on the 'Forgot your password?' link. This will take you through to the password reset page.

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If you are unable to login please select "Forgot your password?" and change your password.

For help/support please contact customer success on 020 3915 9444 or ccinformhelpdesk@markallengroup.com

Forgotten Password/Password Reset

To reset your password we will send you a link, please enter your email address below.

Email

Simply enter the email address associated with your account (normally your work email address), click 'Submit' and you will receive an email with a link to reset your password. From this email, follow the on-screen instructions to set up your password.

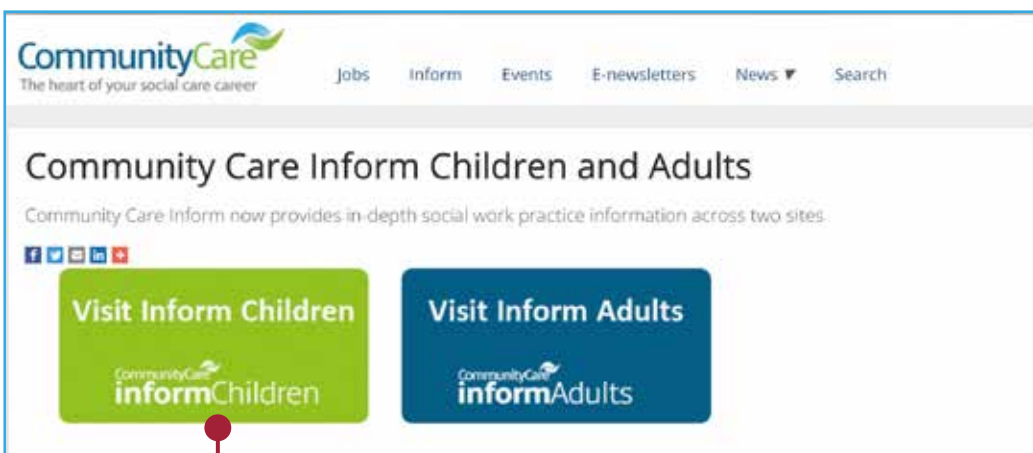
YOU ARE NOW READY TO LOG IN TO COMMUNITY CARE INFORM CHILDREN

ACCESSING COMMUNITY CARE INFORM CHILDREN FOR THE FIRST TIME

Community Care Inform Children is a web-based practice support tool and can be found via any search engine - simply type in **Community Care Inform Children**.

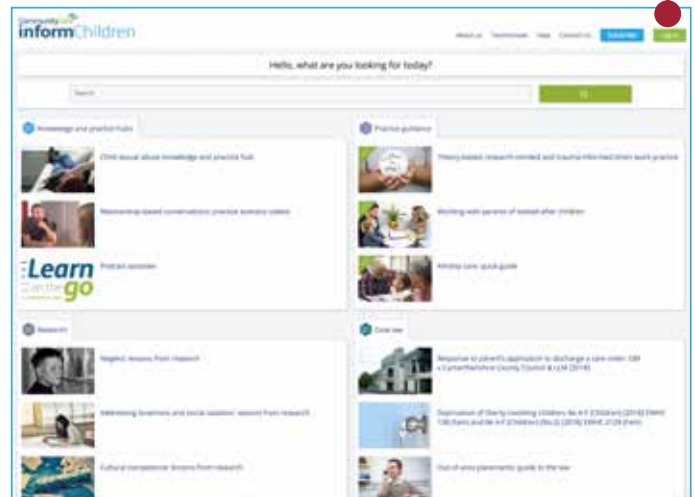
For ease of use you can always add our url **www.ccinform.co.uk** to your favourites.

It can also be found on the main Community Care site **www.communitycare.co.uk** – click on the **'Inform'** tab at the top of the page.



If accessed from the main Community Care website you will then be given the choice to visit the **Children** or **Adults** site.

Once on the home page, click the green **'Login'** button, which will take you through to the login page where you should enter your email address and password.



CommunityCare
informChildren

If you are unable to login please select "Forgot your password?" and change your password.

For help/support please contact customer success on 020 3915 9444 or ccinformhelpdesk@markallengroup.com

Organisation/Council login

If you've registered to access this resource, or have been given an individual login, please enter your details below.

Email

Password

Institution login

Your institution or trust may have purchased access to this resource. Tell us who you are with and we'll check for you.

Institutions near you:

- House of Commons
- London South Bank University
- The London School of Economics and Political Science
- London School of Economics and Political Science
- King's College London

Remember me

Don't forget to click **'Remember me'** so you don't have to keep re-entering your log in details each time you use Community Care Inform Children.

Community Care Inform Children is accessible on PCs, laptops, tablets and mobile phones and one login will allow you access via multiple devices, even when out of the office or at your home.

This is the Community Care Inform Children home page which you will come to when you first log in to the site.

The very first thing you should do to make logging in even easier is create a shortcut on your desktop when using a PC or laptop. This can be done by going to the bottom of the home page and clicking and dragging the Desktop shortcut icon onto your desktop (and don't forget you can rename this shortcut into something that is easier for you).

Don't forget, you can bookmark the login page or add it to your favourites when using a mobile device.

Now that we've shown you how to log in, whether for the first time or subsequent uses, it's time for us to show you how to get the most from this tool.

MAKING THE MOST OF COMMUNITY CARE INFORM CHILDREN

Finding content:

You can review the latest hubs, guidance and research available by scrolling through the home page.

Alternatively there are other ways to search the site:

The screenshot shows the Community Care Inform Children website interface. At the top left is the logo. At the top right, it says 'Welcome you are logged in | Log out' and 'My Account Saved Documents My CPD'. A blue navigation bar contains several tabs: 'Attachment', 'Direct work', 'Neglect', 'Domestic abuse', 'Safeguarding', 'KSS', 'Fostering', 'CSE', 'Management', and 'Supported learning'. Below this is a search bar with the text 'Hello, what are you looking for today?' and a search button. The main content area is divided into two columns. The left column is titled 'Knowledge and practice hubs' and contains three items: 'Child sexual abuse knowledge and practice hub', 'Relationship-based conversations: practice scenario videos', and 'Learn on the go Podcast episodes'. The right column is titled 'Practice guidance' and contains three items: 'Fabricated or induced illness: podcast transcript', 'Criminal exploitation and county lines: podcast transcript', and 'Disguised compliance'. Red callout boxes with numbers 1, 2, and 3 point to the navigation bar, the 'Knowledge and practice hubs' tab, and the search bar respectively.

- 1 Through our knowledge and practice hubs, with key topics available in the blue bar at the top of the page.
- 2 Via the first tab, which pulls together current trending knowledge and practice hubs. If you click on the tab itself, it will take you to a full library of all the knowledge and practice hubs available on Community Care Inform Children.
- 3 Entering the term or topic you wish to find information on using the search bar (we'll talk more about this later).

Navigating the site:

If we look at the neglect knowledge and practice hub as an example, you can see all the content available in this area.

We have broken this down into useful sub-sections so you can easily navigate your way through the content, for example, within the neglect hub we have:

- Introduction to neglect
- Overview: thresholds and risk factors
- Intervening in neglect
- Legal framework
- Evidencing neglect in court
- Child development and assessment tools
- Assessments and decision making
- The impact of neglect
- Child protection
- Home visits

Our quick guides on topics are designed to provide you with a one-page overview - ideal if you just want a recap or are new to that particular area of practice.

Let's take a look...

The screenshot displays the 'Neglect knowledge and practice hub' on the Community Inform Children website. The page features a navigation menu at the top with categories like 'Neglect', 'Domestic abuse', ' safeguarding', 'ASD', 'Fostering', 'CSG', 'Management', and 'Supported learning'. The main content area is titled 'Neglect knowledge and practice hub' and includes a 'Learning points' section with three bullet points. Below this, there are several content cards arranged in a grid, each with a title, an image, and a brief description. The cards include: 'Introduction to neglect' (with a teddy bear image), 'Overview: thresholds and risk factors' (with a building image), 'Intervening in neglect' (with a house image), 'Supported learning' (with a person icon), 'Legal framework' (with a gavel image), 'Child development and assessment tools' (with a person icon), 'Assessments and decision making' (with 'ANALYSE' blocks image), 'The impact of neglect' (with a person icon), 'Child protection plans' (with a pencil image), 'Home visits' (with a colorful bag image), 'Evidencing neglect in court' (with a courtroom image), and 'Multimedia learning' (with a person icon). Each card provides a quick overview of the topic and links to more detailed resources.

Clicking on this quick guide will take you through to this page:



A screenshot of the 'Home visits: quick guide' article on the informChildren website. The page layout includes a header with the site logo and navigation options, a main title 'Home visits: quick guide', and a 'Practice Guidance' badge. The article is structured into sections: 'Key messages', 'Top tips', 'Further information', and 'Return to hub'. A 'Case example' section is highlighted with a green bar. On the right side, there is a 'MANAGE ARTICLE' sidebar with options like 'Save for later', 'Add to my CPD log', and 'Add to my PPT log'. A 'Home visits: quick guide' thumbnail is also visible on the left side of the page.

Here you will see a case example – you can click on this to expand the information available. In this instance it opens a case scenario which shows how these points affect practice.

An expanded view of the 'Case example' section. It contains a detailed narrative: 'I did a home visit to two children who were living with their paternal grandmother. She was caring for the children because their mother was unable to care for them and their father was in prison. The father was in prison for trying to kill his mother. The front room and kitchen were immaculate and, when I asked to see the children's bedrooms, I was only shown into the little girl's bedroom. It was beautiful and full of dolls and toys. I then asked to see their little boy's bedroom. He took me in. The room contained a bed and that was all. I asked if he had any toys and, very reluctantly, he went under his bed and brought out a soft toy from McDonald's and two pieces of Lego that did not fit together. It was one of those moments when I had to dig my nails into my hands because I thought I was going to cry. The little boy was the spitting image of his father and I realised that the grandmother hated him for that. The children were removed from her care shortly after that.'

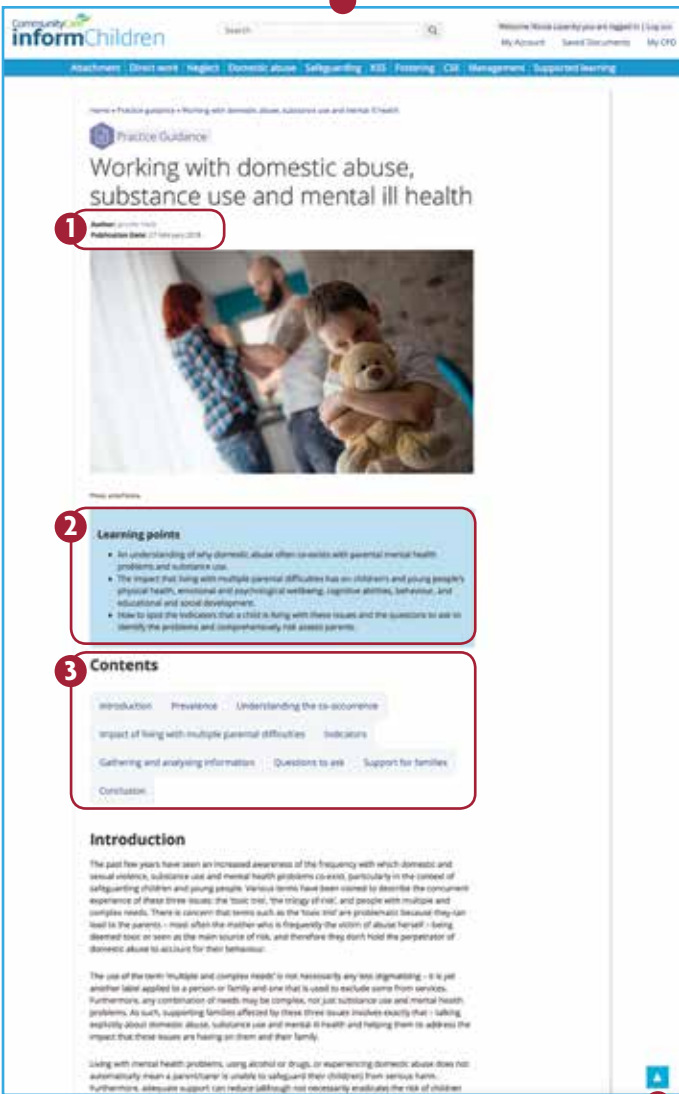
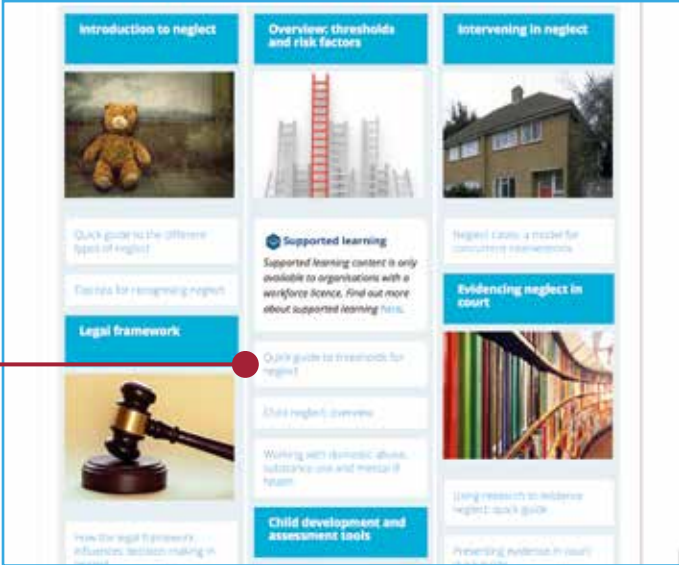
In fact, wherever you see a green box and plus sign you can click on it to reveal more information, for example further down the page you will see 'Guide to confident direct work with children' and 'Which assessment tool?'

An expanded view of the 'Further information' section. It contains the text: 'For more detailed information, read Inform's in depth guides to:' followed by two green buttons with plus signs and text: '+ Guide to confident direct work with children' and '+ Which assessment tool?'

However, if you are looking for further information and in-depth guidance, you will find our more extensive guides on the hub homepage invaluable.

This is a more extensive guide with even more useful features.

- 1 At the top you will see the author and date published. Sometimes you might see an updated date if case law or the content has been updated since the initial publication date.
- 2 These guides include learning points so that you know what you'll get out of it.
- 3 Contents page, so you can easily navigate around the article. For example, you might just want to look at 'Gathering and analysing information' as you are short on time; you can click that heading and you will be taken straight to that area of the site.



Don't forget, you can always click the blue arrow to take you straight back to the top of the page.

If we go back to the neglect knowledge and practice hub home page again, we can see there are other types of content available to suit different learning styles, for example webinars, group learning tools and videos.

The screenshot shows a grid of content on the neglect knowledge and practice hub home page. Red callout boxes highlight three multimedia learning items:

- Multimedia learning**: Webinar on neglect: how to gather and present your evidence
- Multimedia learning**: Learn as a group: understand what neglect felt and looked like for Jenny Molloy
- Multimedia learning**: Video: interview with Jenny Molloy on her experience of living with neglect

The screenshot shows a different section of the neglect knowledge and practice hub home page. A red callout box highlights the following content:

- Child development and assessment tools**: Child development practice support tool

There are also support tools to help you in your role, for example, the child development practice support tool that allows you to see typical child development for different age groups.

Using the search bar:

You can use the search bar to look for something more specific.

Type in your search term

Community Care **informChildren**

Welcome, you are logged in | Log out
My Account | Saved Documents | My CPD

Attachment | Direct work | Neglect | Domestic abuse | Safeguarding | KSS | Fostering | CSE | Management | Supported learning

Hello, what are you looking for today?

domestic abuse

Knowledge and practice hubs

Practice guidance

Child sexual abuse knowledge and practice hub

Relationship-based conversations: practice scenario videos

Podcast episodes

Fabricated or induced illness: podcast transcript

Criminal exploitation and county lines: podcast transcript

Disguised compliance

The results will be broken down by content type, allowing you to easily access information suitable to your requirements, for example Learning Tools, Practice Guidance, Outside Resources, Case Law, Legislation, and Research.

Community Care **informChildren**

Topics | Menu

domestic abuse

Sort by: Relevance

Filter by Content Type

- All Types (211)
- Knowledge and Practice Hubs (9)
- Learning Tools (36)
- Practice Guidance (126)
- Outside Resources (2)
- Case Law (16)
- Legislation (8)
- Research (14)

Not found what you are looking for?

Results

Domestic abuse knowledge and practice hub

Author: Community Care Inform
Updated Date: 12 June 2018
Publication Date: 26 May 2017

Female victim of domestic abuse: practice scenario commentary

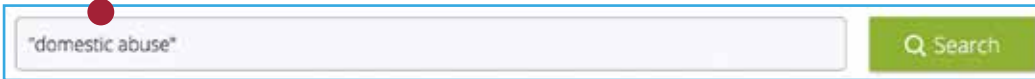
Author: Videos produced in a collaboration between Community Care Inform, the University of Bedfordshire and Islington children's services. Commentary by David Wilkins
Publication Date: 31 October 2018

David (social worker) is meeting with Jeanette, mother to a five-year-old boy named Charlie. Use these practice scenarios to observe how the mother responds differently to the social worker in each example.

Sometimes it is helpful to use speech marks if you are searching for a particular phrase.

For example, if you type in domestic abuse you will be shown any documents that contain the phrase domestic abuse (which is what we want) but also any document that just has the word domestic in it somewhere and any document that just has the word abuse in it somewhere. This means there could be results that are not as specific or in the right context for what you are looking for.

In this case it is better to group phrases you are looking for with speech marks as below:



A search bar containing the text "domestic abuse" and a green search button with a magnifying glass icon and the word "Search".

This will ensure that only documents that contain the phrase together will appear in the results.



A blue sidebar titled "FILTER". Under "Sort by", "Relevance" is selected. Under "Filter by Content Type", "All Types (211)" is selected. Other options include Knowledge and Practice Hubs (9), Learning Tools (36), Practice Guidance (126), Outside Resources (2), Case Law (16), Legislation (8), and Research (14).

You can then drill down by the content type that is available on the left-hand side.



A blue sidebar titled "FILTER". Under "Sort by", "Date" is selected. Under "Filter by Content Type", "All Types (211)" is selected. Other options include Knowledge and Practice Hubs (9), Learning Tools (36), Practice Guidance (126), Outside Resources (2), Case Law (16), Legislation (8), and Research (14).

You can also filter to have the most recently published at the top by selecting 'Date' in the Sort by drop down on the left-hand side.

LEARNING TOOLS

We also have a range of group learning tools to be used in teams which can be easily accessed from the home page.



We split these learning tools by type:

- Learn as a group
- Video
- Podcasts
- Webinars
- Case Studies
- Support for professional development programmes
- Interactive supported learning

Learn as a group tools are aimed at between 5 and 15 practitioners and are facilitated sessions to promote effective practice. There are group discussion points to promote reflection and you are guided on how long to take on each exercise.

Videos and **webinars** are embedded in the site for you to watch/listen to at a convenient time.

For our **Learn on the Go** podcasts there are a few ways for you to gain access (see page 16).

Learn on the go

Podcast listening guidance

The Community Care Inform Children podcast Learn on the Go is designed to help you stay up-to-date with the latest research, theories and practice issues. It means you can access essential learning when and where it suits you, not just at your desk.

There are three main ways to access the podcast:

1 On Community Care Inform Children website

Each episode of the podcast has its own dedicated Inform page, with a podcast player, key points and a written transcript. This is best for listening at work or in a group learning session.

2 On the podcasting app on your phone

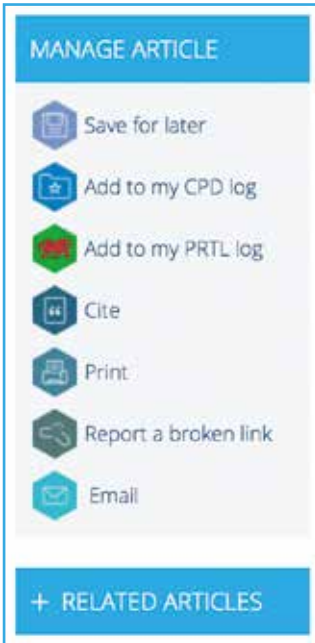
If you have a smartphone, it should have a podcasting app of some kind on it, and we're on them all. iPhone users can find our podcast on iTunes, those with Android phones can use Acast, and for everyone else we're on Spotify, CastBox, Stitcher, TuneIn... the list goes on. Whatever app you use, just search 'Community Care Learn on the Go' and we should come up. Listening on an app is great for when you're out and about, and you can subscribe to the series so that you never miss an episode.

3 On our podcast platform, Spreaker

This is where we host all our Community Care podcasts, so you can have a look at other podcasts we offer, and see all episodes of Learn on the Go. You can also download episodes – useful if you're going to be somewhere without internet access.

MANAGE ARTICLE

On all of our content, you will see a manage article box on the right-hand side of the page, which you can use to help support your CPD, save documents, cite and reference for your case recording, print or email articles to colleagues.



Save for later

If you see something you don't have time to look at, you can save for later and it will appear under Saved documents (which you'll find in the top right-hand side of the screen) so that you can come back and find it easily at a convenient time.

Add to my CPD log

Throughout the pages of our site there's a range of information, and as you read on, you'll continue learning, so it's important you record your learning to your CPD log. Simply click Add to my CPD log and you can fill out the four questions in line with HCPC requirements, then click save when you're done to save them to your log.

To find all of your recorded CPD entries, go to the top right hand corner of the page and click on My CPD which will show you your complete, up-to-date file.

Don't forget, you can export your CPD log to a Word document or print it to take to supervision meetings. You can also add new items to the log – it doesn't have to be from Community Care Inform Children but can be from other learning or training you undertake.

Cite

You can also use the citation tool on an article, which will bring up the full referencing, which you can use in your case recording.

Citation

Full reference for this document:
1 Disguised compliance. Practice Guidance.
Community Care Inform
[online].
https://www.ccinform.co.uk/practice-guidance/disguised-compliance/
[accessed: 4 March 2015]

If you are directly quoting the author's own words from this document you must acknowledge that they are not your own words by putting them within quotes marks, reference the source in the text and then provide the full reference at the end of the document. For example:

In the text: Brackenbridge argues that "[t]he interpersonal dynamics of sexual abuse in sport are similar to those in other settings but exacerbated by some key situational differences" (Brackenbridge, 2000).

Full reference to insert at the bottom of the document: Brackenbridge, C. (2000) Child Protection in Sport. Guide. Community Care Inform Children [online]. Available at: https://www.ccinform.co.uk/articles/2008/02/22/1979/Child-protection-in-sport.html [accessed: 05 DECEMBER 2015]

Print

Prints the page you are currently looking at - perfect for taking guidance to supervision or team meetings.

Report a broken link

An easy way to let us know if something is not working as it should.

Email

This allows you to email content to other licence holders.

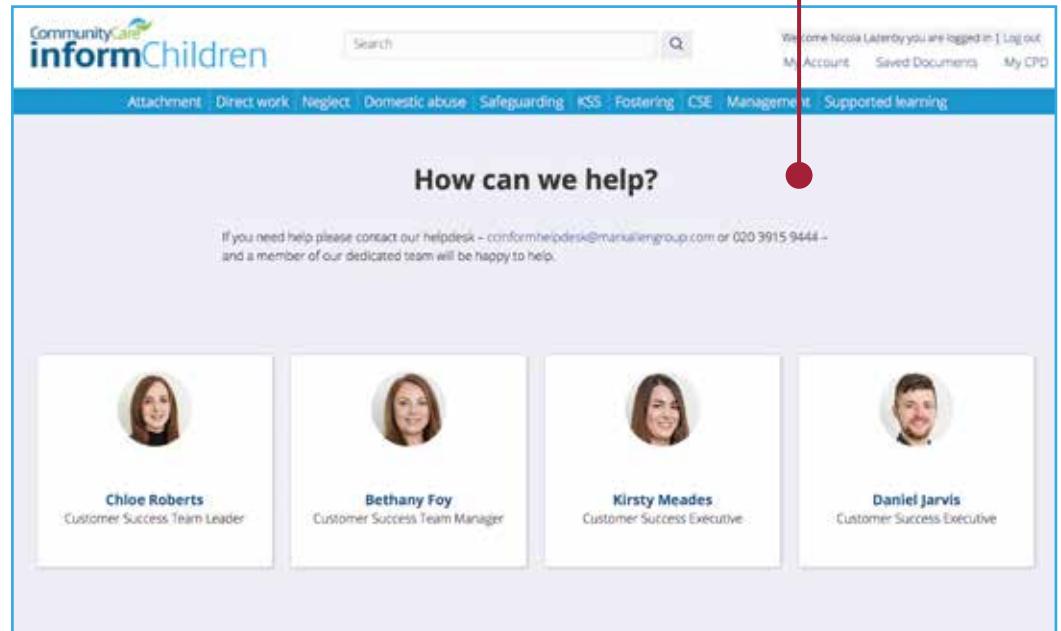
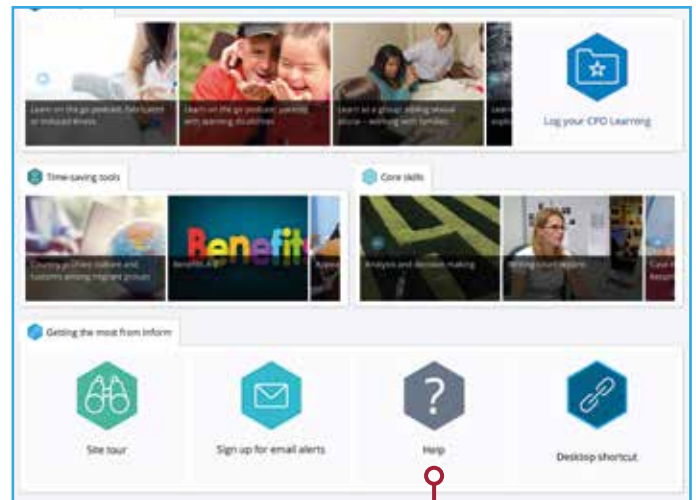
KNOWLEDGE AND SKILLS STATEMENT (KSS)

Community Care Inform Children's practice guides, interactive learning tools, research reviews and legal content are ideal for newly qualified social workers in their ASYE, practitioners seeking accreditation, practice supervisors and anyone else wanting to develop and evidence their knowledge and skills against the KSS.

Through the KSS knowledge and practice hub you will see we have mapped each part of the statement to the most relevant resources, helping you meet the requirements of the KSS in each area of practice.

HELP WITH COMMUNITY CARE INFORM CHILDREN

There is a vast amount of content on Community Care Inform Children for you to explore using these various techniques, but if you ever need any help, have difficulty finding something, or have technical issues, you can click on the **Help icon** at the bottom of the Community Care Inform Children web pages, or contact the Community Care Inform Customer Success Team who are contactable between 9am and 5.30pm, Monday to Friday, via email at **ccinformhelpdesk@markallengroup.com** or telephone on **020 3915 9444**.



Please get in touch if you have any questions.



www.ccinform.co.uk



ccinformhelpdesk@markallengroup.com



020 3915 9444