

The Kent County Council LADO Portal

This user guide will detail how external professionals can submit a LADO Referral to the LADO team.

Any queries should be emailed to KentChildrensLado@kent.gov.uk or you can speak to the LADO Enquiries Officer on 03000 410 888.



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The Portal

Register for the Children's Portal via [Childrens Portal \(kent.gov.uk\)](https://www.kent.gov.uk).

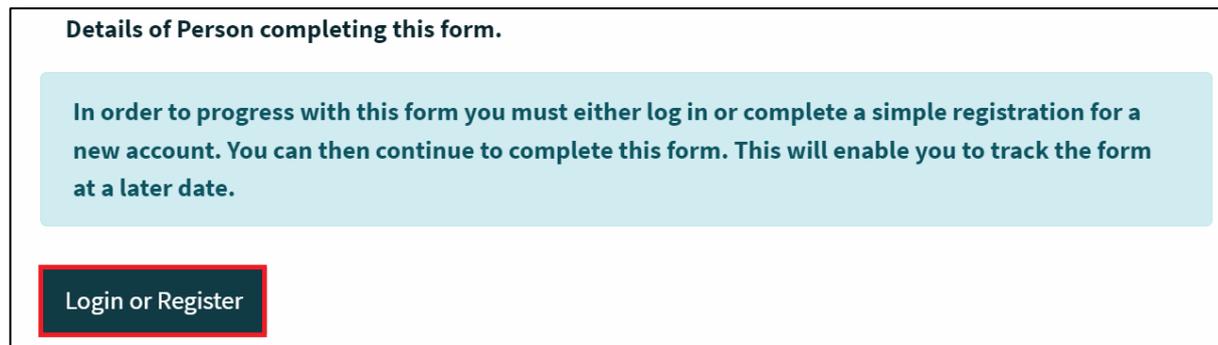
Follow the above link and then click Access the Portal.

Scroll to find the LADO Professionals Referral section, click and tick I'm not a robot.

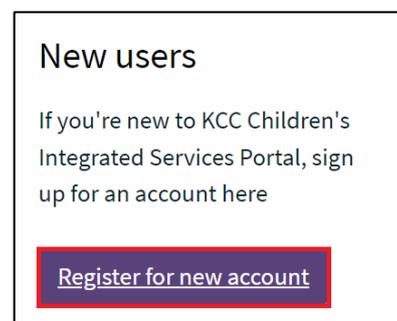


Registering

Click the Login or Register button.



Then under New users, click Register for new account.



Mark that this is a professional account. This will change the form and remove the personal address details.

Is this account being used in a professional capacity?

Complete your details, making sure to add in your role, organisation and the business address. Then click the **Next** button at the bottom of the page

Role *

for example, social worker, doctor, etc

Organisation *

Next

Cancel

Add in your email address and then create a password, making sure to comply with the specifications. Click **Next**.

You will then be sent a code from **No Reply - KCC Children's Integrated Services Portal**. This will contain a code which you will need to complete your registration. If you can't find the code and it's not in your junk mail, you can click the link for a new code.

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the **back** button below if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code *

[Please send me a new code](#)

[Back](#) [Next](#) [Cancel](#)

Your registration is now complete, but you may also be asked to accept the Kent County Council's Terms and Conditions.

Logging In

Once you have registered, you will need to login to the Portal to make a referral.

Enter your login details and click **Submit**.

Existing users

Email

Password

[Submit](#) [Cancel](#)

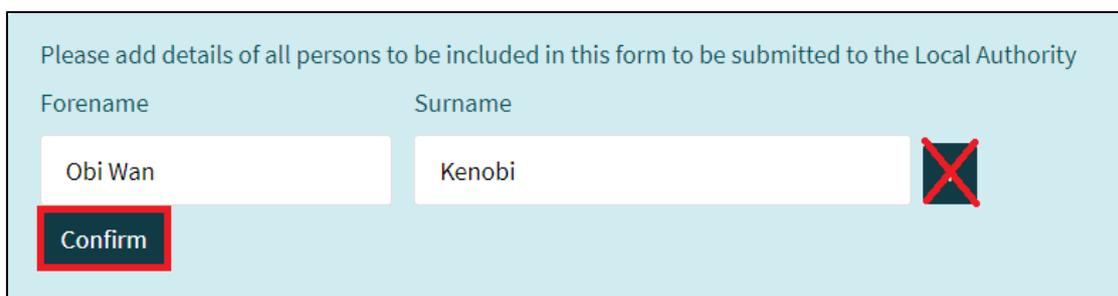
You will then be sent a code from **No Reply - KCC Children's Integrated Services Portal**. This will contain a code which you will need to complete your registration. If you can't find the code and it's not in your junk mail, you can click the link for a new code.

Enter the code, including the space and click **Finish**. You have now logged in.

Beginning the Form

Once logged in, you will see the below table.

Add the name of the person the allegation is about to the name field and click Confirm.



Please add details of all persons to be included in this form to be submitted to the Local Authority

Forename	Surname
<input type="text" value="Obi Wan"/>	<input type="text" value="Kenobi"/>



Note: There is a + field at the end of the row, but if you need to add additional people, please submit a separate form for each person. If you need to record the partner of a Foster Carer, this can be added in Section B.

Complete the form using **your** details. Certain areas will ask for information that's already been populated from your account, but it's good practice to fill these in so the form pulls through to the system correctly.

Your Role *	Trainer
Your Email Address	Email Address here
Number to call you back on *	03000 xxxxxx
Organisation Name and Address *	KCC Invicta House, Sandling Road

The following questions aren't mandatory, but it's useful to answer these and any branching questions.

Are you the person with lead responsibility for allegation management in your organisation?	Yes
Have you consulted with the LADO Enquiries Officer about this allegation/concern?	No

When moving through the form, please don't use the back button on your browser, as this will remove your answers. Please use the inbuilt back and forward arrows.



The Referral

Add in the date of referral and then only complete Section A if you answer Yes to the person working in Kent.

Date of referral	30-01-2023	
Section A – only complete form if you can answer 'Yes' to Q1 and at least one of the other 4 questions		
Does this person work in the wider children's workforce in KENT	Yes	

Section A

Please note that if you are **unsure** whether a referral should be made you can contact the County LADO Service by emailing kentchildrenslado@kent.gov.uk or by calling **03000 410 888**. Ask to speak with the **LADO ENQUIRIES OFFICER** who would be happy to advise you.

Then complete the rest of Section A answering each question in turn.

Section B

This section will contain the personal details of the individual you are referring.

Move through the section, completing this as fully as possible, making sure to include the partner if they have one and are a Foster Carer.

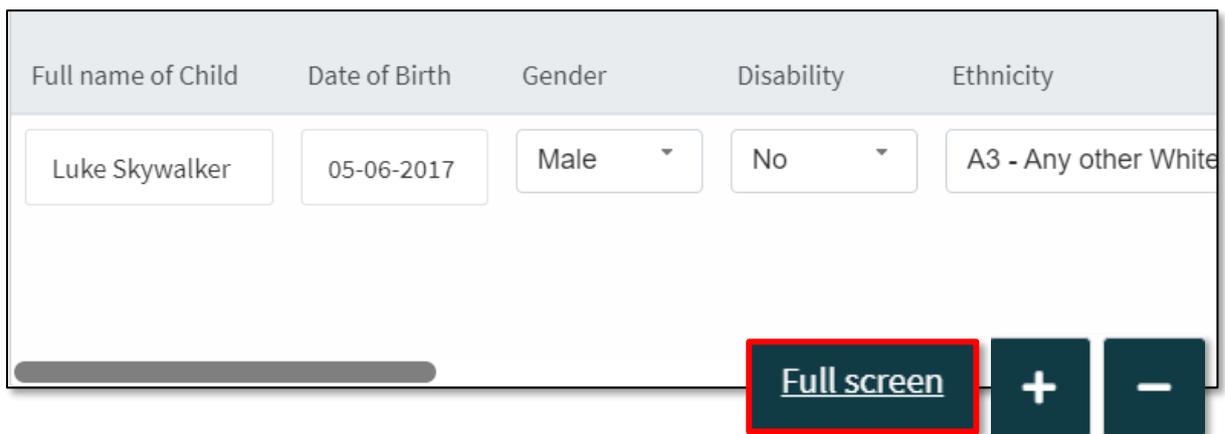
Date of Birth *	02-01-1990	
Previous names known (including maiden/aliases)		
Gender	Male	
IF A FOSTER CARER-Do they have a partner?	No	
Home Address *	1 Jedi Close, Tatooine, C3 P0	
Disability (if known)	No	
Ethnicity	B4 - Any other mixed background	

Section C

This section is regarding the child or young person.

Using the scroll bar, move along the form to add in the details for the child, using the + button to add further children.

You can also use the Full Screen button to enlarge your working area.



The screenshot shows a form with the following fields:

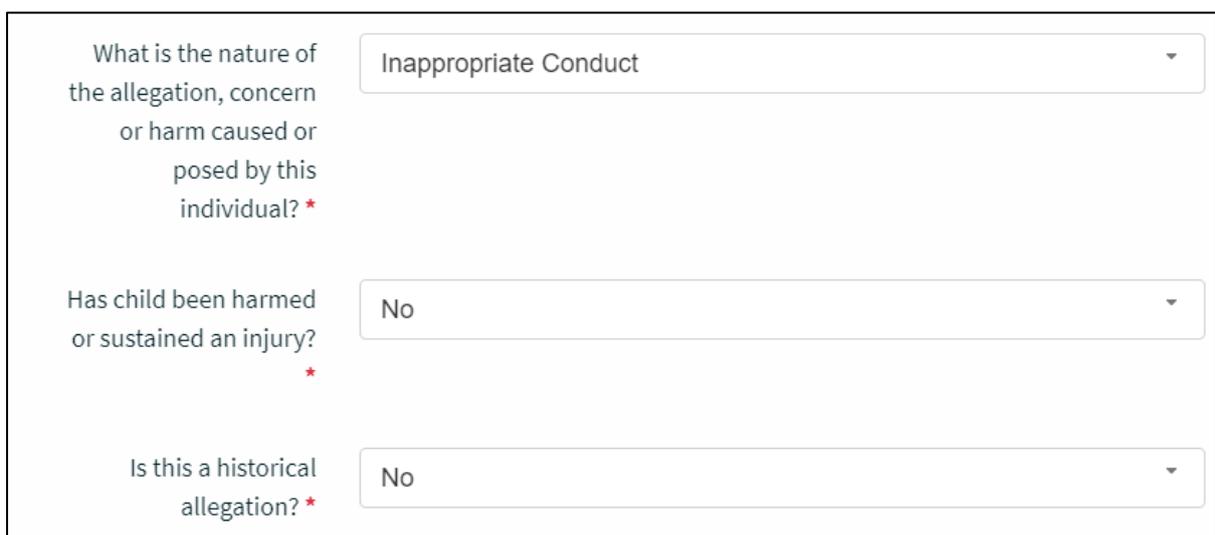
Full name of Child	Date of Birth	Gender	Disability	Ethnicity
Luke Skywalker	05-06-2017	Male	No	A3 - Any other White

At the bottom right of the form, there is a 'Full screen' button (highlighted with a red box), a '+' button, and a '-' button. A horizontal scrollbar is visible at the bottom left of the form area.

Section D

This section is regarding the allegation or concern.

Complete each question, including the location of the incident or concern.



The screenshot shows a form with the following questions and answers:

What is the nature of the allegation, concern or harm caused or posed by this individual? *	Inappropriate Conduct
Has child been harmed or sustained an injury? *	No
Is this a historical allegation? *	No

You will then need to provide details of the incident or concern and any actions that have already been taken. These free text boxes should include as much information as possible.

Section E

This section will cover if the person is aware of the referral.

Depending on the answer you will get a branching follow up question. Although neither of these are marked mandatory, it would be expected that these are completed.

Is the person aware that a referral has been made to the LADO?	Yes
Date informed and details of what information was shared?	

Please note it is expected the MOS is informed about an allegation made against them and to work transparently and timely with them. If MOS has not been informed at the point of the referral, possibly due to safeguarding reasons, the LADO will discuss with the referrer how and when this should be undertaken.

Click **Next**

Supporting Documentation and Submitting the Form

You can now upload any documents that will support the referral. Only the specified documents will be accepted by the Portal.

Supporting Documentation

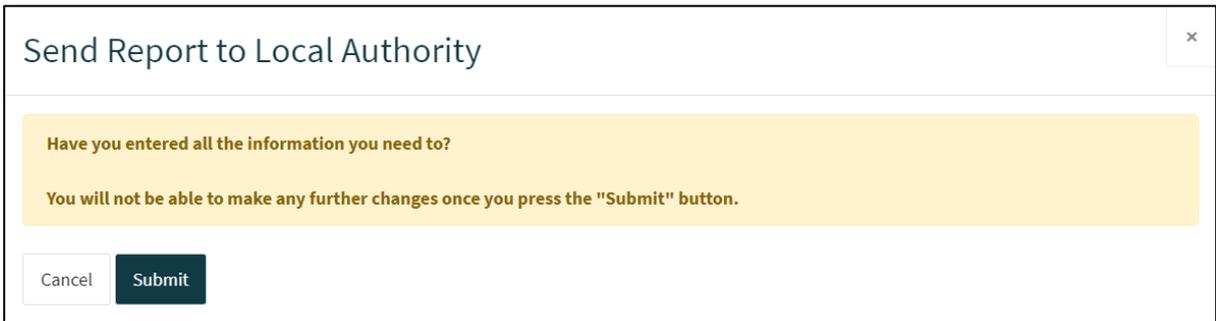
You will only be able to attach the following file types:

- Word Documents
- PDF Files
- Images (in jpg / png format)



You can now submit the form.

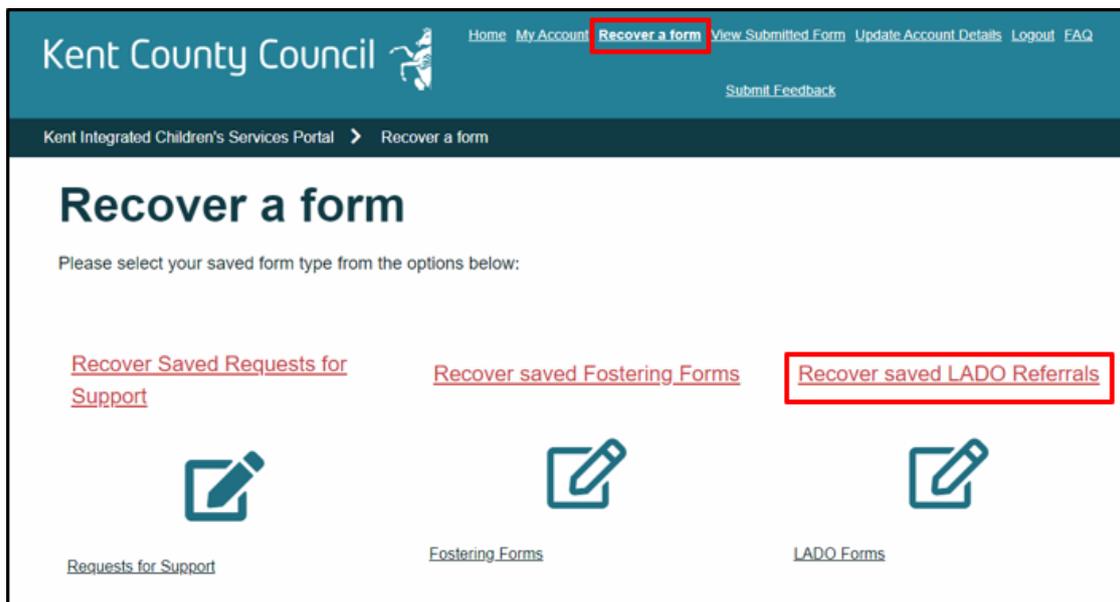
There will be a message to prompt you if you are sure and don't need to make any changes. If you are ready, click Submit.



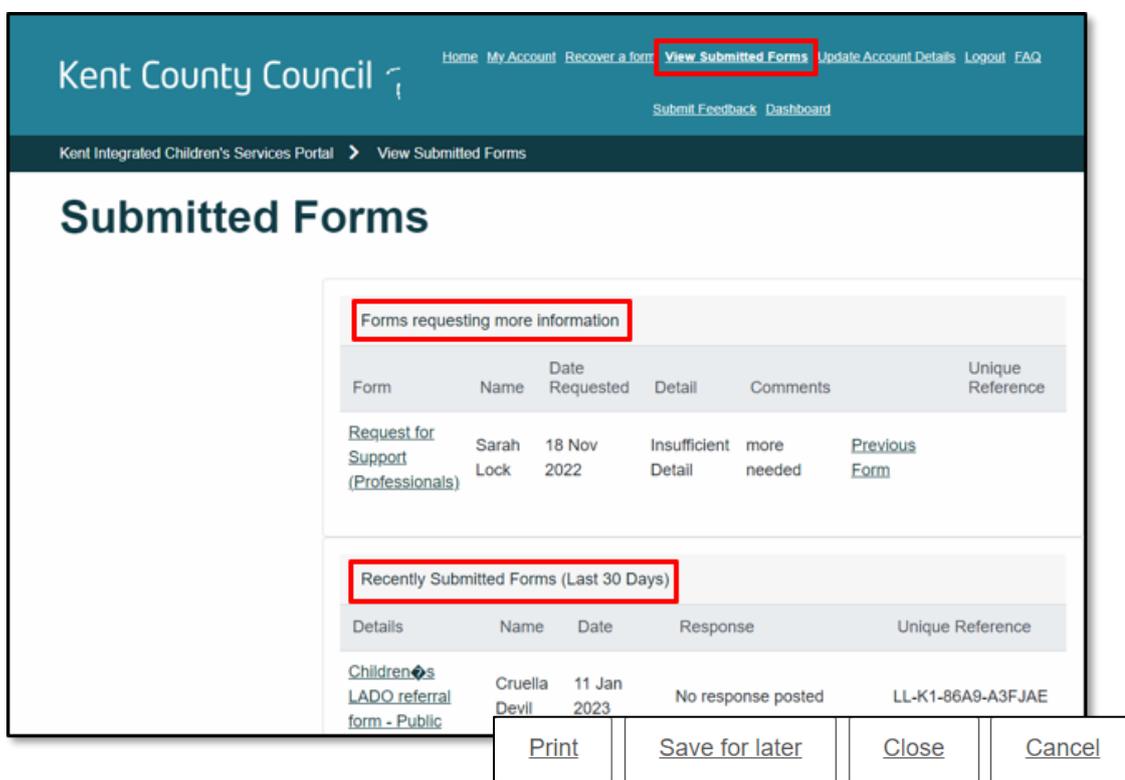
Resume and View Forms

The Portal also contains additional functionality to recover saved forms and view those submitted or rejected.

Recover a Form: If a form is saved when only part complete, it can be returned to at a later day to be completed using the 'Recover a Form' link. Part complete forms will display here for 30 days



View Submitted Forms: If a form is submitted or returned for further information, it can be viewed/accessed by the 'View Submitted Forms' link



Kent County Council

Home My Account Recover a form **View Submitted Forms** Update Account Details Logout FAQ

Submit Feedback Dashboard

Kent Integrated Children's Services Portal > View Submitted Forms

Submitted Forms

Forms requesting more information

Form	Name	Date Requested	Detail	Comments	Unique Reference
Request for Support (Professionals)	Sarah Lock	18 Nov 2022	Insufficient Detail	more needed	Previous Form

Recently Submitted Forms (Last 30 Days)

Details	Name	Date	Response	Unique Reference
Children's LADO referral form - Public	Cruella Devil	11 Jan 2023	No response posted	LL-K1-86A9-A3FJAE

Print Save for later Close Cancel

You can then print your forms if required.

Portal FAQ's

Question	Answer
I haven't received my one-time code when logging in.	Check your junk mail and if it's not there, ensure your email has been entered correctly.
I'm clicking next but it won't move on	You may have missed a mandatory question. Scroll back and see if anything is missing. If you have completed all the fields, take a screenshot, save the form and contact the LADO team.
I've got more than one person to refer	Please complete a separate referral for each individual
Do I put the child's details in this form?	The child's details can be added in Section C of the referral. The rest of the information should be about the adult
I've changed my email address. Can I amend my Portal account?	No, you will need to re-register with your new email address.