



MULTI-AGENCY CHRONOLOGY (MAC)

TUTORIAL 1: For Agency Professionals

Gaining Access, Registering and Using the
Delegation Portal for MAC Contributions

Introduction

The Delegation Portal will enable Oxfordshire County Council (OCC) Children's Services to request information about a child / young person that external agencies are working with by sharing their contributions in the Multi-Agency Chronology (referred to as MAC within this Tutorial).

When a delegated section of a form is sent to the agency professional, they will receive an email. There are no details of the child within the email, the agency will need to log in to the portal to view the details of which child this relates to.

Background

A MAC is an intervention tool to evidence the lived experience of children experiencing neglect or where neglect is an emerging issue of concern. The MAC tool was a key recommendation from an Oxfordshire Serious Case Review (SCR) and forms one of the key interventions as part of the 2021 OSCB Neglect Strategy.

A MAC gives a deeper understanding of the lived experience of the child(ren), the impact of key events and frequency of professional contact, e.g. a single incident may take on a far greater importance in the life of a child when placed in the context of a clear, time lined integrated chronology

Benefits of MAC

- It allows the professionals to communicate via a secure portal by completing forms and attaching documents.
- Where possible the information has been pre-populated from the data that is already in the system, saving the professionals time in completing the forms.
- It also allows the consolidation of forms for siblings, so only one form is required per family.

CONTENTS

Introduction.....	2
Background	2
Benefits of MAC	2
Version History	3
Delegation Portal process	4
Register for new Delegation Portal account	5
Delegation Portal: Navigation.....	9
Your Account Details: Update account (incs Change Password)	9
Your Account Details: Automatic Replies (Out of Office)	10
Your Account Details: Edit Automatic Replies (Out of Office)	11
Your Account Details: Logout	12
Existing User: Log in.....	12
Delegation Portal: Task Screen.....	13
Currently Assigned Tasks Tab	14
Recently Retracted Tasks Tab	14
Recently Submitted Tasks Tab.....	15
To view a Submitted Task (Form)	15
Contributions to MAC.....	17
MAC Form: Save and Close	20
MAC Form: Attaching Supporting Documentation	20
To Upload File	20
To Remove an Uploaded File:	21
MAC Form: Submit Contribution	22
View Submitted Tasks (Forms)	22

Version History

Date	Document Name	Document Reference	Owner	System Version	Document Version
29 01 2021	Multi-Agency Chronology for Agency Professionals	CFOS/TUT:MAC:001	IT Services (pjb)	LCS v15.0.1 HF2 CFOS Portal v4.0.8	UAT: Draft v0.1
18 02 2021	Multi-Agency Chronology for Agency Professionals	CFOS/TUT:MAC:001	IT Services (pjb)	LCS v15.0.1 HF2 CFOS Portal v4.0.8	UAT: Live v1.0

This document is owned by Oxfordshire County Council and cannot be copied or distributed without the permission of Oxfordshire County Council.

Delegation Portal process

An email is sent to the agency professional from the relevant Oxfordshire Children's Teams, for example, Family Solutions Plus (FSP), Early Help (EH) or Children We Care For (CwCF) indicating that a delegated form for the Multi-Agency Chronology is available within the delegated portal. Once registered for a Delegation Portal account, this form will be available for completion.

Agency Professional:

Go to:

- Email account: open email received from Oxfordshire Children and Families Online Services



- Click hyperlink: [this link](#) from within the email received

Guidance Note

If you cannot find this email, please check your junk/spam email folders.

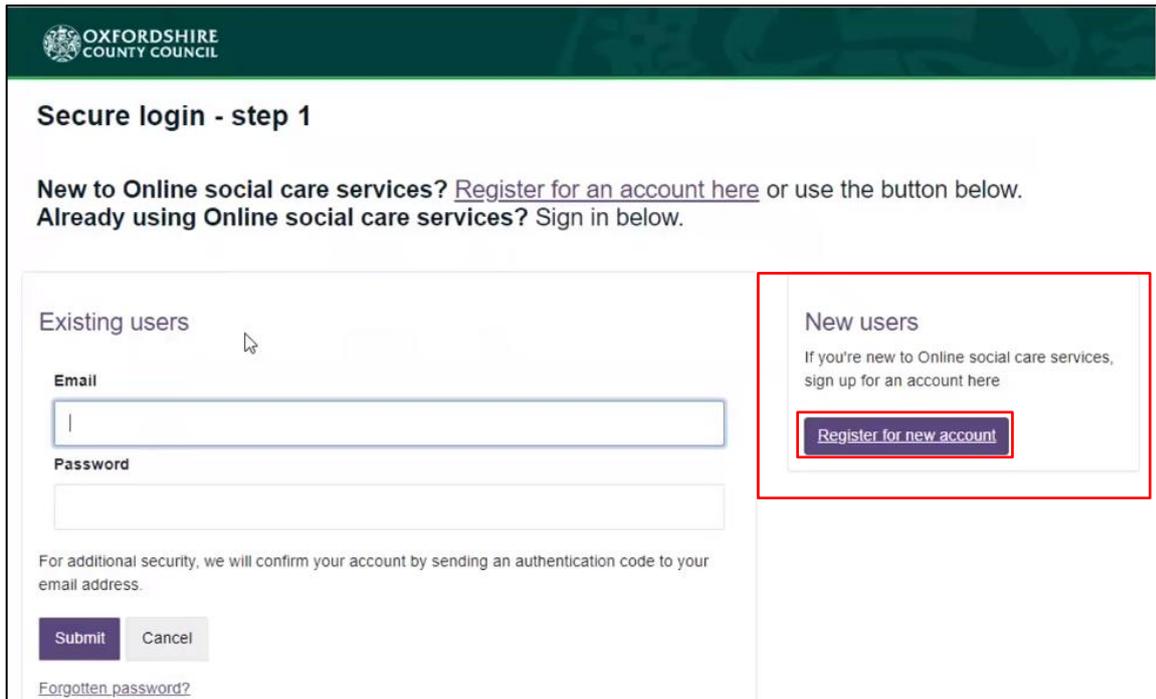
Register for new Delegation Portal account

The first time accessing the Oxfordshire County Council (OCC) delegation portal, a new account must be registered by the Agency Professional.

Agency Professional:

From:

- Screen: Secure login – step 1 displays

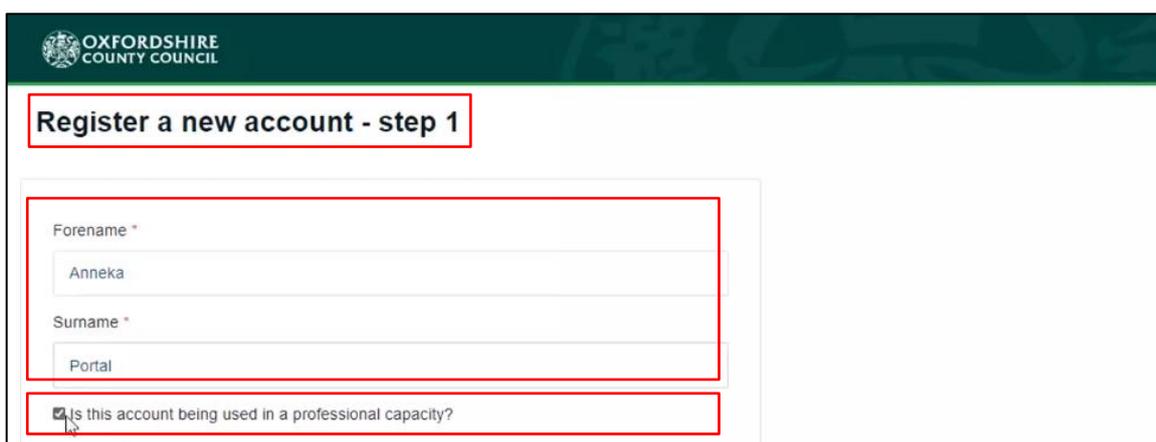


- Click: Register for new account

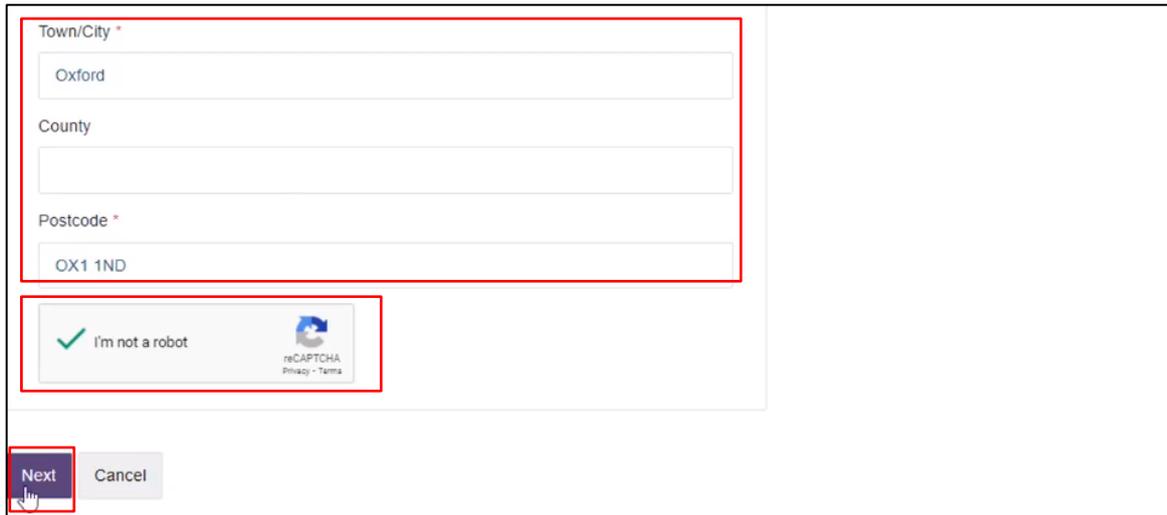
Guidance Note

Mandatory fields are identified with a red asterisk *. These fields must be completed

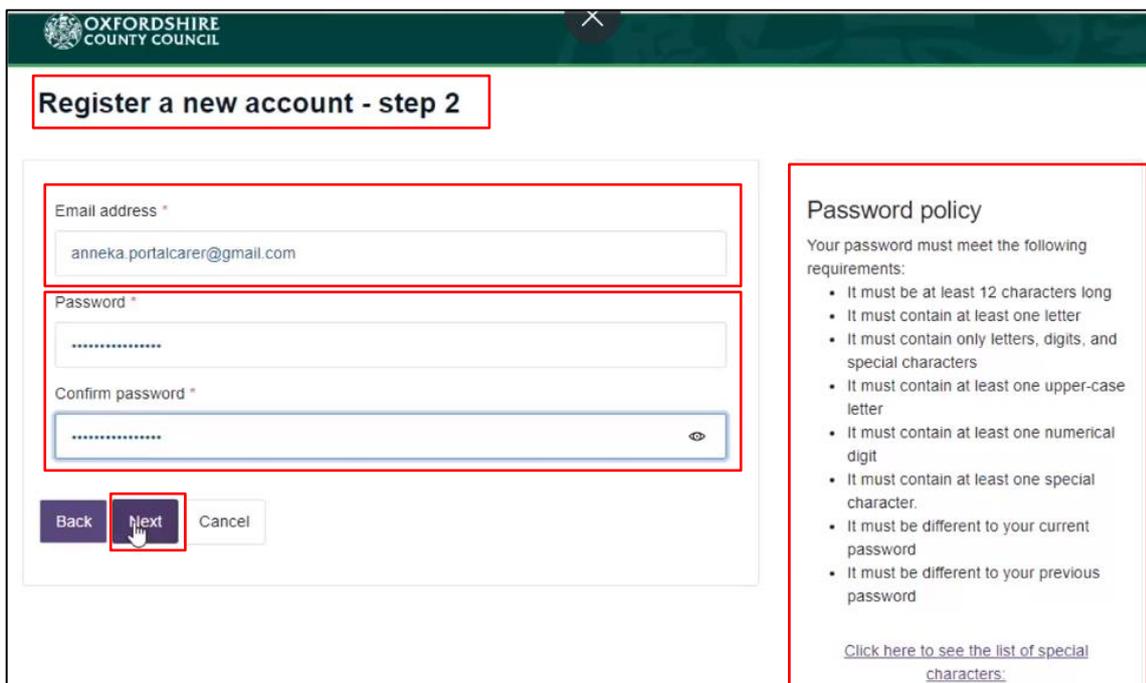
- Screen: Register a new account – step 1 displays



- Enter: Forename
- Enter: Surname
- Tick: Is this account being used in a professional capacity?
- Enter: Role (for example, doctor, attendance officer etc)
- Enter: Professional Organisation
- Enter: Professional Agency's address details
- Tick: I'm not a robot



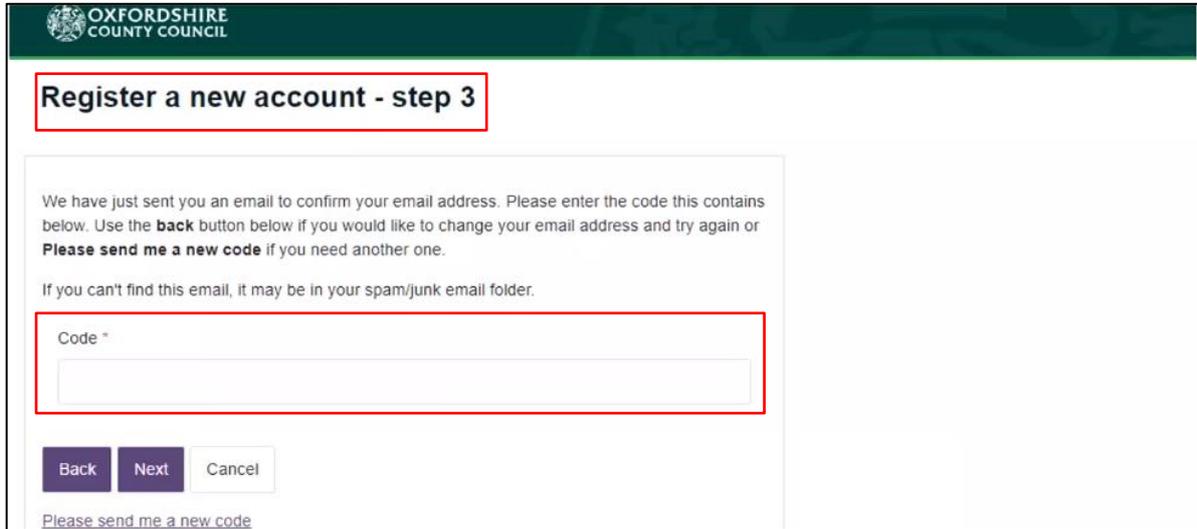
- Click: Next
- Screen: Register a new account – step 2 displays



Agency Professional:

- Enter: your professional email address
- Create: a password
- Confirm: password

- Check: 'Password Policy' above for creating a secure, acceptable password
- Click: Next
- Screen: Register a new account – step 3 displays



- Sends email to Agency Professional

Go to:

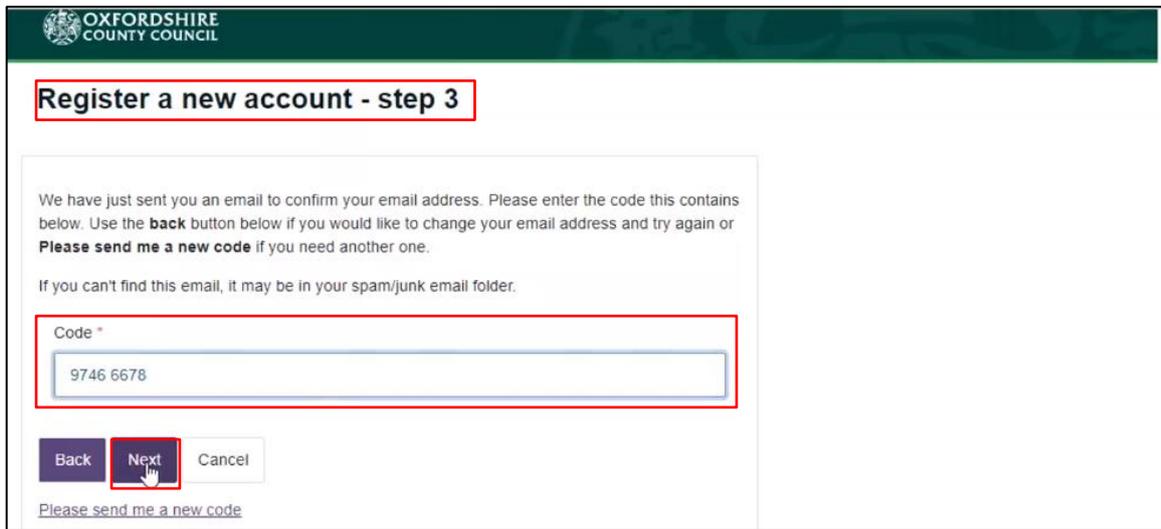
- Email Account: 'Please verify your email' with a verification code has been received



- Copy and paste the code
 - Codes are one-time use, each time the Delegation Portal is accessed a new code will be sent via email.

Go to:

- Screen: Register new account – step 3
- Paste: one-time code



Register a new account - step 3

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.

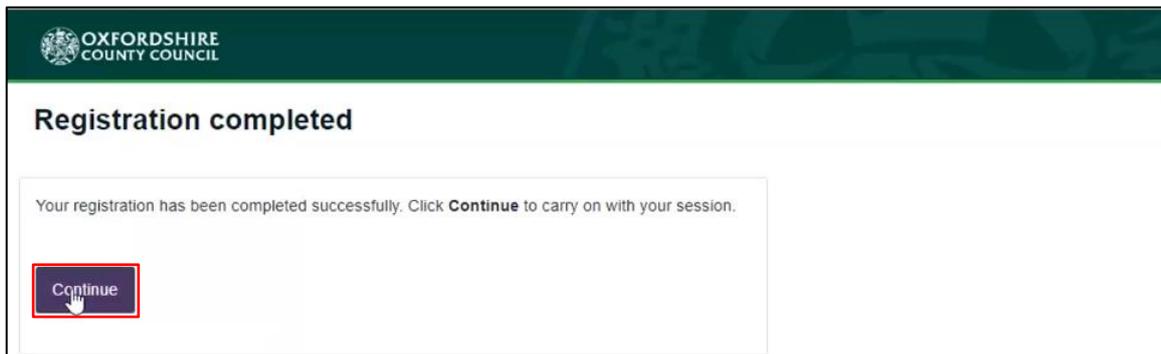
Code *

9746 6678

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

[Please send me a new code](#)

- Click: Next
- Screen: Registration completed displays



Registration completed

Your registration has been completed successfully. Click **Continue** to carry on with your session.

[Continue](#)

- Click: Continue

Delegation Portal: Navigation

Secure access to the Delegation Portal has now been successful.

Agency Professional:

From:

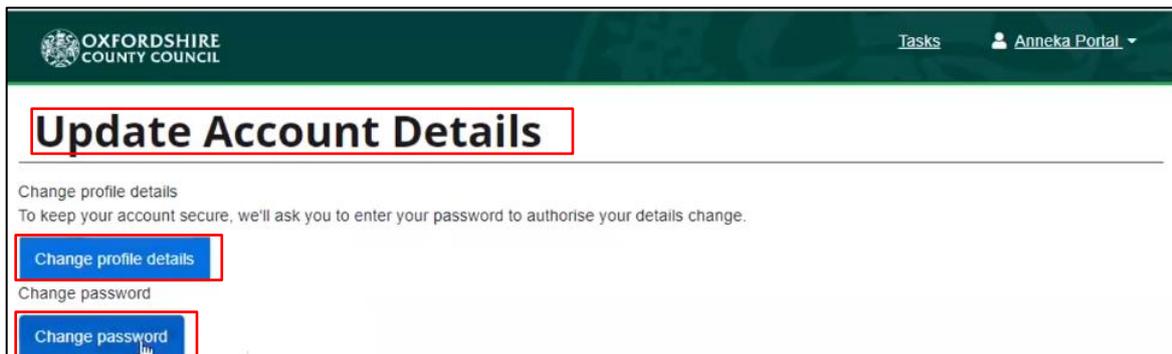
- Screen: Delegation Portal displays

Your Account Details: Update account (incs Change Password)

- Click: on your name



- Click: Update account
- Screen: Update Account Details displays



- Click: Change profile details to change your professional details.
 - To keep your profile details secure, the account password will need to be entered.
- Click: Change password to change your current password
 - The current password will be needed to change the password

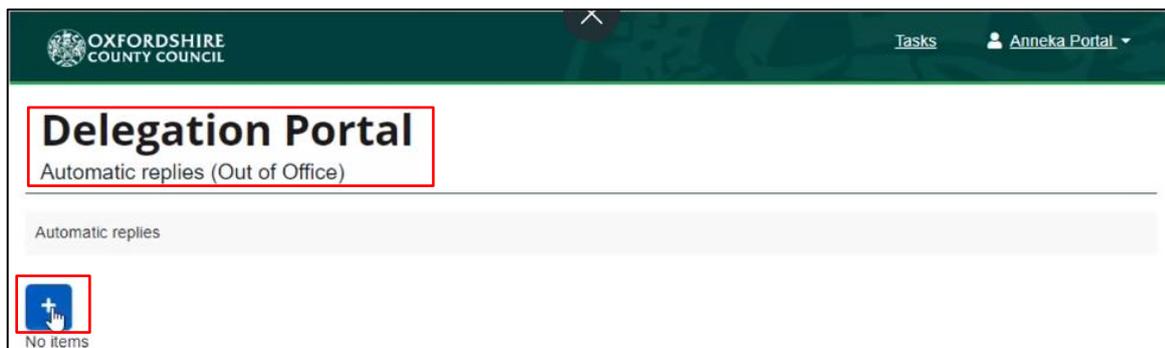
Your Account Details: Automatic Replies (Out of Office)

This is where absences can be recorded, indicating that the Agency Professional is not available to contribute to the Multi-Agency Chronology. This ensures that if a Professional contribution is urgent, this can be dealt with as quickly as possible.

- Click: on your name



- Click: Automatic Replies
- Screen: Delegation Portal Automatic replies displays



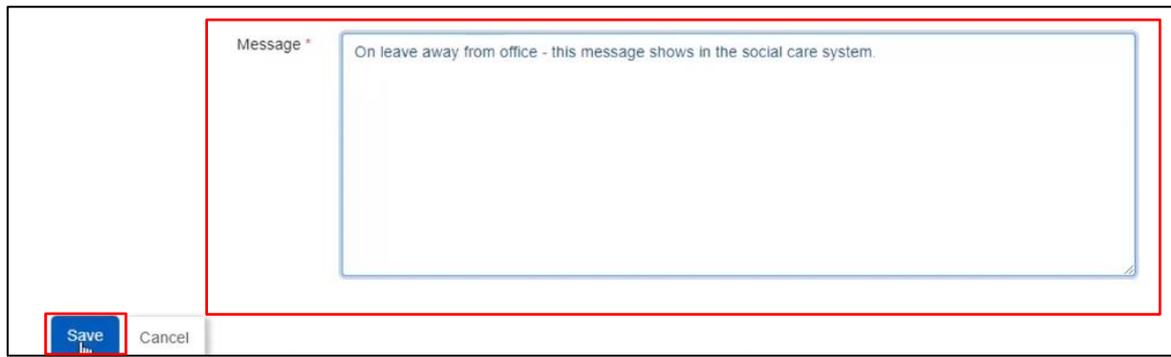
- Click: the blue plus icon
- Screen: Maintain Automatic Reply displays



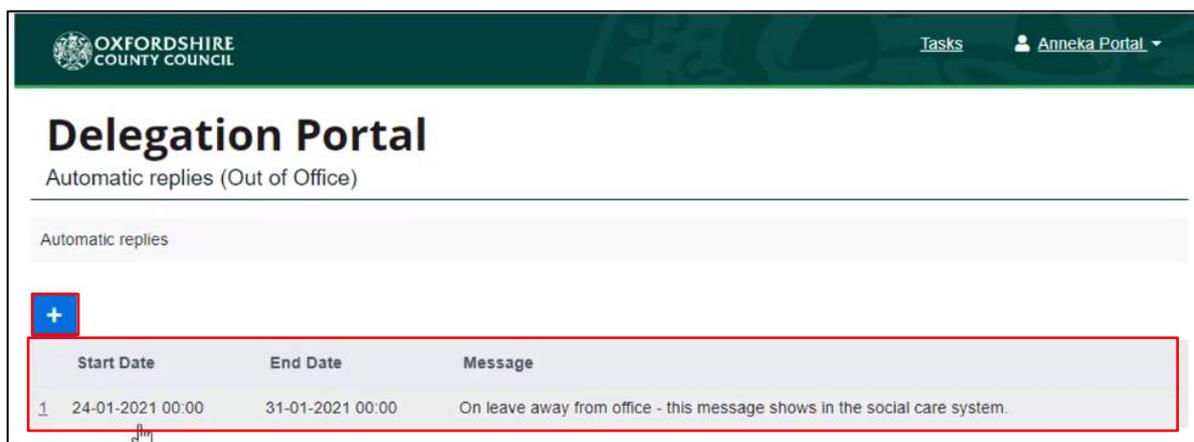
- Enter: Start date of absence (click on calendar icon to pick date)
- Enter: End date of absence (click on calendar icon to pick date)

Guidance Note

Dates entered are inclusive dates



- Enter: Message (this will be visible to Children's Services social care system when sending information)
- Click: Save
- Screen: Delegation Portal Automatic Replies displays
 - Dates of absence are listed



	Start Date	End Date	Message
1	24-01-2021 00:00	31-01-2021 00:00	On leave away from office - this message shows in the social care system.

To add additional absence dates:

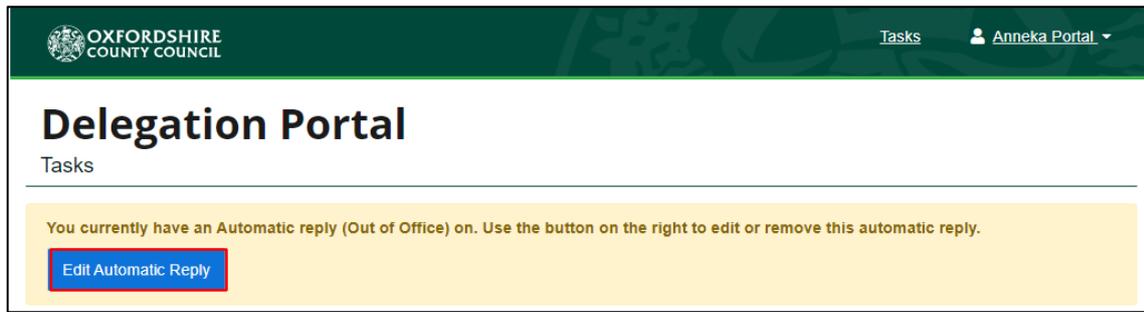
- Click: the blue plus icon

Your Account Details: Edit Automatic Replies (Out of Office)

If an automatic reply needs to be edited or removed, when logged into the Delegation Portal a message displays where the automatic reply can be changed.

From:

- Click: on your name
- Click: Automatic Replies
- Screen: Delegation Portal displays
- Click: Edit Automatic Reply
- Amend/Edit/Add: Absence dates



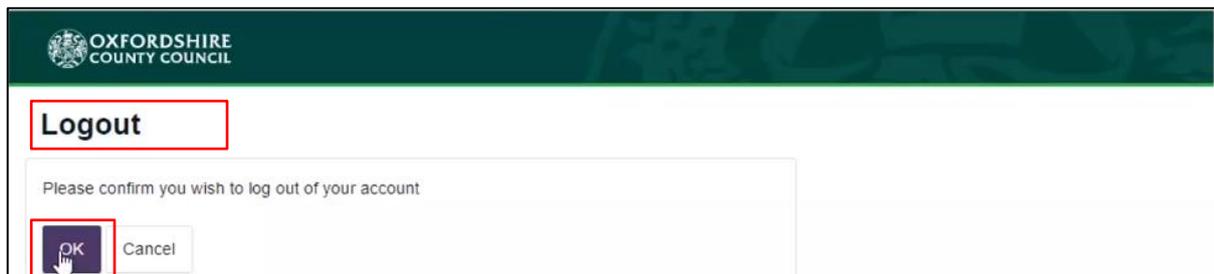
Your Account Details: Logout

To securely close down your connection with the Delegation Portal, it is important to Logout of the portal.

- Click: on your name



- Click: Logout
- Screen: Logout displays



- Click: OK to confirm log out of your account
- Screen: Secure login – step 1 displays

Existing User: Log in

To log in again as an Existing User:

- Screen: Secure login – step 1 displays
- Enter: Email address
- Enter: Password
- Click: Submit

Delegation Portal: Task Screen

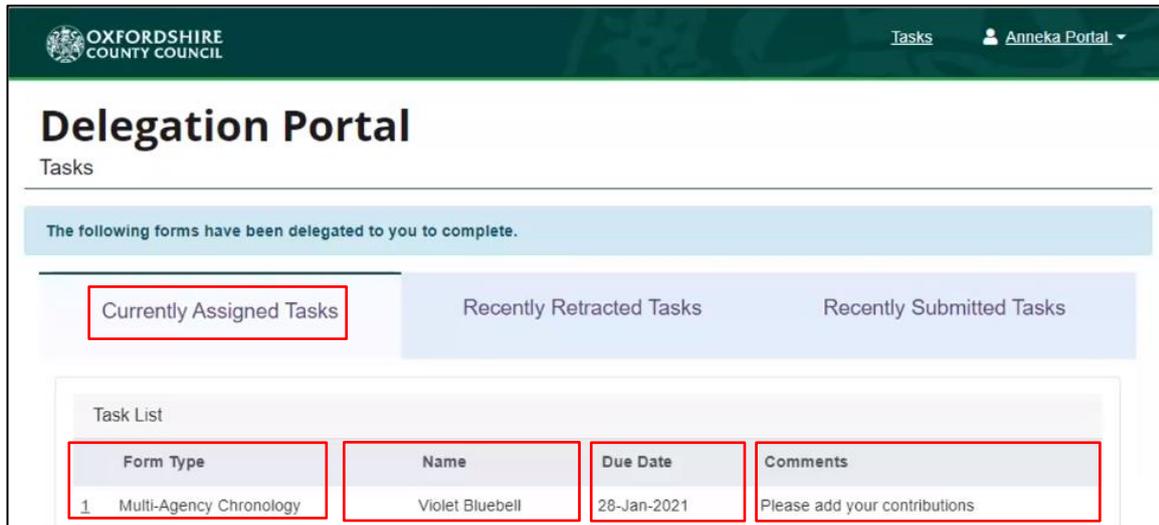
The first screen when logged in as a Portal User is the Task Screen. This is where all tasks either sent to the Agency Professional or sent from the Agency Professional are held.

From:

- Delegation Portal > Task Screen: There are Three tabs across the screen:
 - Currently Assigned Tasks: (a list of forms to be completed by Agency Professional)
 - Recently Retracted Tasks: (a list of forms that for some reason have been retracted by OCC Children's Services)
 - Recently Submitted Tasks: (a list of forms that have been submitted back to OCC Children's Services successfully)

Currently Assigned Tasks Tab

Currently Assigned Tasks Tab lists current tasks that have been assigned to the Agency Professional from OCC Children's Services for contribution to the MAC.



Delegation Portal
Tasks

The following forms have been delegated to you to complete.

Currently Assigned Tasks | Recently Retracted Tasks | Recently Submitted Tasks

Task List

Form Type	Name	Due Date	Comments
1 Multi-Agency Chronology	Violet Bluebell	28-Jan-2021	Please add your contributions

The Task List is split into headings:

- Form Type: This is the Multi-Agency Chronology form
- Name: This is the name of the child / young person
- Due Date: This is when the Agency Professional is expected to return their completed contribution
- Comments: These are comments/notes from OCC Children's Services to the Agency Professional

Recently Retracted Tasks Tab

Recently Retracted Tasks Tab lists forms that have originally been sent to the Agency Professional from OCC Children's Services for their contribution to the MAC, but then withdrawn from the Agency Professional for some reason. For example, this could be a change in the circumstances of the child / young person.



Delegation Portal
Tasks

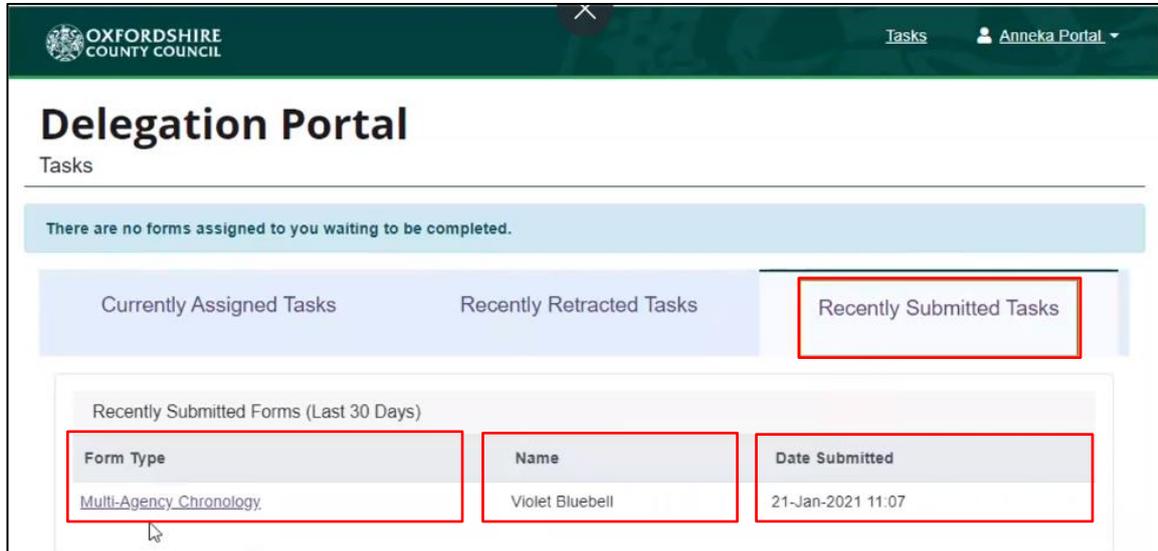
There are no forms assigned to you waiting to be completed.

Currently Assigned Tasks | Recently Retracted Tasks | Recently Submitted Tasks

Nothing has been retracted recently

Recently Submitted Tasks Tab

Recently Submitted Tasks Tab lists forms (over the last 30 days) that have been completed and submitted back to OCC Children's Services from the Agency Professional. From this Tab, submitted forms can be opened and viewed. Submitted forms cannot be updated.



Delegation Portal
Tasks

There are no forms assigned to you waiting to be completed.

Currently Assigned Tasks Recently Retracted Tasks **Recently Submitted Tasks**

Recently Submitted Forms (Last 30 Days)

Form Type	Name	Date Submitted
Multi-Agency Chronology	Violet Bluebell	21-Jan-2021 11:07

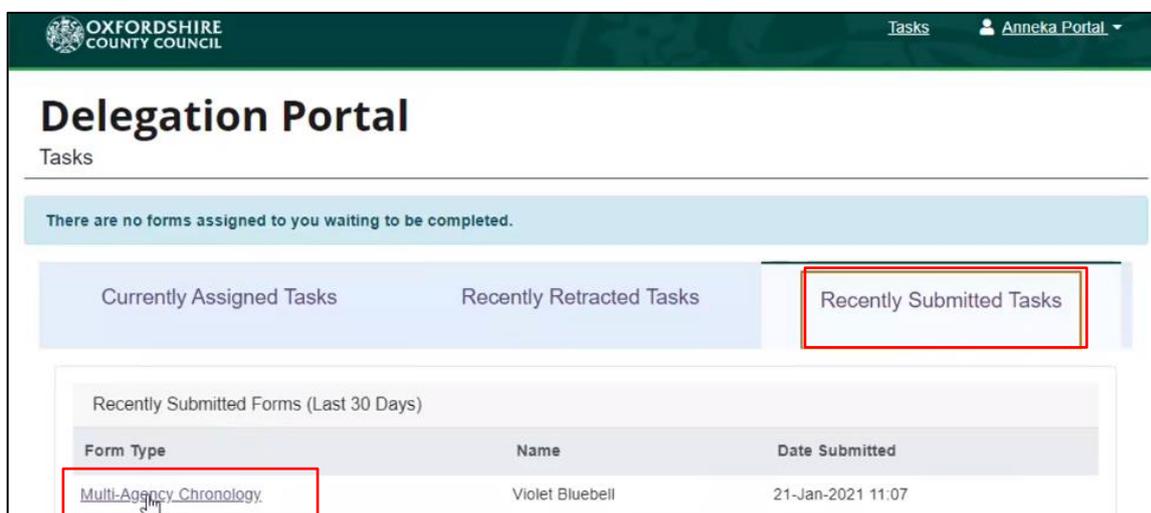
The Recently Submitted Task List is split into headings:

- Form Type: This is the Multi-Agency Chronology form
- Name: This is the name of the child / young person
- Date Submitted: This shows the date and time when the Agency Professional returned their completed contribution

To view a Submitted Task (Form)

From:

- Task List Screen > Recently Submitted Tasks > Form Type
- Click: on the appropriate listed form to open



Delegation Portal
Tasks

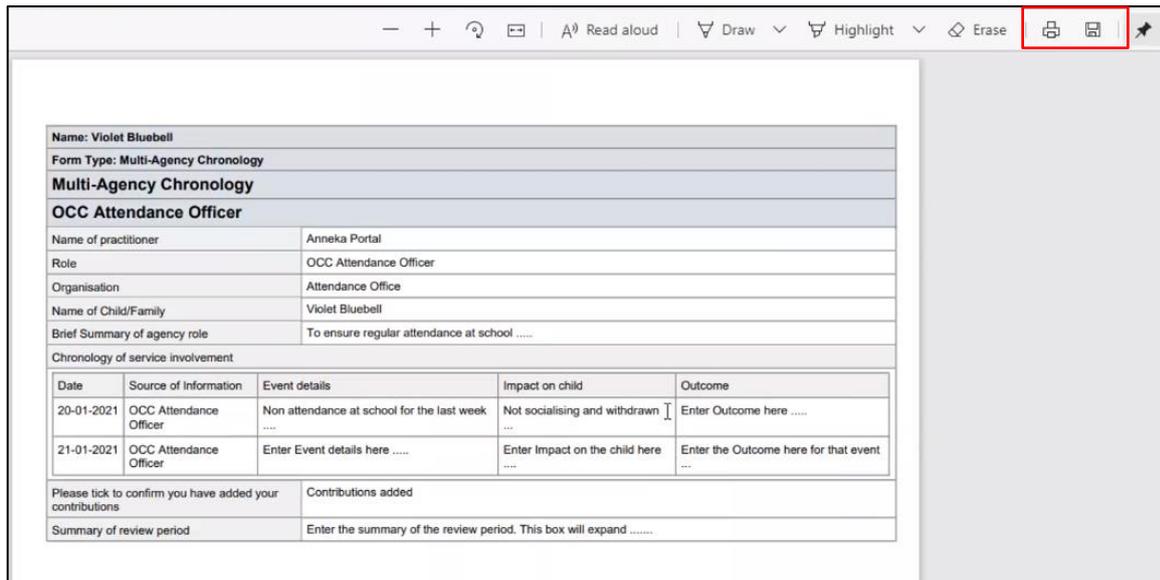
There are no forms assigned to you waiting to be completed.

Currently Assigned Tasks Recently Retracted Tasks **Recently Submitted Tasks**

Recently Submitted Forms (Last 30 Days)

Form Type	Name	Date Submitted
Multi-Agency Chronology	Violet Bluebell	21-Jan-2021 11:07

- Screen: a new internet browser tab opens displaying the form submitted



Name: Violet Bluebell				
Form Type: Multi-Agency Chronology				
Multi-Agency Chronology				
OCC Attendance Officer				
Name of practitioner	Anneka Portal			
Role	OCC Attendance Officer			
Organisation	Attendance Office			
Name of Child/Family	Violet Bluebell			
Brief Summary of agency role	To ensure regular attendance at school			
Chronology of service involvement				
Date	Source of Information	Event details	Impact on child	Outcome
20-01-2021	OCC Attendance Officer	Non attendance at school for the last week	Not socialising and withdrawn	Enter Outcome here
21-01-2021	OCC Attendance Officer	Enter Event details here	Enter Impact on the child here	Enter the Outcome here for that event
Please tick to confirm you have added your contributions		Contributions added		
Summary of review period		Enter the summary of the review period. This box will expand		

- PDF Form: The form displays, this can be emailed, saved or printed from your browser
- Close Form: the form internet browser tab can be closed without closing the Delegation Portal.

Contributions to MAC

The Multi-Agency Chronology form is generated for each identified Agency Professional Role. For the purpose of this Tutorial the Agency Professional Role used is an 'OCC Attendance Officer'. The principles of completing the form is the same for each Agency Professional Role.

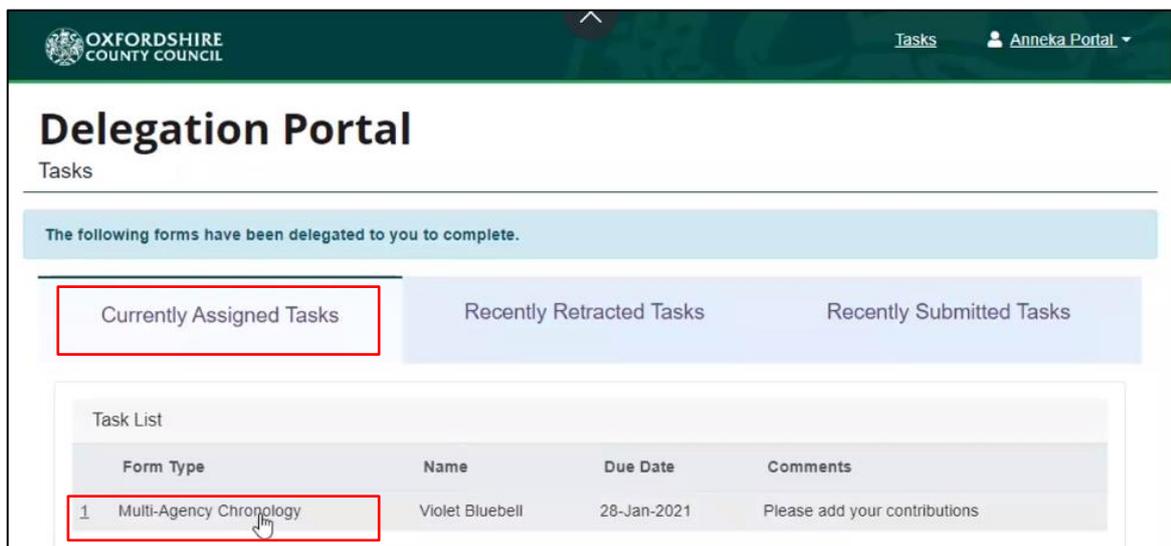
Guidance Note

Mandatory fields are identified with a red asterisk *. These fields must be completed.

Agency Professional:

From:

- Screen: Delegation Portal > Currently Assigned Tasks Tab
- Click: on the Form Type to open



- Form: Multi-Agency Chronology opens displaying key information
 - Section 1: the section for the Agency Professional to complete
 - Section 2: the section for attaching Supporting Documentation



- Form: complete the MAC form
- Form: the MAC form comprises 'Vertical Tables':
 - Table: Chronology of Service Involvement Form: events are to cover the previous 6 weeks (or as directed by the Chair of the Core Group / Lead Practitioner)
 - Enter: Date of involvement (calendar opens)
 - Enter: Source of Information: this will be from yourself
 - Enter: Event details for that date
 - Enter: Impact on child
 - Enter: Outcome

Guidance Note

Text boxes will adjust to any amount of text written within them. They can be expanded by clicking and dragging the bottom right hand corner 

Chronology of service involvement

This is to cover the previous 6 weeks (or as directed by chair of core group / lead practitioner)

Date	<input type="text" value="20-01-2021"/>	<input type="text" value="dd-mm-yyyy"/>
Source of Information	<input type="text" value="OCC Attendance Officer"/>	<input type="text"/>
Event details	<input type="text" value="Non attendance at school for the last week ..."/>	<input type="text"/>
Impact on child	<input type="text" value="Not socialising and withdrawn ..."/>	<input type="text"/>
Outcome	<input type="text" value="Enter Outcome here"/>	<input type="text"/>

+
-

+
-

- Click: Blue plus icon to add additional 'Events' (any number of 'Events' can be added)

Chronology of service involvement

This is to cover the previous 6 weeks (or as directed by chair of core group / lead practitioner).

	20-01-2021	21-01-2021
Date	20-01-2021	21-01-2021
Source of Information	OCC Attendance Officer	OCC Attendance Officer
Event details	Non attendance at school for the last week	Enter Event details here
Impact on child	Not socialising and withdrawn ...	Enter Impact on the child here
Outcome	Enter Outcome here	Enter the Outcome here for that event ...
	+ -	+ -

- Form: MAC complete the remainder of the form
- Form: MAC scroll to the bottom of the screen where you can:

Summary of review period

Enter the summary of the review period. This box will expand

For use within core group meetings / professional meetings.

Next →

Print
PDF
Close
Save
Submit Contribution

- Click: Print (to print a copy of the MAC)
- Click: PDF (generates a PDF version of the MAC which can then be saved in the Agency Professional's electronic file management on their laptop/PC)
- Click: Save
- Click: Close
- Click: Submit Contribution (submits MAC to OCC Children's Services – no further updates can be made once submitted)
- Click: Next (to progress to Section 2: Supporting Documentation)

MAC Form: Save and Close

When completing the MAC form to ensure no data is lost, for example, loss of power etc, regularly:

- Click: Save

To leave the form in-between recording 'Events':

- Click: Save and then
- Click: Close

To return to the uncompleted form:

From:

- Screen: Delegation Portal > Currently Assigned Tasks Tab
- Click: on the relevant form to complete

MAC Form: Attaching Supporting Documentation

Additional supporting documentation can be added and uploaded to the MAC Form, before it has been submitted, from two locations within the form:

To Upload File

From:

- Form: Multi-Agency Chronology
- Click: Section 2: Supporting Documentation



The screenshot shows the Oxfordshire County Council Delegation Portal. At the top, there is a dark green header with the council logo and name on the left, and 'Tasks' and 'Anneka Portal' on the right. Below the header, the main content area is white. The title 'Delegation Portal' is prominently displayed. Underneath, the word 'Task' is shown. A task card is visible, titled '1 OCC Attendance Officer'. To the left of the task details, there is a dark blue button with white text that says '2 Supporting Documentation'. This button is highlighted with a red rectangular box. To the right of the button, the task details are listed: 'Name: Violet Bluebell DOB: 01-Jan-2013 Address: 43 Test Street, Testertown, TS1 1ST', 'Form Type: Multi Agency Chronology', 'Comments: Please add your contributions', 'Required By: 28-Jan-2021', and 'Sent By: Nyree Ellison-Anjos'.

CFOS/TUT:MAC:001

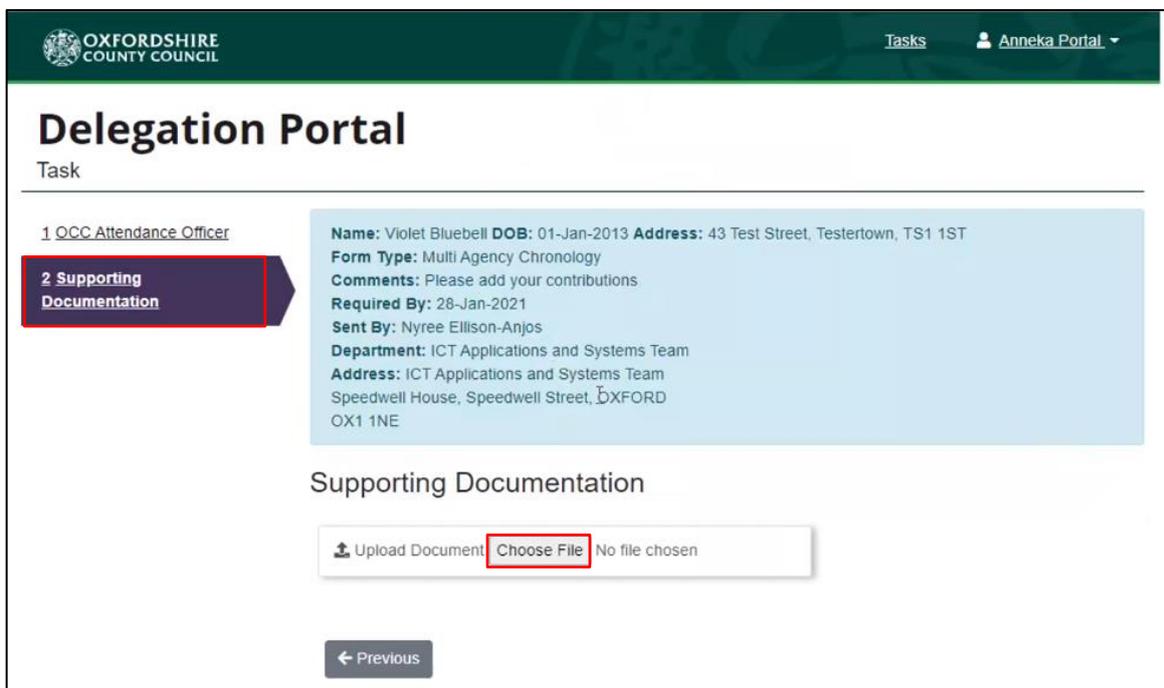
OR:

From:

- Form: Multi-Agency Chronology
- Click: Next



- Screen: Supporting Documentation displays



- Click: Choose File
 - Your File Management on your laptop/PC opens where you can select the file to upload
- Select: the appropriate File
- Click: Open
 - The File selected will be listed

To Remove an Uploaded File:

- Identify: File to be removed
- Click: Remove (button alongside the file)

To upload additional files:

- Click: Choose File
 - Any number of files can be selected and uploaded. Repeat the above process.

MAC Form: Submit Contribution

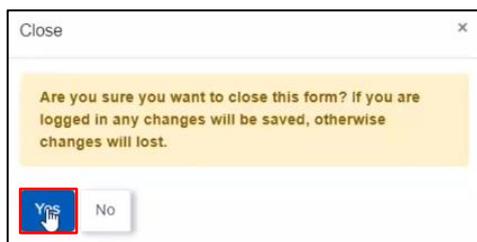
When the MAC form has been completed along with any supporting documentation has been uploaded:

From:

- Form: Multi-Agency Chronology open
- Click: Save
- Click: Submit Contribution



- Screen: Close displays



- Click: Yes to confirm submission

The MAC Form along with any attached supporting documentation, will be automatically sent to OCC Children's Services.

View Submitted Tasks (Forms)

To view Submitted Forms: [To view a Submitted Form](#)