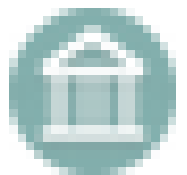




**STOCKPORT**  
METROPOLITAN BOROUGH COUNCIL

# DIGITAL LEARNING SUPPORT

Family Context Tool



# Contents Page

Page

<b>What is the Family Context Tool?</b>	<b>3</b>
<b>How to access Family Context</b>	<b>4</b>
<b>Navigation buttons</b>	<b>5</b>
<b>How to open up Family Context in Liquidlogic</b>	<b>6</b>
<b>How to favourite a webpage on Microsoft Edge</b>	<b>7</b>
<b>How to create a taskbar icon on Microsoft Edge</b>	<b>8</b>
<b>How to search using Family Context</b>	<b>9 - 10</b>
<b>Search Results - Adults</b>	<b>11</b>
<b>Adult Housing Records</b>	<b>12</b>
<b>Adult Social Care Records</b>	<b>13</b>
<b>Search Results - Child</b>	<b>14</b>
<b>Education Records</b>	<b>15</b>
<b>Family Context Resources</b>	<b>16</b>

# What is the Family Context Tool

Family Context is a live simple tool that has been developed to establish service involvement and give useful initial contact information. The tool allows data that already exists on various systems to be collected into a single searchable view. At present the data sets include housing, adult social care and education but as the tool is developed new data sets will be incorporated.

Users reported that family context is:

Easy to use:

"I found it really easy - and i'm a bit of a dinosaur. At home I always get my kids to sort tech things"

Helpful in several different use cases:

New Assessments:

"for me being reassured that you're prepped and ready to go out on an emergency, or a new assessment, or a new team around the school enquiry"

Quick checks with existing cases:

"I used it in a meeting with school to check where the two other children were enrolled"

Other:

"It's useful for newly qualified social workers and trainees who don't have contacts yet"



Giving social workers the information they need, when they need it:

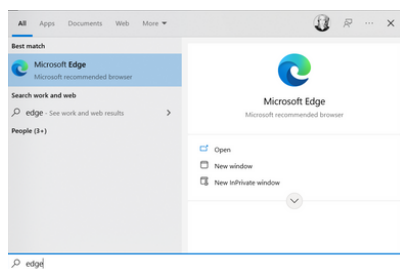
- Saves time for social workers, prioritising time with families
- Social workers are empowered to make informed decisions more easily
- Services around a family can be better connected

**What is the Family Context Tool?**  
**FAMILY CONTEXT TOOL**

# How to Access Family Context

## Accessing Family Context

To access open and use Microsoft Edge (the new Chromium version) web browser on your desktop or surface laptop. This is the best browser to use as it gives you all the functionality of Family Context.



If the the icon is not pinned to your taskbar then go to the **type here to search** button on the bottom left hand side and type in your chosen browser. When the icon appears in the menu, double click and this will open the web browser. It will appear on your taskbar at the bottom of the screen. Right click and pin to the taskbar.

Type in the browser:

<https://interactive.stockport.gov.uk/FamilyContext/>

and it will direct you straight to the log in page. Enter your username and password (same as Liquid Logic) then click the blue start session button.

## Signpost 2.0

Family Context in Stockport

**Username**

**Password**

**Start session**

[I need help signing in](#)

Microsoft Edge will ask you if you would like to save your username and password. Click **Never** as your username will be easy to replicate and as soon as you enter that then the password will automatically populate and allow someone else to log in.


**How to access Family Context  
FAMILY CONTEXT TOOL**

# Navigation buttons

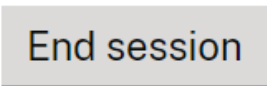
Below are the navigation buttons you will see within the application.

A blue rectangular button with the text "Search" in white.

You will see this button when you first log in and is it is used search for the adult or child records

A blue rectangular button with the text "New search" in white.

You will see this button on the results page and also when in the individuals record. Click this button to perform a new search

A light grey rectangular button with the text "End session" in dark grey.

You will see this button on every screen in the top right hand corner. The family context tool **does not** time out and therefore you **MUST** end press this button to end your session which will log you out when you have finished using the tool.

# How to open up Family Context in Liquidlogic

Hover over the Menu, a drop down menu will appear. Click on Useful Links



Once opened click on the Family Context Site Link

## Bulletins

List of all Bulletins regarding hints & tips for Liquidlogic.

### Family Context Site

This is the direct link to the Family Context Site

### Stockport Family; Education, Health and Care – Knowledge Base

This is the direct link to the Stockport Family; Education, Health and Care – Knowledge Base

### Tri-ax

Stockport Children's Services Procedure Manual (Tri-ax)

This will then open the log in page for Family Context and as you are already logged into LiquidLogic it will prepopulate your username and password. Click Start Session.

#### Username

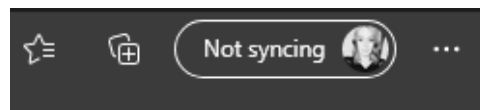
#### Password

[I need help signing in](#)

# How to Favourite a Web Page

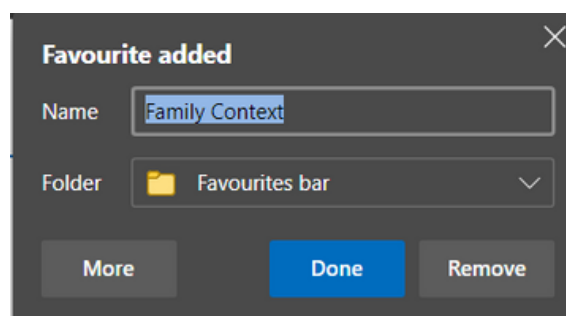
## Favouriting a web page on Microsoft Edge

Go to the web page you want to favourite. Click on the **three dots** to the right of the Edge search bar.



To favourite click on the  and click. This below panel will appear.

In the menu that appears the name of the favourite can be changed from the web page title to something meaningful to you. Make sure it is added to the folder that says Favourites bar and Click the blue done button.



The star will now have turned blue to show that you have favourited that webpage.



This will now save the favourite to a ribbon under the Microsoft Edge search bar at the top of the browser window. You will see this when you open up the the browser again or add another tab to search.

To change the order of your favourites, just click, drag and drop the favourites into the order preferred.

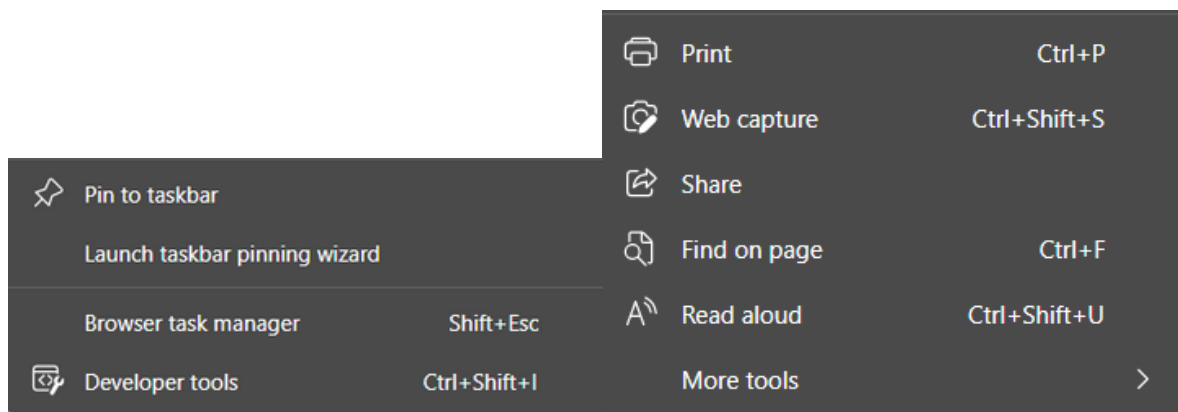
# How to create a taskbar icon

## On Microsoft Edge

To create a taskbar icon for Family Context. This will appear on the strip along the bottom of the screen.

Open up Microsoft Edge and the web page Family Context that you would like to create the shortcut and icon for.

Click the three dots in the top right hand corner to the right of the search bar. Then click more tools and pin to taskbar.



This will place the Family Context icon on the taskbar so that you can use it as a shortcut to open the application.





# How to search using Family Context

After you have signed into and started the session you will be presented with the below screen. There is **no time out** with the system and so you can be logged in until you are ready to end the session.

The screenshot shows the 'Signpost 2.0 Family Context in Stockport' interface. At the top right is an 'End session' button. Below the header is a section titled 'Find Service Involvement' with the instruction 'Search for a individual by name or in known cases their case ID'. There are two search methods: 1) A search by Case ID, with a 'Case ID' label and a text input box, and a 'Search' button. 2) A search by name, with 'Family Name' and 'First Name' labels and text input boxes, and a 'Date of birth (optional)' section with three date input boxes and a 'Search' button.

## To search

**Case ID:** The Liquid Logic case reference number

OR

**Family name and first name:** You can enter part of the family name and first name but both boxes are **mandatory** to search.

**Date of birth:** For a more advanced search and to bring back less results then add in the date of birth information if known.

# How to search using Family Context

The below search may bring back several searches. Enter the full name OR date of birth to reduce the results.

**Signpost 2.0**

Family Context in Stockport

End session

## Find Service Involvement

Search for a individual by name or in known cases their case ID

**Family Name**

**Case ID**

**First Name**

Search

**Date of birth (optional)**

Search

The below search will bring back the exact record.

**Signpost 2.0**

Family Context in Stockport

End session

## Find Service Involvement

Search for a individual by name or in known cases their case ID

**Family Name**

**Case ID**

**First Name**

Search

**Date of birth (optional)**

Search

# Search Results - Adult

Once you have entered the search criteria you will see all of the searches that have matched.

## Adult search

You will see Housing and Adult Social Care records.

**Signpost 2.0**  
Family Context in Stockport

[End session](#)

---

[< Back](#) [New search](#)

### Search results for "van wilks"

1 matches found

**!** Please note: once selecting an individual from the list below, you may see sensitive information about that individual.

CMS ID	First name	Family name	Date of Birth	Age	Address
16101160	Vanessa	Wilks	09/07/1953	68 yrs	19, Hornchurch House Nangreave Road...

Select the record of the individual by clicking on the box containing the information. It will turn grey and send you to the individuals details.

[< Back](#) [New search](#)

### Details of individual

First name	Vanessa
Last name	Wilks
Date of Birth	09/07/1953
Gender	Female
Address	19, Hornchurch House Nangreave Road Stockport SK2 6LY

[Open all](#)

**Housing** RECORDS AVAILABLE [+](#)  
Information is correct as of 21/09/2021 at 00:00  
Information is synced with Stockport Homes for the duration of 01/12/2014-21/09/2021

**Adult Social Care** RECORDS AVAILABLE [+](#)  
Information is correct as of 21/09/2021 at 00:00  
Information is synced with Liquid Logic Adults for the duration of 09/12/2008-20/09/2021

To open the record one by one click on the **+** on the far right or click [Open all](#) to open all records.

# Adult Housing Records

## Housing

Below is a housing record for Stockport Homes updated every 24 hours. If the records are not available it will read no records available or nothing at all will show.

### Housing RECORDS AVAILABLE

Information is correct as of **21/09/2021 at 00:00**

Information is synced with **Stockport Homes** for the duration of **01/12/2014-21/09/2021**

Service involvement:	<b>current</b>
Housing Association:	<b>Stockport Homes</b>
Contact:	<b>Rachael Lunt</b> <b>No email on record</b> <b>0161 217 6016</b> <b>Housing Keyworker</b>
Tenancy Start:	<b>18/03/2019</b>
Tenancy Type:	<b>Secure Tenancy (main tenant)</b>
Anti social behaviour:	<b>Has closed ASB case</b>
Eviction:	<b>None in last 12 months</b>
Rent arrears:	<b>None current</b>
Notice seeking possession:	<b>None in last 12 months</b>

**Service Involvement:** This will tell you whether they are currently a tenant with Stockport Homes.

**Housing Association:** This tells will always say Stockport Homes

**Contact:** The main point of contact including name, email, contact number and job title if known.

**Tenancy Start:** The date that the tenancy started.

**Tenancy Type:** This means the type of tenancy the person holds

**Antisocial Behaviour:** Whether there have been any anti social behaviours (ASB) cases open in the last 12 months.

**Eviction:** Whether there have been any eviction notices in the last 12 months

**Rent Arrears:** Whether there have been any rent arrears in the last 12 months

**Notice seeking possession:** Whether there have been any notices to seek possession in the last 12 months.

# Adult Social Care Records

## Adult Social Care

Below is an Adult Social Care record. If the records are not available it will read no records available or nothing at all will show.

---

<b>Adult Social Care</b>	<b>RECORDS AVAILABLE</b>
Information is correct as of <b>21/09/2021 at 00:00</b>	
Information is synced with <b>Liquid Logic Adults</b> for the duration of <b>09/12/2008-20/09/2021</b>	
Service involvement:	<b>historic</b>
Local Authority Organisation:	<b>adult social care</b>
Contact:	<b>Angela Rowbottom angela.rowbottom@stockport.gov.uk No phone number on record adult socialworker</b>
Start of last involvement:	<b>03/06/2020</b>
Date of most recent interaction:	<b>03/06/2020</b>

**Service Involvement:** This shows involvement from the last 12 months.

**Local Authority Organisation:** Adult Social Care

**Contact:** The main point of contact including name, email, contact number and job title if known.

**Start of last involvement:** Date of when involvement started with this person

**Date of most recent interaction:** Any recent interaction - Visit, Email, Phone Call provided it has been recorded on Liquidlogic

# Search Results - Child

Once you have entered the search criteria you will see all of the searches that have matched.

## Child search

You will see Education records.

**Signpost 2.0**  
Family Context in Stockport End session

---

[< Back](#) New search

### Search results for "se mor"

1 matches found

**!** Please note: once selecting an individual from the list below, you may see sensitive information about that individual.

CMS ID	First name	Family name	Date of Birth	Age	Address
16214177	Sean	Morgan	02/08/2004	17 yrs	Flat 5, 465 Gorton Road...

Select the record of the individual by clicking on the box containing the information. It will turn grey and send you to the individuals details.

**Signpost 2.0**  
Family Context in Stockport End session

---

[< Back](#) New search

### Details of individual

First name	<b>Sean</b>
Last name	<b>Morgan</b>
Date of Birth	<b>02/08/2004</b>
Gender	<b>Male</b>
Address	<b>Flat 5, 465 Gorton Road Stockport SK5 6LR</b>

[Open all](#)

**School RECORDS AVAILABLE** +

Information is correct as of 21/09/2021 at 00:00  
Information is synced with synergy for the duration of 01/01/1991-20/09/2021

To open the record one by one click on the **+** on the far right or click [Open all](#) to open all records.

# Child Education Records

## Education

Below is a education record. If the records are not available it will read no records available or nothing at all will show.

[Close all](#)

---

**School** **RECORDS AVAILABLE**

Information is correct as of **21/09/2021 at 00:00**  
Information is synced with **synergy** for the duration of **01/01/1991-20/09/2021**

Service involvement: **current**

School: **Castle Hill High School**

Contact: **Castle Hill High School  
headteacher@castlehill.stockport.sch.uk  
01614946439  
school main contact**

Admission type: **Main reg base no dual**

**Service Involvement:** This should always say CURRENT. If the person is under or over school age no records will show.

**School:** Name of school the child attends

**Contact:** The main point of contact including name, email, contact number and job title if known.

**Admission Type:** This will say either Main or Dual



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