



LCS / SingleView User Guide

Liquidlogic Children's Systems (LCS)

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Date:

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Introduction

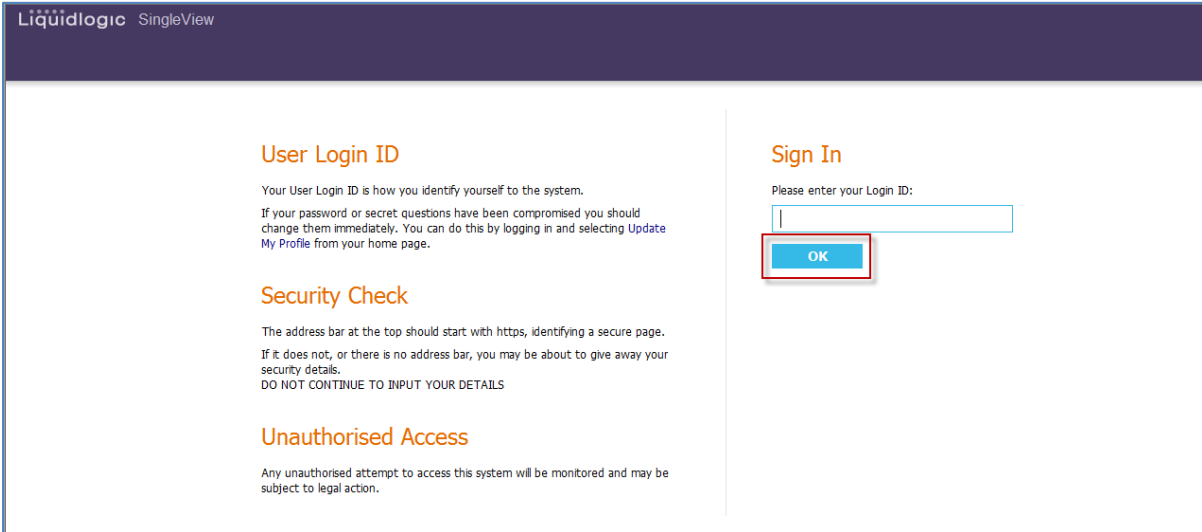
SingleView is a web based application which provides a holistic view of a Person's Record from multiple systems, for example LCS, EHM and Capita ONE, together with highlighting any data discrepancies. Capita ONE is the LA's central pupil database, and is fed by the schools' Capita SIMS system. LCS (previously known as ICS) is the case management system used by Children's Social Care. EHM (previously known as EIS) is the case management system used by the Family Resilience Service.

Logging In

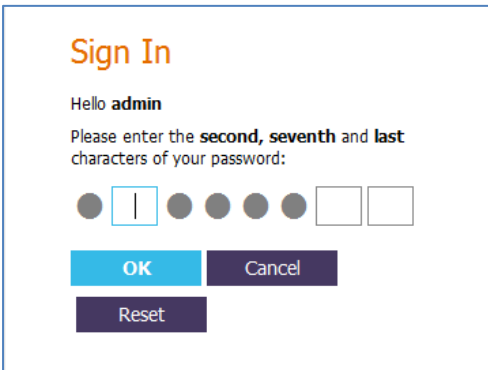
1. Double click the **shortcut icon** to start the application

NOTE: This will need to be provided by the SingleView systems administration team, if you do not have the shortcut icon on your desktop, please log a call with the Service Desk.

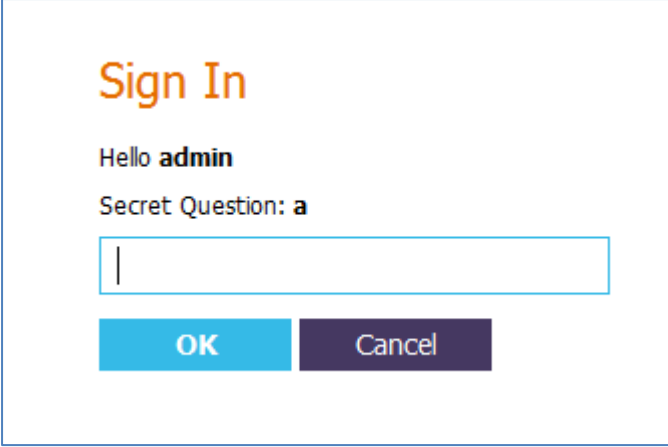
2. Enter you **Login ID** and click the **OK** button.



3. Enter your **Password** and click the **OK** button



4. Enter your **Secret Answer** to the **Secret Question** (for most users this will be 'a') and click the **OK** button



The image shows a 'Sign In' dialog box with a white background and a blue border. At the top, the text 'Sign In' is displayed in a large, orange, sans-serif font. Below this, the text 'Hello admin' is shown in a smaller, black, sans-serif font. Underneath, the text 'Secret Question: a' is displayed in a black, sans-serif font. A text input field with a light blue border and a vertical cursor is positioned below the text. At the bottom of the dialog, there are two buttons: a blue button with the text 'OK' in white, and a dark purple button with the text 'Cancel' in white.

Upon completion of the login process, the Home Screen will be displayed.

The Home Screen

Bookmarks

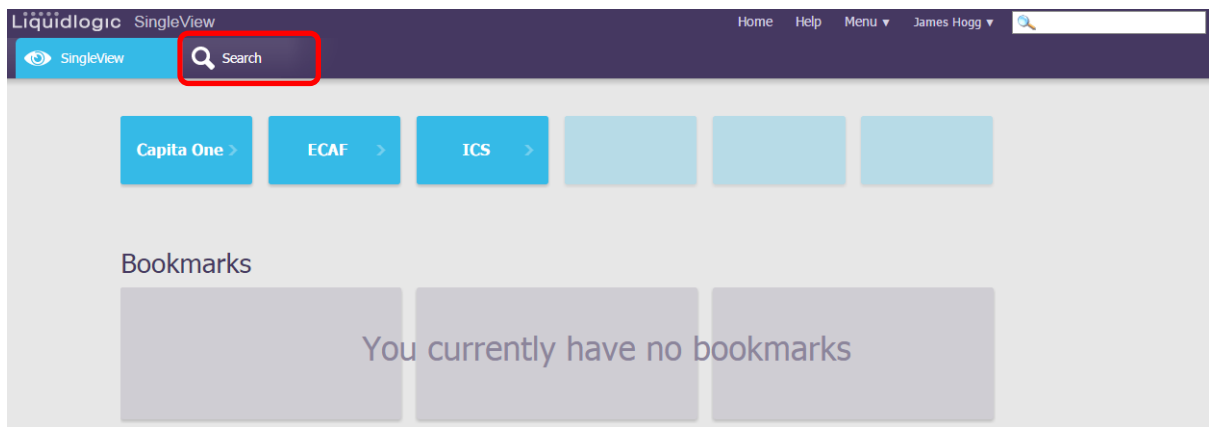
The Home Screen shows a list of any records that you have bookmarked.

SingleView allows a user to **Bookmark** a child / young person's record. A bookmark will create a shortcut on the Home Page which allows quick access to the SingleView record without performing a search. Further information can be found within the [Bookmarks](#) section outlined below.

Search Systems

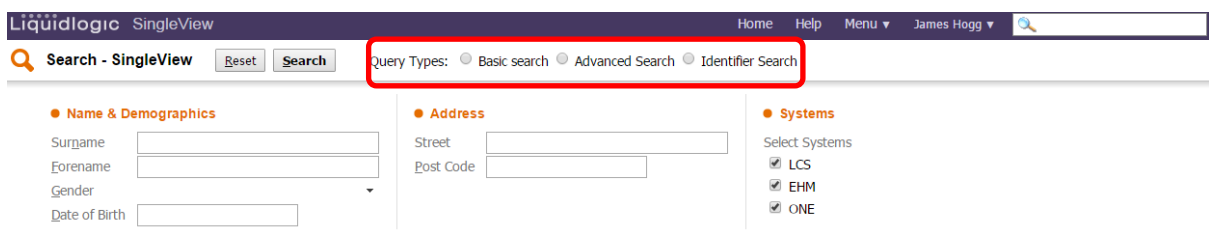
The **Search** functionality provides the user with the ability to search across all the linked systems.

1. From the **Home Page**, click the Search tab



Query Modes

There are three different search query types available via the radio buttons **Search – SingleView** screen, these are:



- Basic Search
- Advanced Search
- Identifier Search

Basic Search

The **Basic Search** enables users to enter basic key information using the fields displayed below:

The screenshot shows the 'Basic Search' interface. At the top, there is a navigation bar with 'Liquidlogic SingleView', 'Home', 'Help', 'Menu', and 'James Hogg'. Below this, a search bar contains 'Search - SingleView', 'Reset', and 'Search' buttons. The 'Query Types' section has radio buttons for 'Basic search', 'Advanced Search', and 'Identifier Search', with 'Basic search' selected. The main search area is divided into three columns: 'Name & Demographics' with fields for Surname, Forename, Gender, and Date of Birth; 'Address' with fields for Street and Post Code; and 'Systems' with a 'Select Systems' section containing checkboxes for LCS, EHM, and ONE.

Advanced Search

The **Advanced Search** enables additional information to be added to the Standard Query search, for example post code to enable the search results to be narrowed down.

The screenshot shows the 'Advanced Search' interface. The navigation bar is the same as in the Basic Search view. The search bar contains 'Search - SingleView', 'Reset', and 'Search' buttons. The 'Query Types' section has radio buttons for 'Basic search', 'Advanced Search', and 'Identifier Search', with 'Advanced Search' selected. The main search area is divided into three columns: 'Name & Gender' with fields for Surname, Forename, Gender, Date of Birth, and Age; 'Address' with fields for Building Name, Number, Street, Locality, Town, and Post Code; and 'Systems' with a 'Select Systems' section containing checkboxes for LCS, EHM, and ONE.

Identifier Search

The **Identifier Search** enables the Person's Key Identifier e.g. LCS / EHM Person ID to be used when searching.

The screenshot shows the 'Identifier Search' interface. The navigation bar is the same as in the previous views. The search bar contains 'Search - SingleView', 'Reset', and 'Search' buttons. The 'Query Types' section has radio buttons for 'Basic search', 'Advanced Search', and 'Identifier Search', with 'Identifier Search' selected. The main search area is divided into two columns: 'Identifier' with a single text input field; and 'Systems' with a 'Select Systems' section containing checkboxes for LCS, EHM, and ONE.

Searching

1. Click into each of the **fields** as required and enter the relevant search **criteria**

TIP: Hovering over, for example, the Surname field a field prompt will be displayed.

TIP: Data does not have to be input into every field when searching, invariably, 'less is best'. Wild cards (% or *) can be used within the search fields to replace one or more characters, if for example the user is unsure of how the surname is spelt.

2. Using the checkboxes provided, select the **System(s)** to be included in the search; the default is for all the systems to be selected.
3. Click the **Search** button

The search results will be displayed (20 per page)

Compare	System	Person ID	ID	A.	Surname ▲	Forename	Date of Birth	Gender	Address	
<input type="checkbox"/>	ONE	613536	613536		De Bruin	Ronaldo	14-Feb-2004	Male	UB4 9QS	
<input type="checkbox"/>	ONE	630636	630636		Domingues	Ronaldo	01-Jul-2012	Male	HP19 9PP	
<input type="checkbox"/>	ONE	390619	390619		Johnson	Ronaldo	21-Jun-1998	Male	HP12 4RL	
<input type="checkbox"/>	ONE	636601	636601		Ronaldo	Christiano	07-Aug-2007	Male	HP19 9RG	
<input type="checkbox"/>	LCS	525173	525173		Ronaldo	Cristiano	07-Aug-2007	MALE	46, PETRONEL ROAD, AYLESBURY, HP19 9RG	REF
<input type="checkbox"/>	LCS	525173	525173		Ronaldo	Cristiano	07-Aug-2007	MALE	46, PETRONEL ROAD, AYLESBURY, HP19 9RG	REF
<input type="checkbox"/>	LCS	525176	525176	<input checked="" type="checkbox"/>	Ronaldo	Dolores	21-Jan-1963	FEMALE	Madeira, Windmill Lane, Widmer End, High Wycombe, HP15 6AU	

Comparing Records

Once a search has been conducted a list of potential results will then be shown. It is possible to compare records in different systems, for example, there may a record within both systems for Cristiano Ronaldo

1. To compare these records select the compare checkboxes and click the **Compare** button


Compare	System	Person ID	ID	A.	Surname ▲	Forename	Date of Birth	Gender	Address	
<input type="checkbox"/>	ONE	636601	636601		Ronaldo	Christiano	07-Aug-2007	Male	HP19 9RG	
<input checked="" type="checkbox"/>	LCS	525173	525173		Ronaldo	Cristiano	07-Aug-2007	MALE	46, PETRONEL ROAD, AYLESBURY, HP19 9RG	REF
<input type="checkbox"/>	LCS	525173	525173		Ronaldo	Cristiano	07-Aug-2007	MALE	46, PETRONEL ROAD, AYLESBURY, HP19 9RG	REF

TIP: A maximum of seven records at any one time can be compared.

The following screen will be displayed. Any differences between the records will be highlighted in Orange.

	ONE	LCS
Name	Christiano Ronaldo	Cristiano Ronaldo
ID	636601	525173
Gender	Male	MALE
Ethnicity	WOTH - Any other White Backgro	WHITE OTHER
DOB	07-Aug-2007 (8 years)	07-Aug-2007 (8 years)
Address	Home Address (Correspondence) (From 07-Aug-2011) 46 Petronel Road Aylesbury Buckinghamshire HP19 9RG	HOME v10 TEST (From 07-Aug-2011) 46, PETRONEL ROAD AYLESBURY HP19 9RG
Other names		C - LEGAL NAME (From 07-Aug-2007) Cristiano Ronaldo dos Santos Aveiro
Links		

Moving a SingleView Compare Record

1. To move a record one place to the right or left of the comparison record click on the button 

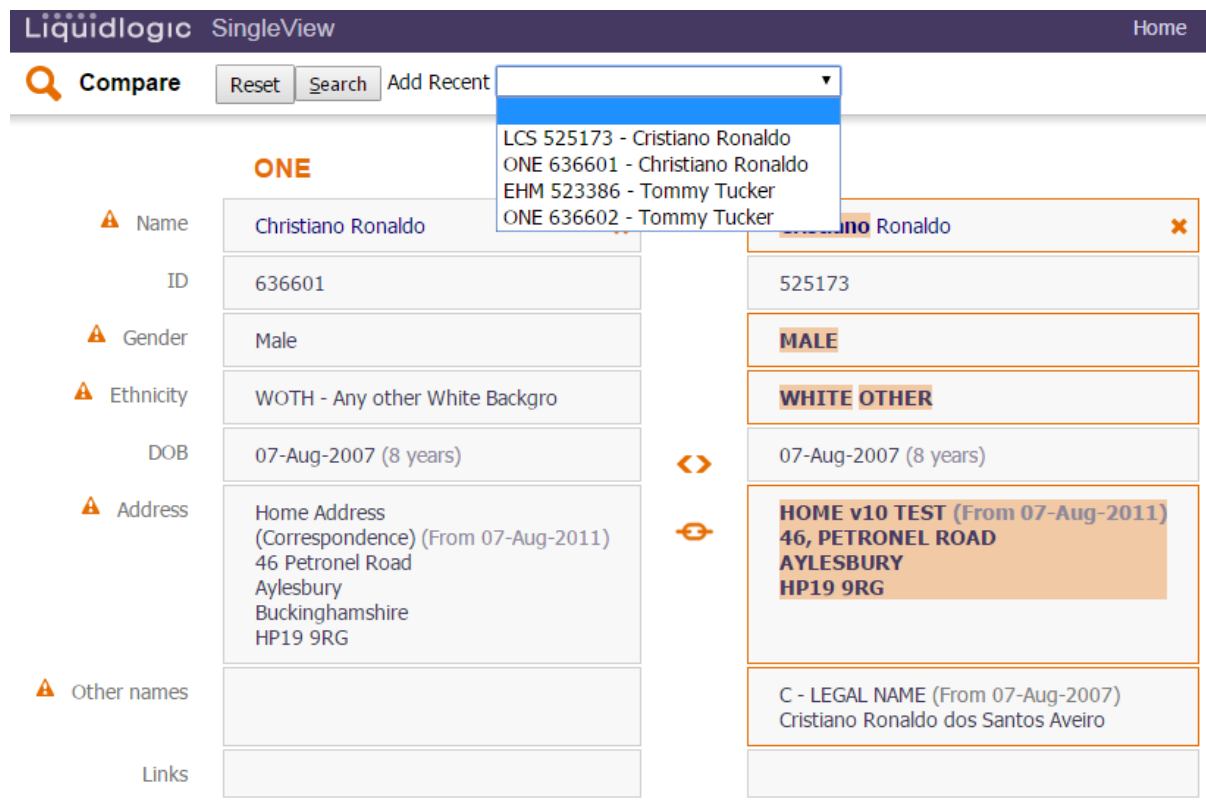
Removing a SingleView Compare Record

1. To remove a SingleView record from the Comparison select  below the required result

Adding a SingleView Compare Record

The **Add** drop down list at the top of the comparison page remembers the most recently accessed records and enables the user to add them to the comparison screen.

1. From the drop down list, select the additional person to be added to the Compare screen.





The screenshot shows the Liquidlogic SingleView Compare interface. At the top, there is a navigation bar with 'Liquidlogic SingleView' and a 'Home' link. Below the navigation bar, there is a search bar with 'Compare' and buttons for 'Reset', 'Search', and 'Add Recent'. A dropdown menu is open over the 'Add Recent' button, showing a list of recent records: LCS 525173 - Cristiano Ronaldo, ONE 636601 - Cristiano Ronaldo, EHM 523386 - Tommy Tucker, and ONE 636602 - Tommy Tucker. The main area displays two comparison records side-by-side. The left record is for Cristiano Ronaldo (ID 636601) and the right record is for Cristiano Ronaldo (ID 525173). The right record has a close button (X) in the top right corner. The records are compared across various fields: Name, ID, Gender, Ethnicity, DOB, Address, Other names, and Links. The right record has a 'HOME v10 TEST (From 07-Aug-2011)' address and a 'C - LEGAL NAME (From 07-Aug-2007)' other name.










The record will be added to the comparison screen.


Matching / Linking Records

If a record exists in 2 or more systems they can be 'linked' by the user.

TIP: an unlinked record will be indicated by  icon but linked records will be positioned together and displayed with .


Compare Add Recent

	ONE		LCS
 Name	Christiano Ronaldo 		Cristiano Ronaldo 
ID	636601		525173
 Gender	Male		MALE
 Ethnicity	WOTH - Any other White Backgro		WHITE OTHER
DOB	07-Aug-2007 (8 years)		07-Aug-2007 (8 years)
 Address	Home Address (Correspondence) (From 07-Aug-2011) 46 Petronel Road Aylesbury Buckinghamshire HP19 9RG		HOME v10 TEST (From 07-Aug-2011) 46, PETRONEL ROAD AYLESBURY HP19 9RG
 Other names			C - LEGAL NAME (From 07-Aug-2007) Cristiano Ronaldo dos Santos Aveiro
Links			

1. To link two records together, select the  icon on the **Compare Screen** and repeat as required.
2. Click the **Create** button

Create
Cancel
- Create SingleView Link

New SingleView Link

<p>● From Person</p> <p>Name Cristiano Ronaldo</p> <p>Date of Birth 07-Aug-2007</p> <p>System ONE</p> <p>Identifier 636601</p> <p>▶ View</p>		<p>● To Person</p> <p>Name Cristiano Ronaldo</p> <p>Date of Birth 07-Aug-2007</p> <p>System LCS</p> <p>Identifier 525173</p> <p>▶ View</p>
--	---	--

Once the two records have been linked, the compare screen will reflect the changes.


Viewing Linked Records

1. To view the SingleView record and a summary of information from the linked systems, select the **child / young person's name**.

Q
Compare

Reset
Search
Add Recent

v

	ONE	↔	LCS
▲ Name	Cristiano Ronaldo ✕		Cristiano Ronaldo ✕
	ID: 636601		525173
▲ Gender	Male		MALE
▲ Ethnicity	WOTH - Any other White Backgro		WHITE OTHER
	DOB: 07-Aug-2007 (8 years)	↔	07-Aug-2007 (8 years)
▲ Address	Home Address (Correspondence) (From 07-Aug-2011) 46 Petronel Road Aylesbury Buckinghamshire HP19 9RG	<div style="border: 2px solid red; padding: 2px; display: inline-block;">  </div>	HOME v10 TEST (From 07-Aug-2011) 46, PETRONEL ROAD AYLESBURY HP19 9RG
▲ Other names			C - LEGAL NAME (From 07-Aug-2007) Cristiano Ronaldo dos Santos Aveiro
	Links: LCS: 525173		ONE: 636601

The SingleView screen will be displayed; showing a composite view of what has been recorded in linked the systems and any discrepancies.

Viewing Composite Information

The SingleView tab provides a holistic view of the child / young person's record across multiple systems highlighting any discrepancies within the data. In addition to this, each individual system is represented by its own tab allowing you to select the ONE, LCS or EHM tab for a view of the information held within ONE, LCS or EHM for the child.

SingleView Composite View

There are four tabs within the SingleView composite view, which are:

Personal Details Tab

The **Personal Details** tab shows a summary of key information including Date of Birth and Address.

The screenshot shows the SingleView interface for Cristiano Ronaldo. The header includes the name 'RONALDO, Cristiano' with a 'Child' tag, birth date '07-Aug-2007 (8y 3m)', and address '46 PETRONEL ROAD AY...'. Below the header are tabs for 'SingleView', 'LCS', and 'ONE'. The 'Personal Details' tab is active, showing a sidebar with navigation options like 'Chronology', 'Relationships', and 'Links'. The main content area is divided into sections: 'Personal Details' (Title, Forename: Cristiano, Surname: Ronaldo, Gender: MALE, Ethnicity: WHITE OTHER, Date of Birth: 07-Aug-2007, Age: 8 years), 'Address' (HOME v10 TEST, LCS, 46, PETRONEL ROAD AYLESBURY, HP19 9RG; Home Address (Correspondence), ONE, 46 Petronel Road Aylesbury Buckinghamshire, HP19 9RG), 'Other Contact Details' (None), 'Status' (REF), 'Actions' (View in ONE, View in LCS, Add to Bookmarks, Compare All), and 'Suggested Links' (No Suggested links were found).

Chronology Tab

The **Chronology** tab details information regarding any events, such as contacts, assessments and meetings.

The screenshot shows the SingleView interface with the 'Chronology' tab selected. The sidebar on the left has 'Chronology' highlighted. The main content area displays a table of events:

System	Date	Type	Description
LCS	18-Nov-2015	Meeting	CP Transfer From OLA - Conference (Outcomes)
LCS	28-Sep-2015	Contact	Contact Received
LCS	05-Feb-2015	Contact	Contact Received
LCS	05-Feb-2015	Contact	Contact Received
LCS	26-Jan-2015	Meeting	Strategy Discussion (Outcomes)
LCS	26-Jan-2015	Assessment	ICS/Strategy
LCS	21-Jan-2015	Contact	Contact Received
LCS	12-Jan-2015	Contact	Contact Received
LCS	12-Jan-2015	Referral	Referral Opened

Relationships Tab

The **Relationships** tab details information regarding relationships for the linked records.

The screenshot shows the 'Relationships' tab selected in a sidebar menu. The main content area displays a table of relationship records. The table has columns for System, Type, Person, Gender, DOB, DOD, Start Date, and End Date. A single record is shown for LCS, MOTHER, MRS Dolores Ronaldo Aveiro, FEMALE, 21-Jan-1963, and 21-Jan-2015. Below the table, there is a link to 'Compare All Related Persons' and a note stating that only relationship records linked to another person record can be compared.

System	Type	Person	Gender	DOB	DOD	Start Date	End Date
LCS	MOTHER	MRS Dolores Ronaldo Aveiro	FEMALE	21-Jan-1963		21-Jan-2015	

▸ [Compare All Related Persons](#)

Note that only relationship records which are linked to another person record can be compared.

Professional Involvements Tab

The **Professional Involvements** tab details professional involvements for the linked records.

TIP: Clicking on the **Allocated Case Worker** will show you his or her contact details (not shown in screen shot below)

The screenshot shows the 'Professional Involvements' tab selected in a sidebar menu. The main content area displays a table of professional involvement records. The table has columns for System, Role, Worker, Team, Start Date, and End Date. Three records are shown: LCS Allocated Case Worker (Tim Test, FIRST RESPONSE 1, 13-Oct-2015), LCS INDEPENDENT REVIEWING OFFICER (James Hogg, SYSTEMS ADMIN, 12-Jan-2015), and ONE Primary School (Buckingham Park CE Primary School, 03-Sep-2012).

System	Role	Worker	Team	Start Date	End Date
LCS	Allocated Case Worker	Tim Test	FIRST RESPONSE 1	13-Oct-2015	
LCS	INDEPENDENT REVIEWING OFFICER	James Hogg	SYSTEMS ADMIN	12-Jan-2015	
ONE	Primary School		Buckingham Park CE Primary School	03-Sep-2012	

Individual composites can also be seen via the other application tabs, which in this example is ONE and LCS.

LCS Composite View

The LCS composite view details a summary of information recorded in the LCS system via a number of tabs as outlined below:

LCS Record

The LCS Adults Record tab displays the **Personal** and **Address Details** for the Child / Young Person, along with their **Status** and **Telephone Number**.

The screenshot shows the LCS Composite View interface. At the top, there are three tabs: 'SingleView', 'LCS' (selected), and 'ONE'. Below the tabs, there is a navigation menu on the left with options: 'LCS Record' (selected), 'Relationships', 'Involvements', 'CLA Details', 'CP Details', and 'LCS Chronology'. The main content area is divided into three sections: 'Personal Details', 'Address', and 'Telephone Numbers'. The 'Personal Details' section includes fields for Case Number (525173), Title, Forename (Cristiano), Surname (Ronaldo), Gender (MALE), Ethnicity (WHITE OTHER), and Date of Birth (07-Aug-2007). The 'Address' section shows 'HOME v10 TEST' at '46, PETRONEL ROAD, AYLESBURY, HP19 9RG' (From 07-Aug-2011). The 'Telephone Numbers' section shows 'None'. A 'Status' section at the bottom left of the main content area shows a green 'REF' button.

Relationships Tab

The LCS Relationships tab displays the **Personal Relationships** for the Child / Young Person.

The screenshot shows the LCS Relationships Tab interface. At the top, there are three tabs: 'SingleView', 'LCS' (selected), and 'ONE'. Below the tabs, there is a navigation menu on the left with options: 'LCS Record', 'Relationships' (selected), 'Involvements', 'CLA Details', 'CP Details', and 'LCS Chronology'. The main content area is titled 'Personal Relationships' and contains a table with the following data:

Type	Title	Forename	Surname	Gender	DOB
MOTHER	MRS	Dolores	Ronaldo Aveiro	FEMALE	21-Jan-1963

Involvements Tab

The LCS Involvements tab displays the **Professional Involvements** for the child / young person.

The screenshot shows the LCS Involvements tab. The top navigation bar includes 'SingleView', 'LCS', and 'ONE'. A left-hand menu contains 'LCS Record', 'Relationships', 'Involvements' (highlighted), 'CLA Details', 'CP Details', and 'LCS Chronology'. The main content area is titled 'LCS Involvements' and contains a table with the following data:

Role	Worker	Team	Start Date	End Date
Allocated Case Worker	Tim Test	FIRST RESPONSE 1	13-Oct-2015	
INDEPENDENT REVIEWING OFFICER	James Hogg	SYSTEMS ADMIN	12-Jan-2015	

CLA Details Tab

The CLA (Child Looked After) Details tab displays the **Start / End Date** of the **Legal Status** for the child or young person.

The screenshot shows the CLA Details tab. The top navigation bar includes 'SingleView', 'LCS', 'ONE', and 'EHM'. A left-hand menu contains 'LCS Record', 'Relationships', 'Involvements', 'CLA Details' (highlighted), 'CP Details', and 'LCS Chronology'. The main content area is titled 'Current Placement' and displays the following details:

Current Placement

Placement Code Q2 - Placement with other foster carer
Foster Carer Andrew JOHN
Address 27 Thompson Drive
Caversfield
Bicester
Oxfordshire
Post Code OX27 8FA
Start Date 15-Apr-2013
End Date
In Borough OUT

Legal Status

Status V2
Description V2 SINGLE PERIOD OF ACCOMMODATION UNDER SECTION 20
Start Date 15-Apr-2013
End Date
Expiry Date
Comments

CP Details Tab

The CP (Child Protection) Details tab displays the **Start / End Date** of the **CP Plan** and the **Registration Category** for the Child / Young Person



● **Current Child Protection Plan**

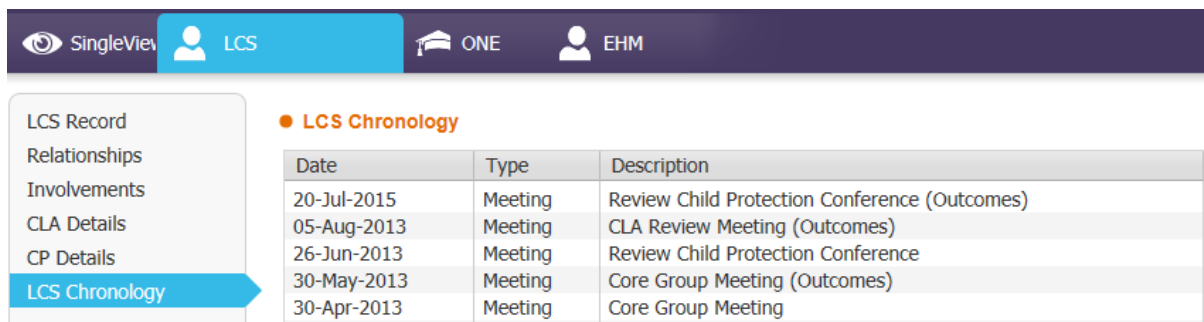
Start Date 17-Apr-2013
End Date

● **Registration Category**

Neglect	No
Physical Abuse	No
Sexual Abuse	No
Emotional Abuse	Yes

LCS Chronology Tab

The LCS Chronology tab displays a **summary of key information** for the Child / Young Person.



● **LCS Chronology**

Date	Type	Description
20-Jul-2015	Meeting	Review Child Protection Conference (Outcomes)
05-Aug-2013	Meeting	CLA Review Meeting (Outcomes)
26-Jun-2013	Meeting	Review Child Protection Conference
30-May-2013	Meeting	Core Group Meeting (Outcomes)
30-Apr-2013	Meeting	Core Group Meeting

ONE Composite View

The ONE composite view displays a summary of information recorded in the ONE system via a number of tabs as outlined below.

ONE Details Tab

The ONE Details tab displays the **Personal Details** including the **Address Details** and **School History** for the Child / Young Person. It also displays the Child / Young Person's **SEN Status** and **SEN Stage History**

Attendance Tab

The Attendance Tab displays the **Attendance Details** for the Child / Young Person. Click onto each year to see the attendance data for that particular year.

Summary	Count	Percentage	Day	AM	PM	Attendance Marks	Count
Attendances	115	28.61%	All	83.82%	84.06%	Present (AM)	37
Authorised Absences	20	4.98%	Monday	71.43%	71.43%	Present (PM)	50
Unauthorised Absences	2	0.5%	Tuesday	78.57%	78.57%	Illness (NOT medical or dental etc. appointments)	20
Possible Attendances	402		Wednesday	92.31%	92.86%	Late (before registers closed)	28
Approve Educ. Activity			Thursday	92.86%	92.86%	Unauthorised absence (not covered by any other code/description)	2
Lates before reg. closed	28		Friday	84.62%	84.62%	School closed to pupils and staff	322
Lates after reg. closed			Saturday			All should attend / No mark recorded	265
Unexplained Absences	265		Sunday				

Exclusions Tab

The Exclusions Tab displays any **Exclusion Details** for the Child / Young Person, including the reason for the exclusion and the duration of the exclusion in days.

The screenshot shows a software interface with a dark purple header bar containing 'SingleView', 'ONE', and 'EHM' icons. A left-hand navigation menu is visible with 'ONE Details', 'Attendance', and 'Exclusions' (highlighted in blue). The main content area is titled 'Exclusion Details' and contains the text 'There is 1 exclusion recorded for this student.' Below this is a table with the following data:

Event	Start Date	End Date	School	Category	Reason	Days
Exclusion	04-May-2015	05-May-2015	Aylesbury Vale Academy, The (Berryfields)	Fixed Period	Persistent Disruptive Behaviour	2

Below the table is a 'Refresh Details' link.

EHM Composite View

The EHM composite view details a summary of information recorded in the EHM system via a number of tabs as outlined below:

EHM Record Tab

The EHM Record tab displays the **Personal** and **Address Details** for the Child / Young Person.

The screenshot shows the EHM Record tab interface. At the top, there are two tabs: 'SingleView' and 'EHM'. The 'EHM' tab is selected. On the left, there is a sidebar with three options: 'EHM Record' (selected), 'Relationships', and 'Involvements'. The main content area is divided into two columns. The left column is titled 'Personal Details' and contains the following information: Case Number 523315, Title, Forename Darcey, Surname Bussell, Gender FEMALE, Ethnicity, and Date of Birth 14-Sep-2006. The right column is titled 'Address' and contains the following information: HOME (From 14-Sep-2006), 20, Ruskin Way, Aylesbury, BUCKINGHAMSHIRE, HP20 2EL. Below the address information, there is a section titled 'Telephone Numbers' which shows 'None'.

Relationships Tab

The EHM Relationships tab displays the **Personal Relationships** for the Child / Young Person.

The screenshot shows the EHM Relationships tab interface. At the top, there are two tabs: 'SingleView' and 'EHM'. The 'EHM' tab is selected. On the left, there is a sidebar with three options: 'EHM Record', 'Relationships' (selected), and 'Involvements'. The main content area is titled 'Personal Relationships' and contains a table with the following data:

Type	Title	Forename	Surname	Gender	Date of Birth
COUSIN	MISS	CHILD	EXAMPLE	Female	19-Apr-2000

Involvements Tab

The EHM Involvements tab displays the **Professional Involvements** for the Child / Young Person.



The screenshot shows a software interface with a dark purple header. On the left, there is a 'SingleView' logo and a blue button with a person icon and the text 'EHM'. Below the header is a sidebar with three menu items: 'EHM Record Relationships', 'Involvements' (highlighted with a blue arrow), and an empty space. To the right of the sidebar, the title '● EHM Involvements' is displayed in orange. Below the title is a table with five columns: 'Role', 'Worker', 'Team', 'Start Date', and 'End Date'. The table contains two rows of data.

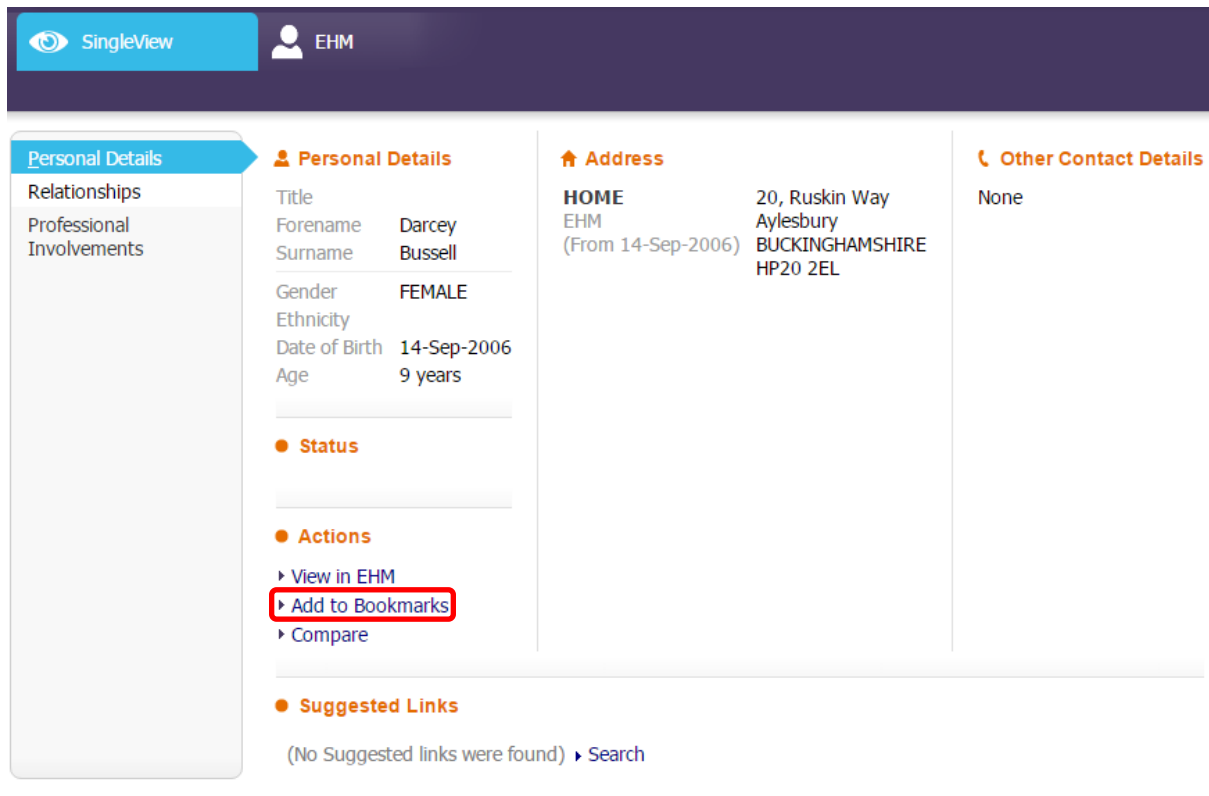
Role	Worker	Team	Start Date	End Date
Other Role			15-Apr-2014	
FRS Worker	Paul Hobart	EHM	14-Apr-2014	

Bookmarks

SingleView allows a user to **Bookmark** a person's record. A bookmark will create a shortcut on the Home Page allowing quick access to the SingleView record without performing a search.

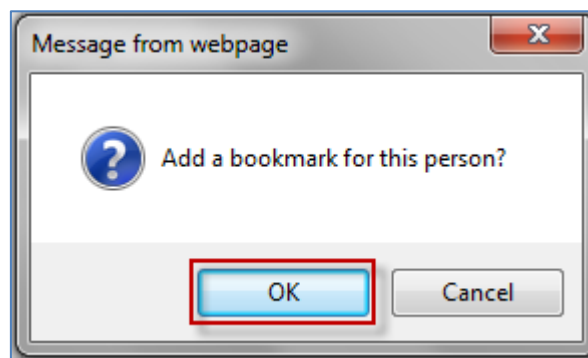
Adding Bookmarks

1. To add a bookmark click on **Add to Bookmarks**

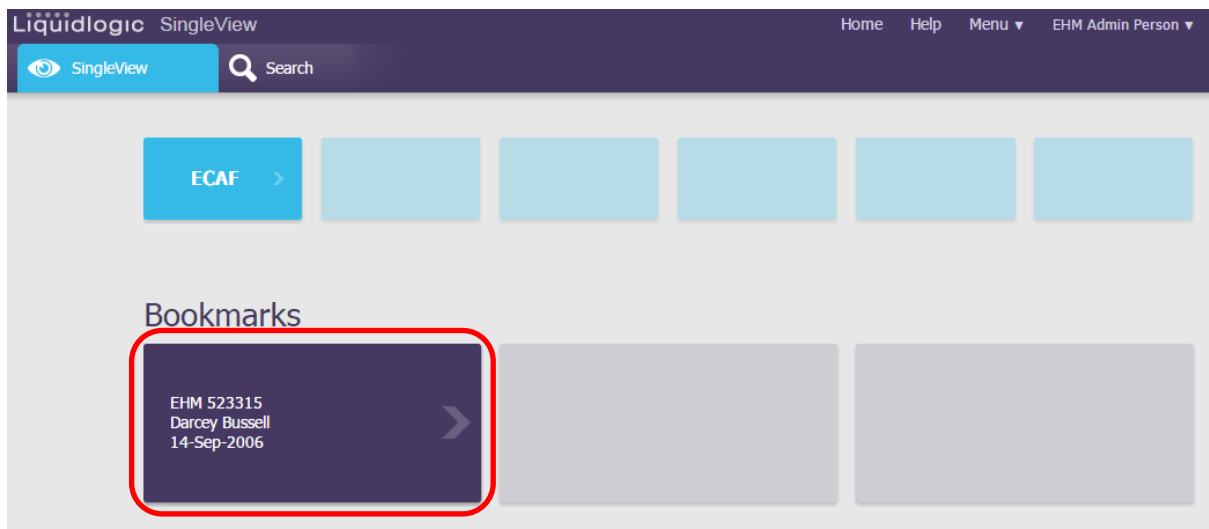


The screenshot shows the SingleView interface for a user named EHM. The main content area is divided into three columns: Personal Details, Address, and Other Contact Details. The Personal Details column includes fields for Title, Forename (Darcey), Surname (Bussell), Gender (FEMALE), Ethnicity, Date of Birth (14-Sep-2006), and Age (9 years). The Address column shows the HOME address: 20, Ruskin Way, Aylesbury, BUCKINGHAMSHIRE, HP20 2EL. The Other Contact Details column shows 'None'. In the left-hand navigation pane, the 'Personal Details' section is active, and the 'Add to Bookmarks' option is highlighted with a red box. Below the 'Actions' section, there are also 'View in EHM' and 'Compare' options. At the bottom, there is a 'Suggested Links' section with the text '(No Suggested links were found) Search'.

1. Click the **OK** button



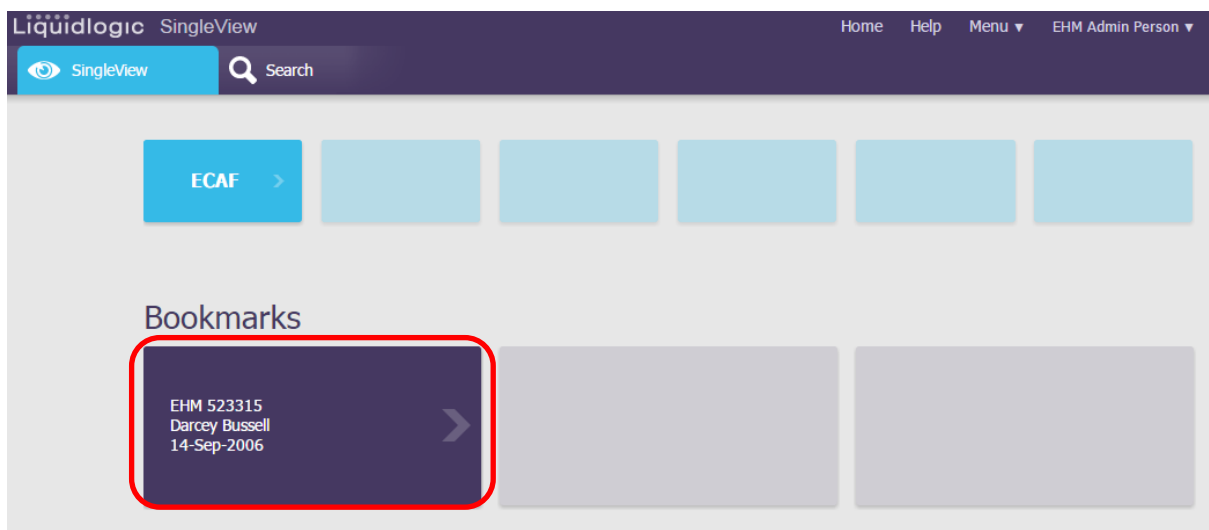
The Bookmark will be placed on your Home Screen as below:



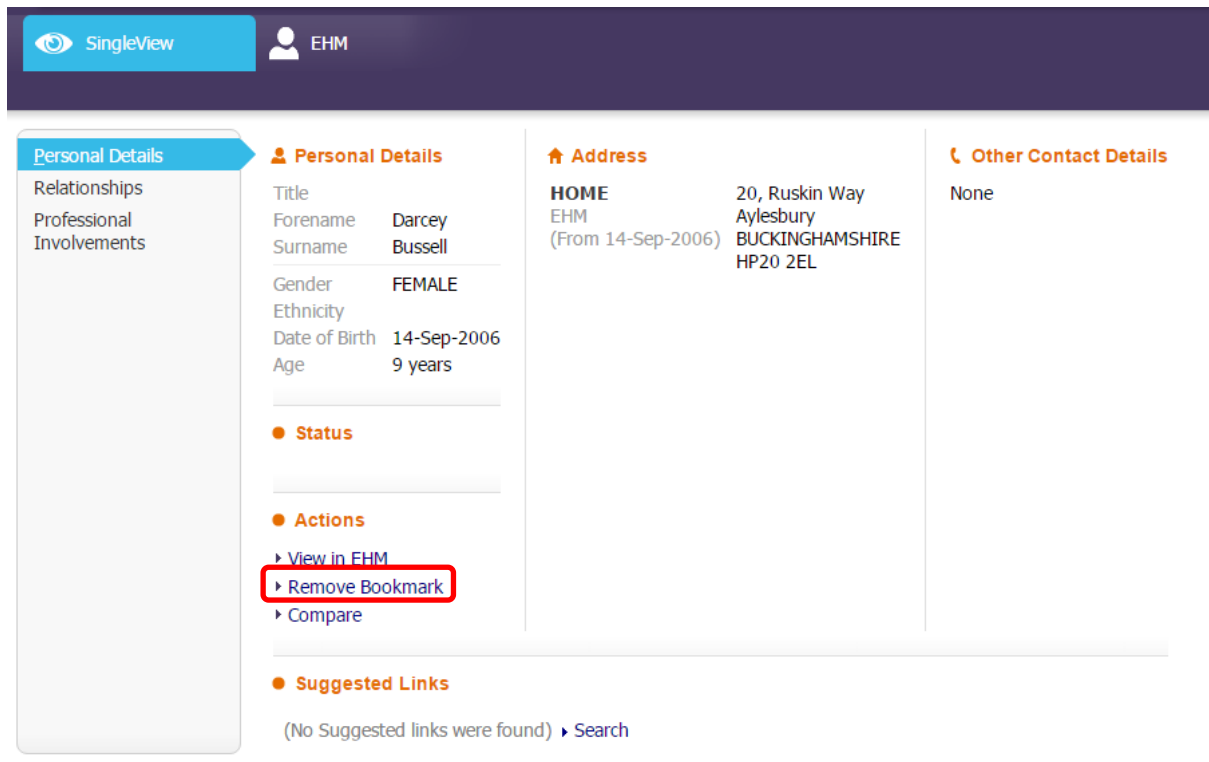
TIP: Select the **Bookmark** from the Home page to navigate directly to the **SingleView** record.

Removing Bookmarks

1. To remove a bookmark from a record select the Bookmark from the Home Page



2. Click **Remove Bookmark**



The screenshot shows a contact profile page with a dark blue header. The header contains a 'SingleView' button and a user profile icon labeled 'EHM'. The main content area is divided into three columns: 'Personal Details', 'Address', and 'Other Contact Details'. The 'Personal Details' column includes fields for Title, Forename (Darcey), Surname (Bussell), Gender (FEMALE), Ethnicity, Date of Birth (14-Sep-2006), and Age (9 years). Below these fields are sections for 'Status', 'Actions', and 'Suggested Links'. The 'Actions' section contains three links: 'View in EHM', 'Remove Bookmark' (highlighted with a red box), and 'Compare'. The 'Address' column shows a 'HOME' address: '20, Ruskin Way, Aylesbury, BUCKINGHAMSHIRE, HP20 2EL'. The 'Other Contact Details' column shows 'None'. The 'Suggested Links' section at the bottom indicates '(No Suggested links were found) Search'.

3. Click the **OK** button

