

Guidance Notes for CAFÉ Users

Your Support Worker will set up a username for you and make sure that you know how to log in to see your own record.

You will be able to see your support plan, notes and files that form your record on Better Futures. You will also be able to update your contact details, update forms, complete a satisfaction survey and send a message to your support worker(s).

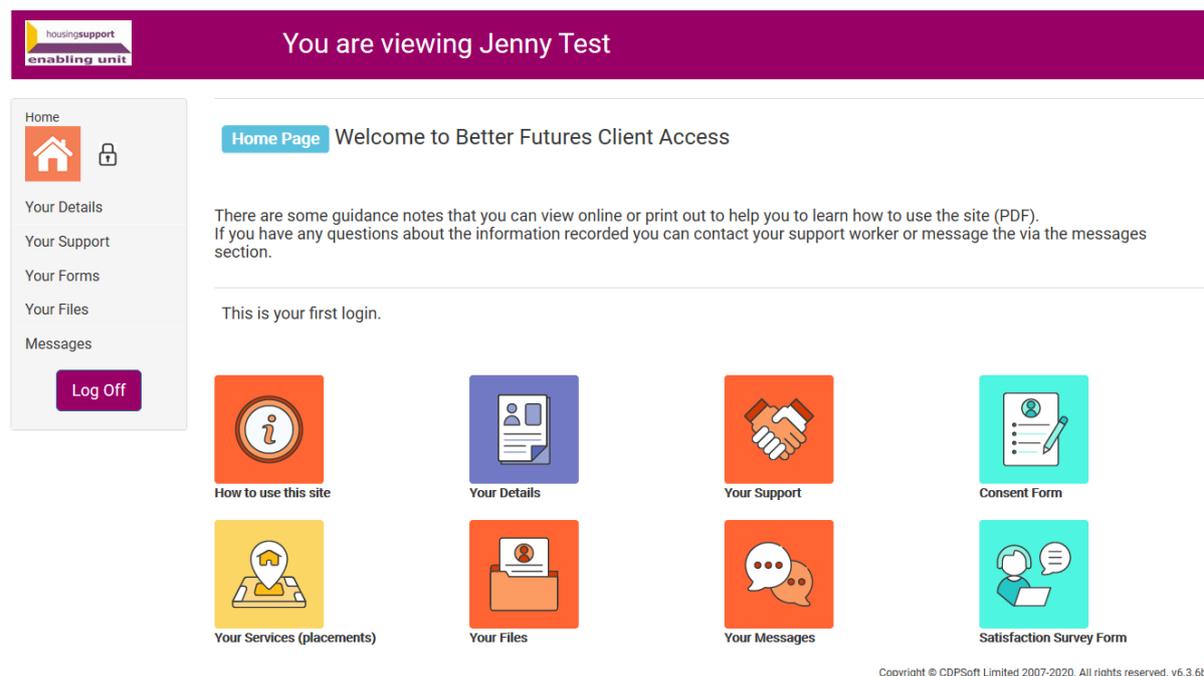
This guide will help you to find your way around most of your record but feel free to click in different places and look around in areas that this guide does not cover.

If you have any questions about the information recorded on the database, contact your support worker.

Go to this website to log in: <https://betterfutures.cdpssoft.com/>

You will need to enter your username and password and then click the Log On button.

When you first log in, this is the screen that you will see:



The screenshot shows a web interface for 'Jenny Test'. At the top, a purple banner reads 'You are viewing Jenny Test'. Below this is a navigation menu on the left with options: Home, Your Details, Your Support, Your Forms, Your Files, Messages, and a Log Off button. The main content area has a 'Home Page' header and a welcome message: 'Welcome to Better Futures Client Access'. It includes a PDF link for guidance notes and a message: 'This is your first login.' Below this are eight icons representing different features: How to use this site, Your Details, Your Support, Consent Form, Your Services (placements), Your Files, Your Messages, and Satisfaction Survey Form. A copyright notice at the bottom right reads: 'Copyright © CDPSoft Limited 2007-2020. All rights reserved. v6.3.6b'.

How to see your support plan

Click on the Your Support Icon or Your Support in the side bar on the left hand side of the screen.

If you use the sidebar, then click on Show Outcomes.

Outcomes [hide](#) [refresh](#) 

Name	Type	Created	Service	Status	Last Review	
Support	Display/Print	Support	17/12/2019 09:43	Training Service 1 - Training Use Only	Open	24/12/2019 Review
Support 2	Display/Print	Support	31/07/2015 08:50	Training Service 1 - Training Use Only	Closed	18/08/2016
SupportPlan1	Display/Print	Support	02/11/2011 09:50	Training Service 1 - Training Use Only	Closed	03/11/2011

You can then click on Display/Print for any open or closed support plan. Choose the text size, which review(s) you want to include, whether to show a chart, and whether to include tasks (notes). Press continue.

Display/Print Options

Text Size:

Reviews to Show:

Show Chart:

Show Tasks:

[Continue](#)

[Close](#)

Outcome: Support

Client Name Jenny Test
Status Open
Review Date 24/12/2019
Contact Details [0131 555 6667](tel:01315556667)
Information Generated On: 14/01/2020 15:01

Accommodation

Goal	Target	Outcome
1.1 Suitability Of	0. No support	2. Addressing issue with

[PDF](#)

[Close](#)

You can scroll through your support plan and reviews and you could then click on PDF to open up a PDF of your support plan.

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Seeing Tasks and Notes

Click on Your Support in the sidebar and then click on Show Tasks.

You will be able to see Tasks (notes) from your record on Better Futures.

Tasks [hide](#) [refresh](#) 

[Show Comments](#) ▾ None

Due	Category	Type	Priority	Client Action	Assigned To	Status
26/09/2019 00:00	Outcome Advice	Email In	Low	No	TrainingFour	Not Started
25/09/2019 00:00	Outcome Referral	Referral to Money Advice	High	No	TrainingOne	Not Started

You can click on any Task to see more detail.

[Back](#) Task: Email In

Category	Advice	Task No.	
Priority	Low	Assigned To	TrainingFour
Start Date/Time		Due Date/Time	26/09/2019 00:00
Status	Not Started	Status Date/Time	26/09/2019 00:00
Duration	:	Client Action	No

If you wish to add a comment, type it in the box below (and then Save your changes)

0/4000

Messages

18/12/2019 14:25 by JennyTestCAFE adding comment here
11/10/2019 13:31 by JennyTestCAFE add comment here
09/10/2019 14:41 by JennyTestCAFE this is a comment from Jenny Test
26/09/2019 11:48 by TrainingOne test

[Back](#) [Cancel your changes](#) [Save your changes](#)

You can see the comment(s) at the bottom of the page and add a comment if you wish. This new comment will be added to the Task and form part of your record.

Seeing files that have been uploaded to your record

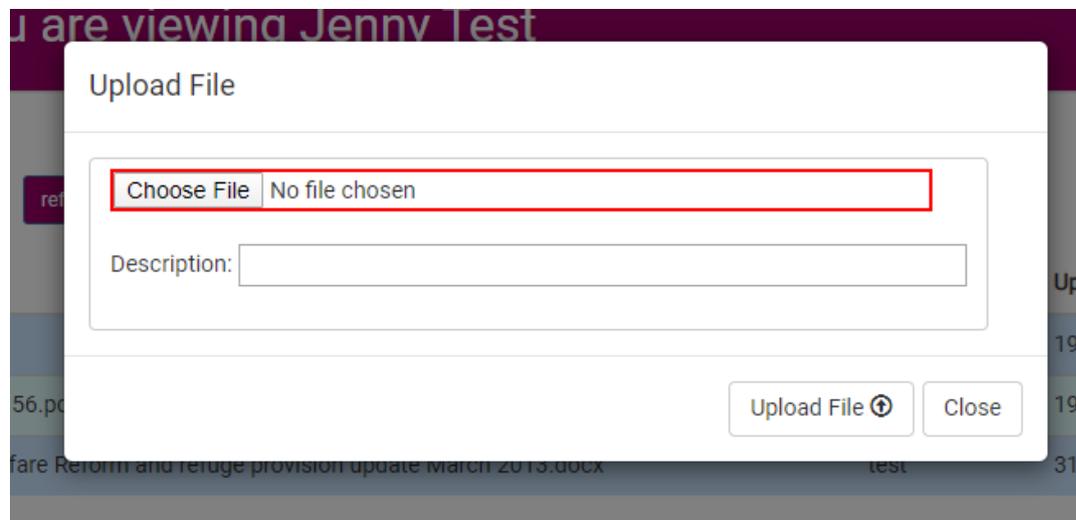
Click on either the Your Files orange icon or Your Files in the left hand side bar.

Files hide refresh Upload File

File Name	Description	Uploaded	By
Carole test.pdf	carole test	19/08/2016 15:05	TrainingOne
One Step Test 16.56.pdf	Test file	19/09/2019 10:03	HeatherMcCluskey
SWA Briefing Welfare Reform and refuge provision update March 2013.docx	test	31/10/2019 14:06	JennyTestCAFE

You can click on any of the files (the icons on the right hand side of the screen) to see that file.

To upload (add) a file to your record, click on Upload File.



A pop up window will open where you can choose a file from your computer (click on Choose File) to upload. Choose the file, add a description and then click on Upload file.

Updating your details

Click on the blue Your Details icon.

This will open up a “form” that will be pre-filled with details that your support worker filled in.

[Home](#)



CAFE Personal details form : Version 26 

My Personal Details

My Personal Details	
Surname	Test
4/255	
First name	Jenny
5/255	
Gender	F
DOB	31/08/1981
Also Known As	Jen
3/255	
NI Number	TE123456C
Lead Provider	Test Provider
Case Owner	TrainingOne
11/255	
Post Code	HH19 5TC
Contact Tel Number	0131 555 6667
Email Address	test@jenny.com
14/255	
Household Composition	Single

You can update any information that is not in grey.

You only need to update the information that has changed. You don't need to change the other fields.

You can also add in details of a new contact (relationship) or a new address.

Household Composition: Single

Ethnicity: White English

Employment Status: [Dropdown]

First Language: English

Please enter any new Relationship information below

Forename(s): [Text Box] 0/255

Surname: [Text Box] 0/255

Relationship Type: [Dropdown]

Phone Number: [Text Box]

Email address: [Text Box] 0/255

Please enter any new Address information below

Address Line 1: [Text Box] 0/255

Address Line 2: [Text Box] 0/255

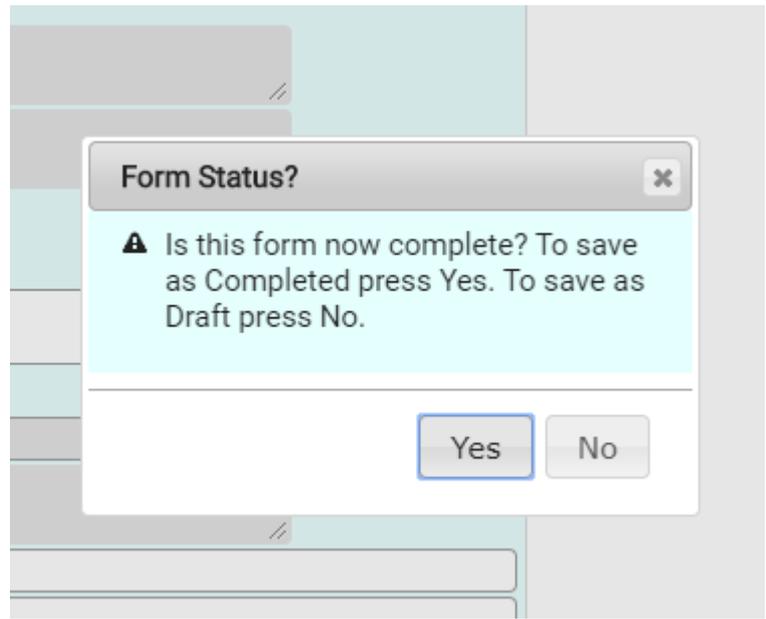
Address Line 3: [Text Box] 0/255

Postcode: [Text Box]

Resident From (approx): [Text Box]

Save **Close**

Once you have made any changes or additions, you can press Save. You will get a pop up message asking if you want to save as Completed or Draft.



If you press Yes – to save as completed – your support worker will be notified that you have updated your personal details.

They will need to approve the changes before they will be updated on the system.