

Children's Services Quick Guide

Family Time – Processing additional Family Time Requests

If a case is already open to the Family Time, the Social Worker may put through a further Family Time Request when additional sessions are required with another family member. This guide details the steps the Family Time Co-ordinators need to undertake in order for the Family Time Supervisor to record the additional agreements required.

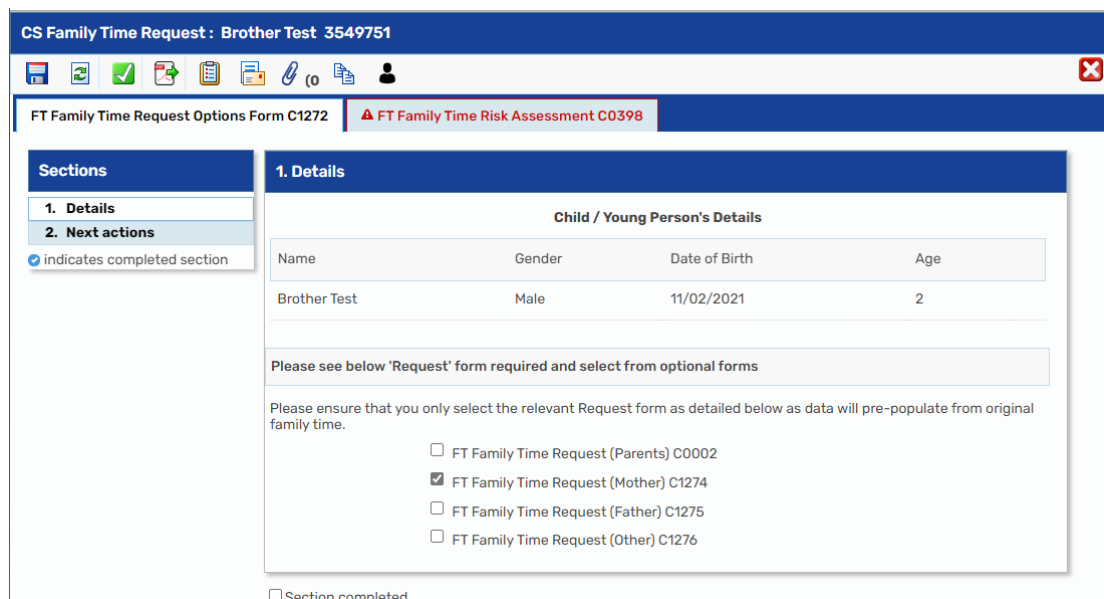
CS Family Time Request –completed by Family Time Co-ordinator

When a new Family Time Request comes into the Team Inbox, the Coordinator should see if the case is already open to Family Time.

Please Note: If the case is new to the service with no current Family Time worksteps open, it should be processed as a new request.

If the case is already open:

- Click **Start** from the Team Inbox's Current work or by clicking on the symbol on the Person summary page next to **CS Family Time Request**
- **Section 1. Details** prepopulates with the type of Family Time the Social Worker has requested



CS Family Time Request : Brother Test 3549751

FT Family Time Request Options Form C1272 ▲ FT Family Time Risk Assessment C0398

Sections

- 1. Details
- 2. Next actions

indicates completed section

1. Details

Child / Young Person's Details



Name	Gender	Date of Birth	Age
Brother Test	Male	11/02/2021	2

Please see below 'Request' form required and select from optional forms

Please ensure that you only select the relevant Request form as detailed below as data will pre-populate from original family time.

- FT Family Time Request (Parents) C0002
- FT Family Time Request (Mother) C1274
- FT Family Time Request (Father) C1275
- FT Family Time Request (Other) C1276


Section completed

- After identifying which Family Time has been requested, click on the  forms and letters icon and open the corresponding form. This will open in a new tab called **FT Family Time Request (Father, Mother, Parents or Other)**.
- The contents should be viewed to ensure the request is for an additional contact. An example of an additional Family Time would be if Family Time with their mother is ongoing but a new referral has been added to initiate Family Time with their father.
- The Co-ordinator would need to complete **Section 7. Manager's Authorisation** of the **FT Family Time Request** they opened to confirm if the request has been accepted.
- The **FT Family Time Risk Assessment C0398** should be completed using the information provided in the request by the Social Worker.
- On **FT Family Time Request Options Form C1272, Section 2. Actions Taken** the action of **CS No Further Action** should be selected with a **Reason** of **CS Additional attendee added to current workflow**.
- The finish icon  should be used to finish the step.

Please note: It is important that the Co-ordinator checks to see if there is already Family Time in place prior to completing the Family Time Request. If there is already Family Time worksteps on Mosaic and the request is processed as a new referral, a duplicate workflow will be created.

Adding the Update Agreement to the Family Time Casework - completed by Family Time Co-ordinator

Once an additional Family Time has been identified through the Family Time Request, the Co-ordinator should add the Update Agreement step to allow the Supervisor to record their agreement meeting for the new contact.

- From the **Person summary** in **Current work**, click on the symbol next to the **CS Family Time Casework** and then **Start** or **Resume**.
- Open **Section 2. Actions Taken** on the **FT Family Time Record Options Form C1241**.
- Click on **Add** and select **CS Update or add a new Family Time Agreement**
- Click on **Send Immediately** and assign to the Family Time Supervisor who will be supervising the Family Time using the **Find**. Once selected, click on **Add and Close**
- The Co-ordinator can then **Save** the workstep using the  save icon and exit. This will generate the **CS Family Time Update Agreement** step for the supervisor to complete.

The Co-ordinator should inform the Supervisor of the need for the new Agreement outside of Mosaic. The Supervisor will use the **CS Family Time Update Agreement** step to complete any new agreements as well as to update any existing agreements. Any of the **CS Family Time Agreements** that have been completed previously will prepopulate once opened allowing the supervisor to review and update as appropriate.