

Children's Services Quick Guide

Family Time – Guidance for Family Time Supervisors

The guide details useful hints and tips for the Family Time Supervisors to enable them to record their work on Mosaic effectively.

Filter by Subject

When in the Full workview with Current work open, using the **Subject** hyperlink in the top navy header will sort the Supervisors caseload by person or group.

This will make it easier for the Supervisor to ensure they have the correct steps available for each client. Each existing Family Time should have:

- CS Family Time Review
- CS Family Time Casework
- CS Case Supervision

The case supervision may be a grouped step with siblings so will appear under the family group rather than the individual child.

Occasionally if an update to an existing agreement or a new agreement is required for a new Family Time session, the Supervisor will also have **CS Family Time Update Agreement** available.

- **Troubleshooting Issues**

If any duplicates appear, contact the Mosaic Helpdesk via FreshService for them to be investigated. The option of **Request change to a record/Workflow** should be used.

If any steps are missing, access the **Person summary** for the client and look at the Current work. See if the missing step is assigned to a different worker and if it is, ask the Co-ordinator to reassign the step to you. Alternatively if the step is on **Resume**, check with the other Supervisor if they are up to date with their recording. If it is appropriate either use the step to add your Family Time or ask the Supervisor to finish entering their information and assign the next Casework step back to you so you can access the subsequent step.

Case held by multiple Supervisors

Each case should only have one Casework, one Review and one Supervision step no matter how many different sessions are occurring across areas.

If there are multiple Supervisors who need access to the steps, the worksteps will likely be held primarily by the Supervisor who needs access to the step the most i.e. has Family Time most frequently.

In order for other Supervisors to gain access to the steps, the Supervisor should always leave the steps on **Resume**. After recording their contact, they should **Finish** the step with a next action of a further Casework and then **Start** and **Save** the new next action.

Supervisors should make sure they do not overtype any other recordings within the step. If the information is overtyped, it will be removed from the only saved copy on Mosaic and cannot be retrieved.

Supervisors should discuss regularly with any colleagues who are also using the steps to ensure the recording is up to date and in chronological order.

Reallocating steps

If a case is to be solely held by one Supervisor, they may need to ask their Co-ordinator to reassign the steps from the previous Supervisor to them.

It is important to check with the previous Supervisor that their recording is up to date prior to reallocating as they may not access the steps easily whilst in your name.

CS Family Time Update Agreement

The CS Family Time Update Agreement step will be used to both record a new Agreement for an additional Family Time with another family member or to update an existing contact.

This step may be added already if the Co-ordinator has received a request for an additional contact. The Co-ordinator will inform you, outside of Mosaic, who this Family Time is for and that a new agreement is required for them.

The Update Agreement step can also added by the Supervisor at any time if the Co-ordinator hasn't had chance to add the step on for them or if an update to an existing agreement is required.

The Risk Assessment can also be updated as part of this step and would be accessed the same way.

- From the **Person summary** in **Current work**, click on the symbol next to the **CS Family Time Casework** and then **Start** or **Resume work**.
- Open **Section 2. Next actions** 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 Me** or add the Family Time Supervisor who will be supervising the Family Time using the **Find**. Once selected, click on **Add and Close**

The Supervisor 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.

To complete the **CS Family Time Update Agreement**:

- **Start work** the step from either the Person summary or Current work in the Full/Narrow workview
- **Section 1. Details of FT Family Time Update Agreement Options C1217** – select the relevant agreement, multiple can be selected if required
- Click on the  forms and letters icon and click on the corresponding forms. The forms can only be added one at a time. This may need to be accessed multiple times if more than one agreement is required
- Any forms opened will display as new tabs across the top of the step.
- If the agreement or risk assessment has been completed previously, the contents will prepopulate and can be updated.
- If the agreement is yet to be used, it will prepopulate some fields from the Social Worker's request but will mainly appear blank to be completed with the details from the Agreement Meeting.
- Once the agreement or risk assessment has been completed, click back onto the **FT Family Time Update Agreement Options C1217** tab
- **Section 2. Next actions** – click on **Add** and select **CS Family Time Agreement Updated (NFA)** as the next action and then **Add and Close**
- The  requests icon can be used to send any optional requests or notifications
- Once complete, the finish icon  can be used to finish the step

Closing a Case to the Family Time

If the case is closing to the Family Time, the Supervisor will need to add on Case Closure. Prior to adding on the closure step, the Supervisor should check with their colleagues that all recording is up to date.

From the last completed CS Family Time Casework step, the Supervisor should not add another Casework step as a next action but select **CS Family Time Case Closure** instead. This would be assigned to the Supervisor for them to complete initially.

Please note: if the final Family Time has already been completed in the Casework step and a further Casework step has been added in error, please contact the Mosaic helpdesk via FreshService to ask for the previous casework step to be removed to allow you to add case closure.

Once the **CS Family Time Case Closure** step is available, the Supervisor should **Start** the step from either the Person summary or the Current work in the Full or Narrow Workview.

The Supervisor will complete Section 1 and in Section 3, add a next action of **CS Family Time Case Closed (NFA)**.

Once the form is complete, the Supervisor can use the request icon  to send the mandatory request of **CS Manager: Please review and authorise** through to their Co-ordinator.

The Supervisor would then **Save** using the save icon  and close out of the form to enable the Co-ordinator to complete.

The Co-ordinator would **Resume** the closure step, complete the clipboard request and add their authorisation into Section 2. Once completed, they would use the finish icon  to finish the step. The Co-ordinator would then need to remember to cancel any open steps such as the Review and Supervision if they are up to date. They would also need to end the Family Time Supervisors, Worker Relationship and the team's Organisation Relationship.

Accessing Transport Request

Transport can be requested through Mosaic using the Family Time Transport Purchase Request. This can be added as next action from the **Family Time Request, Family Time Agreement Meeting, Family Time Casework** and **Family Time Review** steps. Starting either of these steps and accessing the **Next actions**, use the **Add** and select **CS Family Time Transport Purchase Request**. Click on **Send Immediately** and assign to the Supervisor. The step can then be saved and closed and the **CS Family Time Transport Purchase Request** will appear.

Once the Transport Purchase Request is available, click on **Start** to open the step. In Section 1. Transport Purchase Request– **What do you wish to purchase?**

- Select **Interim Transport Details for Quotation** if the transport will take place within the next 5 days or is a short term / one off arrangement. The display will amend to show a form for completion.
- Select **TSG** if the transport will be ongoing and is not due to take place within the next 5 days. You will then be prompted to complete the Optional form **CS Childrens Transport Request C0400**.

Click on the  forms and letters icon and select **CS Childrens Transport Purchase Request C0400**. A new form will appear in a new tab. The Supervisor should then complete Sections 1 – 6 as fully as possible.

Once the required form has been completed return to the **CS Interim Transport Request C1361** tab and click on **Section 2. Next actions**. The action added should reflect the form that has been completed.

- **CS Family Time Transport Purchase Admin** should be added when the Interim Transport Details for Quotation form is completed. This will then be assigned to a virtual worker within Business Support to action
- **CS Request Transport from Transport Team** should be added if the CS Childrens Transport Request C0400 has been completed. This will then be assigned to the LCC Passenger Transport – Inbox to action

Once completed, the Supervisor can use the  request icon to send the mandatory clipboard request of **CS Please review purchase request and authorise** to their Co-ordinator for authorisation. The Co-ordinator will receive the Incoming request to Complete. If the additional form CS Childrens Transport Purchase Request C0400 has been used an additional authorisation will need adding to **Section 7. Manager's Authorisation**.

When the Co-ordinator is happy with the contents of the forms, they can use the  finish icon to finish the step. This will send the Transport Purchase Request to either Business Support or the CS Transport Services Group for them to action.