



Children's Services Quick Guide

Recording Confidential, Unknown or No Fixed Abode addresses

Confidential Address

An address can be recorded as Confidential when it poses a risk to share a person's address with other family members or professionals i.e. when a child is in a protected placement.

The person's real address can be added to Mosaic if it is clearly recorded on the Person summary page as Confidential. A Person should have their real address added as well as a dummy Confidential Address.

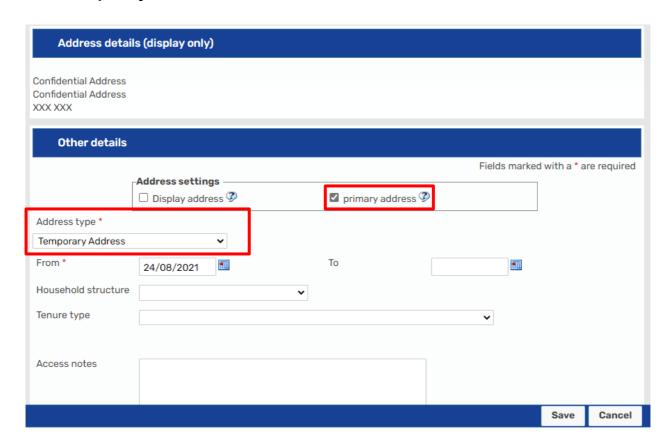
To ensure the address is confidential:

- 1. **Person details> Addresses** to open the address list. Click on the **Add** button to add a new Dummy address.
- 2. Within the Post Code field enter XXX XXX, tick Search through all addresses in the UK and then Find Address



3. This will open the **Find address list** with three options. Click on **Confidential Address.**

4. In the **Other Details** section, tick **primary address** as this will ensure this is the address that will pull through to all forms and letters. Select the **Address Type** of **Temporary Address** and then **Save**.

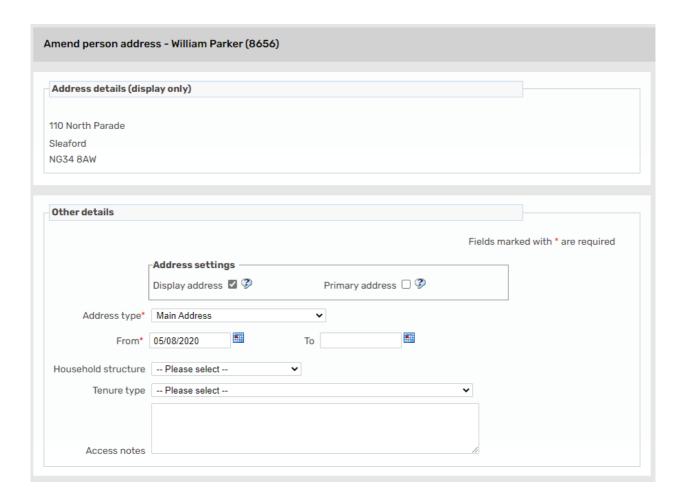


5. Click on the ✓ edit icon next to the real address which is to be kept confidential.

This would normally already be added when a person is created but it can be added at a later date.

Please note: if multiple people are recorded at living at the same address, you can amend the address for multiple people at once by selecting them and click **Confirm selection**. You will then be shown a list of the people who live at the address and can mark their **Address type, From etc** separately. However, you will need to amend each person's **Address settings** for **Display** and **Primary Address** individually.

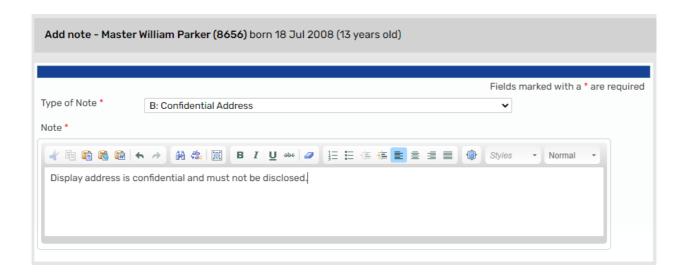
6. Double check that the **Primary Address** is unticked.



7. The **Display address** should remain ticked so it appears on the Person summary page to allow Mosaic users to see where the child lives. Once checked, you can press **Finish** to apply the changes.

In addition to updating the address, a **Warning** must be added to state the address is Confidential.

- 1. **Person details> Notes** and then **Add** to add on a Note/Warning which will display on the Person summary screen.
- 2. From the **Type of Note**, select **B: Confidential Address** and in the **Note** field enter **'Display address is confidential and must not be disclosed'**. You can then press **Save** and **OK** to view the added note.



Please note: If it is a child's placement address which must be kept confidential, the address will need to be recorded as confidential on the carers' page and vice versa. Carer's addresses should be specified as the **'Main Address'** to ensure they can be located on the Carers register.

Recording No Fixed Abode or Unknown Addresses

When adding an address, a **No Fixed Abode** or **Unknown Address** can be searched for by entering **XXX XXX** in the **Post Code** field.

The 'Search through all addresses in the UK' checkbox must also be ticked before using the Find Address (button).



The **Find Address List** window will display and either 'Unknown Address' or 'No Fixed Abode' should be selected as appropriate.



Within the **Other Details** section of the Addresses screen:

- For 'No Fixed Abode', Address type of No Fixed Abode should be selected
- For an 'Unknown Address', Address type of Main Address should be selected

Please note: Addresses recorded as 'Unknown Address' should be updated with actual address information as soon as possible.

Addresses can be amended through Person details > Addresses or clicking on **Change** on the Person summary screen. Clicking on the move icon will end the selected address and move to another.