

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**

Add person address - Master William Parker (8656) born 18 Jul 2008 (13 years old)

Find address - enter search criteria below

At least one field marked with a # is required

House no.

Post code#

Street name#

Search through all addresses in the UK

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**.

Address details (display only)

Confidential Address
Confidential Address
XXX XXX

Other details

Fields marked with a * are required

Address settings

Display address

primary address

Address type *

Temporary Address

From * 24/08/2021 To

Household structure

Tenure type

Access notes

Save Cancel

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.

Amend person address - William Parker (8656)

Address details (display only)

110 North Parade
Sleaford
NG34 8AW

Other details

Fields marked with * are required

Address settings

Display address ?

Primary address ?

Address type* Main Address ▼

From* 05/08/2020 📅

To 📅

Household structure -- Please select -- ▼

Tenure type -- Please select -- ▼

Access notes

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.

Add note - Master William Parker (8656) born 18 Jul 2008 (13 years old)

Type of Note * Fields marked with a * are required

Note *

Display address is confidential and must not be disclosed.

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).

Add person address - Master William Parker (8656) born 18 Jul 2008 (13 years old)

Find address - enter search criteria below

At least one field marked with a # is required

House no.

Street name#

Post code#

Search through all addresses in the UK

Find address Find person

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

Find address list		
Show 15 entries		Search:
Post code	Town	Address
<u>XXX XXX</u>	<u>No Fixed Abode</u>	<u>No Fixed Abode</u>
<u>XXX XXX</u>	<u>Confidential Address</u>	<u>Confidential Address</u>
<u>XXX XXX</u>	<u>Unknown Address</u>	<u>Unknown Address</u>

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

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.