Children's Services Quick Guide

Using the Current Work

Current Work should be used to access any work relating to your cases. This ensures that all Worksteps, Case Note Alerts, Notifications, Requests and any returned worksteps that have been assigned to you can be viewed. These will NOT display if you click on **Allocations** to access your cases.

The **Current Work** section will always display by default when logging into Mosaic.

Current Work can be filtered by clicking on the different headers in the blue title bar allowing easier viewing of ongoing work.

- Clicking on **Type** will sort the current work into different folders (Incoming Work, Incoming Requests, Incomplete Work, Future Work, Alerts) that can be expanded or collapsed by clicking on the 📁 icon.
- Clicking on **Title** will display folders grouping worksteps of the same title together for all subjects i.e. such as Case Supervisions, Visits etc.
- Clicking on **Subject (ID)** will display the workload in alphabetical order by surname. Clicking on the header twice will sort the list in reverse alphabetical order.

- Clicking on any folders will expand or collapse the list of worksteps.
- Clicking on **Date** will display the work in reverse date order. Click it again to sort it into ascending order

The **Date** and **Note** fields will only display when using the **Full Workview.**

Any worksteps that are highlighted in yellow and display the icon, have had **Requests** sent to other Mosaic users that have not yet been actioned. Any worksteps that are highlighted in red and display the icon have been reviewed by the receiver of the Request and have been **Returned** for further clarification or further work to be completed and require attention. Information regarding why the workstep has been returned should be entered by the receiver of the request and viewed via the Requests section on the Workstep Summary screen.

Notifications inform you that information has been added to this case that you need to be aware of and display the icon. Clicking on the hyperlink under the **Title** heading will display the Workstep Summary so that the new information can be viewed and the Notification **Acknowledged**. This will remove the Notification from your Current Work. If the workstep hasn't been **finished** and is still incomplete, you must **Resume** the workstep and mark the Notification as **Completed** just as you would a Request.

Requests inform you that another Mosaic user requires your input into a workstep and display the icon. These need to be responded to in a timely manner because you will be preventing the other user from progressing with their work. Clicking on the hyperlink under the **Title** heading will display the Workstep Summary allowing you to **Resume** the workstep. Once you have finished the task, click on the clipboard within the workstep and **Complete** the Request. This will remove it from your Current Work.

Alerts are added to Case Notes and inform you that another Mosaic user has recorded information that you need to be aware of. These will display the icon. Clicking on the hyperlink will display a link to the Case Note and an additional button allowing the Alert to be **Acknowledged**. This will remove the Alert from your Current Work.

All other worksteps will display icons that indicate their status:

 indicates that this is a new piece of work that has not yet been started.

 indicates that the workstep has been started and not Finished.

 indicates that this piece of work is scheduled for the Future; the **Date** field will show

when this work is scheduled for.

If there are any worksteps displaying in your Current Work that you believe are historic or duplicates, please discuss this with your Line Manager. An example of this would be if the case has stepped up to Child Protection and there were historic Child In Need worksteps still in your Current Work. If the workstep has not been started and has been added in error your line manager will be able to **Cancel** the workstep. Please ensure all your recording is up to date before asking your line manager to Cancel outstanding worksteps. Cancelling worksteps should not be used as an alternative to adding a Case Closure.

If worksteps have been started and saved in error and need removing, you will need to use MyPortal to ask for this to be deleted. The option you need is Change Person/Client Record.

If at any point you are unsure whether the worksteps displayed are correct, please log a MyPortal Request and the Mosaic Helpdesk will investigate to confirm what action needs to be taken to correct the workflow.