

Children's Services Quick Guide

Splitting a grouped workstep

Worksteps can be split to when some members of the group need different steps or no longer need to be included as subjects in the workstep. There are two options available for splitting worksteps.


Option one: This option can be completed by any Worker. When adding **Next actions** to a workstep, different **Next actions** can be selected, or the same Next Actions can be added twice to different subjects. This is achieved by ticking different subjects within the **Next actions** screen. In the example below two subjects have been ticked.

Next actions

Select action SC Schedule Child in Need Visit

Applies to :




Joy Smith
 Josie Smith
 Johnny Smith
 Select all

Scheduled Date 19/04/2023 

Pass to worker Find Clear Assign To Me

Note

Priority

 Urgent
  Normal
  Low

Add
Add and close
Close

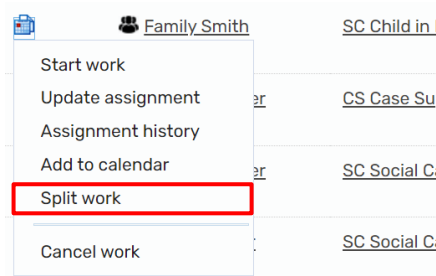
Once this Action has been added, the process would be repeated to add a No Further Action step for the third sibling if this is available. Alternatively, the same step could be added for the third sibling separately so there would be a workstep for the two siblings and another of the same for the third. This would split the workflow to allow recording to be split or cancelled as required. It is advisable to use the **Note** field when adding the action to record either the subjects name or the word cancel if cancelling this step. This can then be viewed within the **Current work** screen when in **Full workview** state to differentiate between the steps.

Option two: This option can only be completed by a Worker with a managerial role in Mosaic. A grouped workstep can only be split if it has not been Started.

From within the Team workview, select the Worker who has been assigned the workstep. Access the Workers' **Current work** and find the workstep that needs splitting. Click on the icon under the **Type** heading.

Type ↑	Subject	Title	Status	Priority	Date	Note
	Incoming work (6)					
	Incoming requests (2)					
	Incomplete work (13)					
	Future work (8)					
	Family Smith (3492471)	SC Child in Need Visit			19 Mar 2023	

A list of options will display, select **Split work**.



The **Split incoming work** screen will display.

Split incoming work

Fields marked with a * are required

Reason for splitting the group work

Note *

Case closed for Johnny







Select the people to move into an additional SC Child in Need Visit *

Josie Smith Johnny Smith Joy Smith

The additional SC Child in Need Visit can be rescheduled * 19/03/2023

OK Cancel

Tick any subjects you wish to remove from the current workstep. Use the **Note** field as appropriate. Click **OK** to complete the split. The screen will refresh and display two new worksteps for the same Family Group. Clicking on the **Title** of the Workstep will display the **Workstep summary** screen where you will be able to view the subjects included.

Future work (9)				
	 <u>Family Smith</u> (3492471)	<u>SC Child in Need Visit</u>		19 Mar 2023
	 <u>Family Smith</u> (3492471)	<u>SC Child in Need Visit</u>		19 Mar 2023

Once the workstep has been split, cancel any steps that are no longer required if appropriate.