

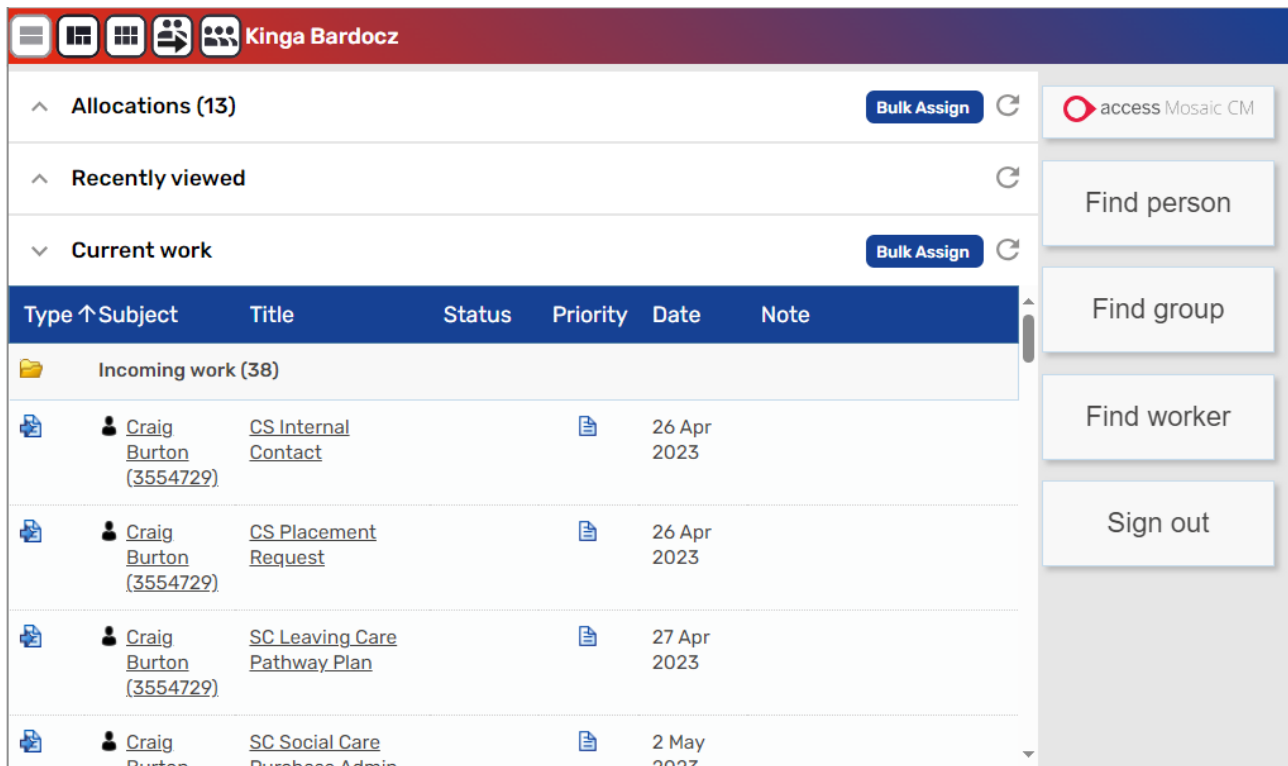
Children's Services Quick Guide

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 all display on **Allocations** to access your cases.

Mosaic retains the choices you make in your Workview – whether to see your own Workview or Team workview, whether you are looking at Allocations, Recently viewed or Current work, which folders are open and which are closed, and the sort orders you are using in each panel – and will reapply those choices during your session and also the next time you sign into Mosaic. However, if you change those choices while ‘acting for’ another worker, the choices you make are lost when you switch to acting for a different worker or revert to working as yourself. The choices made while NOT ‘acting for’ are regarded as a base set of preferences, and Mosaic reverts to these when you switch between workers, or sign out and back in.

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




| Type | Subject | Title | Status | Priority | Date | Note |
|--------------------|-------------------------------------------|-----------------------------------------------|--------|----------|-------------|------|
| Incoming work (38) | | | | | | |
| | Craig Burton (3554729) | CS Internal Contact | | | 26 Apr 2023 | |
| | Craig Burton (3554729) | CS Placement Request | | | 26 Apr 2023 | |
| | Craig Burton (3554729) | SC Leaving Care Pathway Plan | | | 27 Apr 2023 | |
| | Craig Burton | SC Social Care Purchase Admin | | | 2 May 2023 | |


Within each header the folders can be expanded or collapsed by clicking on the  expand or  hide icon.

- Clicking on **Type** will sort the current work into different folders (Incoming work, Incoming requests, Incomplete work, Future work, Alerts). The folders will only appear if you have items that are part of that type.
- Clicking on **Subject (ID)** will display the workload in alphabetical order by surname or group name. Clicking on the header twice will sort the list in reverse alphabetical order.
- 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 **Priority** displays the work by priority. Priority can be changed when adding a next action within a workstep. Priority is set as Normal as standard but can be amended to Low or Urgent.
- Clicking on **Date** will display the work in reverse date order. Click it again to sort it into ascending order
- Clicking on **Note** will display any notes that have been added in alphabetical order.

When in the **Narrow workview**, only the **Type**, **Subject** and **Title** will display.

Incomplete Work

Any worksteps that are highlighted in yellow within the **Incomplete work** and display the  incomplete work with unactioned requests 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  incomplete work with returned request 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.

Current work Bulk Assign

| Type ↑ | Subject | Title | Status | Priority | Date | Note |
|--------|-------------------------|------------------------------------------------------|--------|----------|-------------|------|
| | Incoming work (6) | | | | | |
| | Incoming requests (1) | | | | | |
| | Incomplete work (11) | | | | | |
| | Family Turner (3492475) | SC Child in Need Visit | | | 23 Feb 2023 | |
| | Family Turner (3492475) | SC Child and Family Assessment | | | 23 Feb 2023 | |
| | Family Turner (3492475) | SC Child and Family Progress Meeting | | | 23 Feb 2023 | |
| | Thomas Turner (3549728) | SC Placement Purchase Request | | | 23 Feb 2023 | |
| | Thomas Turner (3549728) | SC CIC Placement Planning | | | 23 Feb 2023 | |

Requests and Notifications


Notifications inform you that information has been added to this case that you need to be aware of and display the notification 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 requests 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.











Current work Bulk Assign

| Type ↑ | Subject | Title | Status | Priority | Date | Note |
|--------|-------------------------|----------------------------------------------------------------------------------------------------------|--------|----------|------------|----------|
| | Incoming work (6) | | | | | |
| | Incoming requests (2) | | | | | |
| | Thomas Turner (3549728) | CS Manager: Notification of Positive Challenge:SC Independent Reviewing Officer Activity | | | 8 Mar 2023 | |
| | Family Turner (3492475) | CS Manager: Please review and authorise:SC Child and Family Assessment | | | 8 Mar 2023 | actioned |

Alerts

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  unacknowledged alert icon. Clicking on the **Case note alert** or **Group case note alert** 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. Clicking on **OK** will keep the Alert in your Current work until you go in and click **Acknowledge**. Case notes can either be added on a Group or an individual. Who it has been recorded against will show in the **Subject** column. If the case note has been recorded on a group, clicking the hyperlink **Group case note alert** will display which group members are included in the case note.

Current work Bulk Assign 

| Type ↑ | Subject | Title | Status | Priority | Date | Note |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|---------------------------------|--------|-------------------------------------------------------------------------------------|------------|-------------------------------------------------------------------------------------------------------------------------|
|  | Incoming work (6) | | | | | |
|  | Incoming requests (2) | | | | | |
|  | Incomplete work (11) | | | | | |
|  | Future work (6) | | | | | |
|  | Alerts (2) | | | | | |
|  |  Family Turner (3492475) | Group case note alert | | | 8 Mar 2023 | A case note has been appended to the record of Family Turner (3492475) by worker Amy Brooke (673945)... |
|  |  Cherry Parker (3549732) | Case note alert | |  | 8 Mar 2023 | A case note has been added to the record of Cherry Parker (3549732) by Amy Brooke (673945) View ca... |

Type

All other worksteps will display icons that indicate their status:



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



Incomplete Work - indicates that the workstep has been started, saved and not Finished.



Future Work - 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 the **Mosaic Requests** on the Intranet to ask for this to be deleted. The option you need is **Request change to a record / workflow**.

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