

Child in Need Process

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Please note

This document is intended to support staff who have attended the Mosaic training course relevant to their role. If you have not attended a relevant course, please contact the [Mosaic Children's Training Team](#). Every effort has been made to ensure that screen shots included are current; there may be some minor differences in look and feel within the system. All data-examples included in this document are fictitious. Any resemblance to real persons, living or dead, is purely coincidental.

Introduction

This guide follows the steps completed within the **Child in Need workflow** on Mosaic. The Child in Need (CIN) process is completed by the Social Workers and Practice Supervisors/Managers.

If there is no current social care involvement, when a contact is made through the Customer Service Centre, a Social Care Request will be sent through to the locality Social Care team. This Social Care Request is where the CIN workflow can be initiated. If there is already Social Care involvement and the child(ren) is already on a Child Protection Plan or Child in Care Plan, the Child in Need workflow can be initiated from within the current social care workflow.

The Child in Need Visit, Child and Family Assessment and/or Child and Family Progress Meeting are available as a Next Action from:

- SC Social Care Request
- SC Decision on Significant Information (Open SC Case)
- SC Section 47 Enquiry
- SC Transfer-In CP Conference
- SC Initial CP Conference
- SC Review Child Protection Conference

Group Records

If a new Contact comes in via **Customer Service Centre**, the Contact Worker can group any siblings subject to the contact together. This creates a **group record** on Mosaic, allowing the Manager to screen just one contact, rather than several. If a group record has been created, the following box will appear on the **Person summary** page of each sibling.


Groups	
Family	
<u>Family</u> <u>Smith</u>	Johnny Smith, Josie Smith

Please note: If the group contains siblings with different surnames, then the group name would still contain the word Family, followed by the different surnames, starting with the oldest sibling.

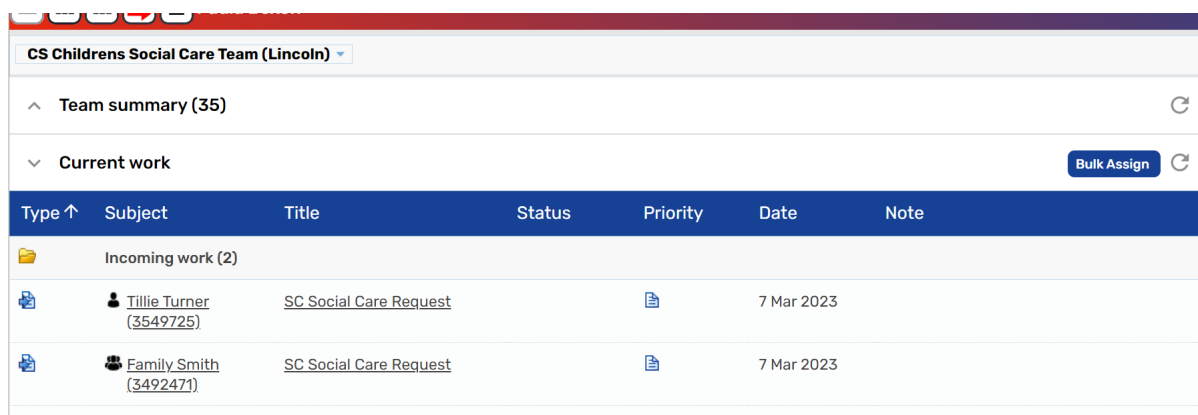
When a **Group Record** has been created, there is no need to do this again as the existing group can be used. It means that the Child in Need workflow can be carried out on the group record, rather than on each individual.







Social Care Request – Completed by Manager/Practice Supervisor



If the need for Social Care involvement has been identified from the CS Childrens Service Contact and subsequent SC Social Care Contact Screening, the Social Care Request will be added as a Next Action. If the contact was added on a group, the Social Care Request will be received in a group meaning it will contain more than one child of the same family.



The Social Care Request will display in the Team workview of the appropriate Social Care Team. The Practice Supervisor or Manager of the Social Care Team will access the Team workview using the Show Team workview icon  on the top right-hand side of the Full or Narrow workview.

Any Requests that have come into the team will display under Current work.



CS Childrens Social Care Team (Lincoln)						
Team summary (35)						
Current work Bulk Assign						
Type ↑	Subject	Title	Status	Priority	Date	Note
Incoming work (2)						
	 Tillie Turner (3549725)	SC Social Care Request			7 Mar 2023	
	 Family Smith (3492471)	SC Social Care Request			7 Mar 2023	

If the Subject (ID) displays as the group icon , followed by a Family name,  [Family Smith](#) (3492471) the step is likely to be for more than one child or young person.

If the Subject (ID) displays as the individual icon , followed by the individuals name,  [Tillie Turner](#) (3549725) the step is only on the child or young person whose name displays.

The Practice Supervisor or Manager can start the Request by clicking on the symbol to the left of the title and clicking **Start work**.

 Family Smith	SC Social Care Request
Start work	
Update assignment	


An **Assign Step** box will appear and **Yes** should be selected to open the step.

A new window will open displaying SC Social Care Request with form **SC Childrens Social Care Request C0125**. The Manager or Practice Supervisor will need to review and complete as appropriate the fields in Sections 1- 4. If the information has been entered in the CS Childrens Services Contact or the SC Social Care Contact Screening step, it will pull through to the Request to review.

Section 3. Outcome and Next Actions (from Contact). This is where the Screeners will record an Outcome and the initial Danger Statement. If the Social Care Request has been added from the Start menu by a Practice Supervisor they will be responsible for completing this section.

B. Early Help Advisors / Social Care Screening / Area Team

Screener's Name

Date / Time screened


Screening Outcome / Rationale / Danger Statement *

Section 4. Social Care Manager's Authorisation. A required action should be selected for each subject that appears in the form. The Manager or Practice Supervisor will also record the Allocation Note in here that gives guidance to the Social Worker.

Section 5. Next actions is where the Manager or Practice Supervisor can select the appropriate next actions and allocate to a Social Worker.

If the Social Care Request is completed on a group, different next actions can be selected for each child using the tick boxes within the **Applies To** field. If the step is on a single person, the **Applies To** tick boxes won't appear.

Next actions

Select action SC Child and Family Assessment

Applies to :

☐ Josie Smith
☐ Select all

☐ Johnny Smith

Pass to worker

Find
Clear
Assign To Me

There are inclusive rules on the Request step meaning if you select one next action, Mosaic may force you to select others with it. To add multiple actions, click on the **Add** button at the bottom of the **Next actions** window. Each step should be allocated to the Social Worker.

If a Child and Family Assessment needs to be completed the following actions would need to be added:

- **SC Child and Family Assessment** - This can be completed on the Group if appropriate
- **SC Child in Need Visit** - This can be completed on the Group if appropriate
- **CS Social Care Case Supervision** - This can be completed on the Group if appropriate

Other actions can be added if the inclusive rules allow. If a Strategy Discussion was required, **SC Strategy Discussion** would need to be added as well as the actions above. The SC Strategy Discussion can be completed on the Group if appropriate.

5. Next actions

Next Actions

⚠ The following action(s) must also be selected as part of an inclusive rule:

- SC Child in Need Visit - Josie Smith, Johnny Smith
- SC Social Care Case Supervision - Josie Smith, Johnny Smith

Next action	Subjects	Assigned to	Reason	Note	Priority	Status	
SC Child and Family Assessment	Josie Smith Johnny Smith	Amy Brooke				Proposed	

If any actions are missed, a red text box will appear highlighting other actions which must be added.

Once the required actions have been added, the finish button can be used to close the Social Care Request and allocate the actions added in Section 5 to the Social worker.

Adding siblings/relatives to the Social Care Request

If the family is found to have other children that have not been included in the Contact, they can be added into the Social Care Request. The Social Care Request may have already been sent to the team inbox on a group or on an individual.

The Manager or Practice Supervisor must **Start** the **SC Social Care Request** and the **SC Childrens Social Care Request C0125** will display. On **Section 1. Family/Household Details**, there is a table containing **Subjects details**. Under this table which contains the children the Request is for, there is a **Find** button.

Subjects details							
ID	Name	DOB / EDD	Gender	Address	Telephone	Ethnicity	Sub-ethnicity
3549725	Tillie Turner	06/04/2012	Male	105 Witham Wharf Brayford Street Lincoln LN5 7DH		White	British

Find

Click on the **Find** button, complete a search and select the child's name that is missing from the Request. If there is already more than one person's name in the table, the child found will be added.

If there is only one child in the Subjects details, one of two pop ups will appear depending on whether a group is already created containing one of the children.

If no group exists, when you select the second child, a window will appear asking you to **Create** a group.

Create

Fields marked with a * are required

Title * Family Bishop

Description

Type *

☒ Family ☐ Carers

OK Cancel

In the **Title**, use the naming convention of **Family <surname>**. If there is more than one surname included, start with the surname of the oldest child. If it is a common surname such as Smith or Jones add the postcode at the end of the surname. In **Type**, select **Family** and then press **OK**. If groups with the same name exist, a new

box will display showing the members of each group. If the children you are working with are not related to any of the current groups, click **Yes** to create a new group. Alternatively if child is already part of a group, upon clicking **Find** and selecting the additional person, a pop up containing **Possible Groups** will display.

Create

The name you have chosen is already in use...

Name	Description	Type	Members
Family Bishop		Family	Rachel Bishop, Joseph Bishop, Monica Bishop, More

Do you wish to create another with the same name?

If the correct group is available, click on the appropriate hyperlink and the step will now be group enabled.

When the Social Care Request comes into the team on a group, further children can be added using the **Find** button that aren't part of the group. Once saved, the additional children will automatically be added to the group.

Adding siblings to an Open Social Care Workflow

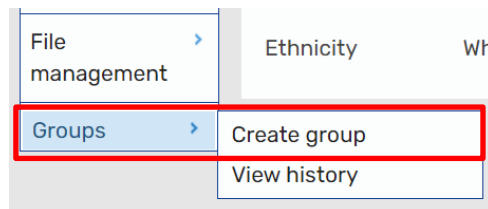
A workflow may be open on a child or sibling group when it is decided that another child within the family also needs support that hasn't been included in the current recordings. It is crucial this work is started from the Social Care Request as it will enable the child to show as open on the reports.

The Social Worker should discuss their involvement with the new child with their Practice Supervisor and the Practice Supervisor would then need to start the workflow on this child. The child must be at the same place in the workflow to enable the worksteps to be merged with the rest of the sibling group.

In order to get the child's workflow at the same place, the Practice Supervisor must start by adding the child to the **Family Group** or create a Family Group containing the siblings. The new workflow can either be started from within the Family Group summary screen or from the Person summary as both enable the **Auto Merge functionality**.

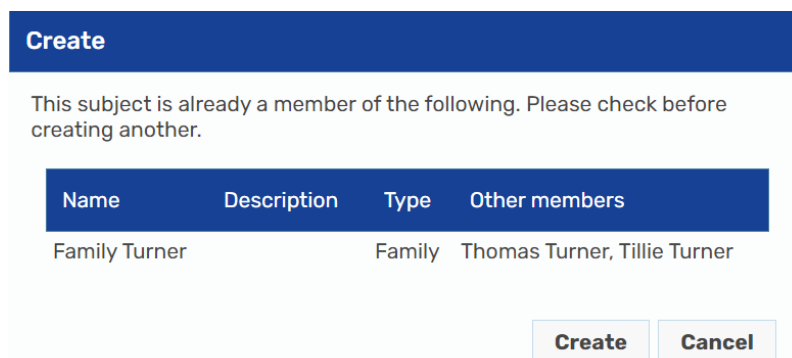
If a Family Group already exists, it will display on the original child's **Person summary** screen, as shown earlier.

If no group exists, one can be created by clicking on **Groups** and then **Create Group** on the left hand side bar.



The **Title** should be the word 'Family' and then the Surname of the children included in the group. The Type will always be **Family**. Children should NEVER be added to a 'Carers' group although carers can also be added to a 'Family' group (if appropriate). Once entered, select **OK** and the **Family Details** screen will appear.

If a group already exists, a prompt will display stating the person is already a member of a group. In most circumstances workers should use the existing group for families (after checking it is the correct family) unless there is a specific reason not to. Future workflows cannot be merged if the children concerned are members of multiple groups.

A screenshot of a 'Create' dialog box. At the top is a blue header with the word 'Create'. Below it is a warning message: 'This subject is already a member of the following. Please check before creating another.' Underneath the message is a table with four columns: 'Name', 'Description', 'Type', and 'Other members'. The table has one row of data: 'Family Turner', 'Family', and 'Thomas Turner, Tillie Turner'. At the bottom of the dialog are two buttons: 'Create' and 'Cancel'.

Whether the group already exists or you have had to create a group, further people can be added using the Add to Family button [Add](#) on the right hand side. You can search for and add family members as required. All the people listed within the group screen do not need to be included in the work you are currently doing. You are able to select the members you wish to record work against.

To initiate the workflow on the additional child, click on the Start work button [Start work](#). Select the child or children who are not currently open to the team by clicking on the square next to their name and click **Next**.

New work

- [CS Case Transfer](#)
- [CS Childrens Services Feedback](#)
- [CS Quality Audit](#)
- [CS Supporting Families](#)
- [EH Early Help Contact](#)
- [EH Support Package Request](#)
- [SC Social Care Request](#)

<< Previous

Next >>

Cancel


From the **New work** window, select **SC Social Care Request**.

The Practice Supervisor should then complete the **SC Childrens Social Care Request C0125** detailing why the Social Care involvement is required.

If the child(ren) need a Child and Family Assessment to be completed the following actions would need to be added:

- **SC Child and Family Assessment** - This can be completed on the Group if appropriate
- **SC Child in Need Visit** - This can be completed on the Group if appropriate
- **CS Social Care Case Supervision** - This can be completed on the Group if appropriate

Other actions can be added if the inclusive rules allow. If a Strategy Discussion was required, **SC Strategy Discussion** would need to be added as well as the actions above. The SC Strategy Discussion can be completed on the Group if appropriate.

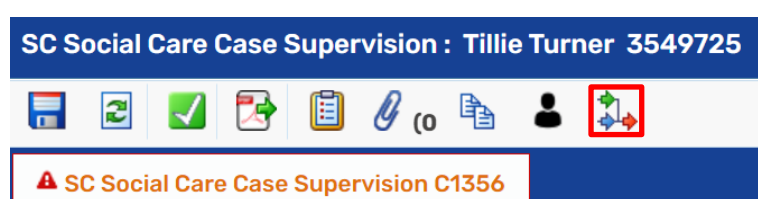
The  finish button can be used once the request is completed to open the steps added in Section 5.

All the children who are to be grouped together must have a Child in Need Visit, Social Care Case Supervision, Child and Family Progress Meeting or Child and Family Assessment and Strategy Discussion (if required) that has not been started. If the other group members have progressed to the Child and Family Progress Meeting, the Child and Family Assessment must be completed on the additional members before the steps can be merged. All recording must be up to date on all the children prior to grouping and merging also.


Grouping and Merging a Sibling Group

Once each child has the appropriate steps added through the group, the auto merge can be completed by anyone with a **SC1 worker role**. The steps must all display the word **Start** and the same workstep, for example a Child and Family Assessment can be merged with another Child and Family Assessment but not with the subsequent step of Child and Family Progress Meeting.

When you are ready to merge, select **Start** one of the steps you would like to merge. Mosaic will recognise that there is another member of the group with the same workstep and the auto-merge icon will appear.



Please note: this auto merge button will only appear if people are in a group. The steps can be started from the Group or Person summary.

When you click on the merge icon, Mosaic will tell you which steps are available to merge as shown below. In this case there is only one available for Thomas Turner but there may be multiple if other service areas are using the same step (e.g. SC Social Care Case Supervision). If the step was added from a group, you can click on the group symbol  you will see who the step is for. You can use the Assignee name to make sure you are selecting the right step that is assigned to the correct worker.

Select source steps to merge from

The following workflow is eligible to be joined to this workflow. The listed subjects of any selected workflow will be added to this step and the incoming work item will be cancelled. The previous step(s) will be linked to this one.

Individual workflow steps

Search:

ID	Subject	Assignee	Incoming date	Select
23762461	Thomas Turner	Amy Brooke	23/02/2023	<input type="checkbox"/>

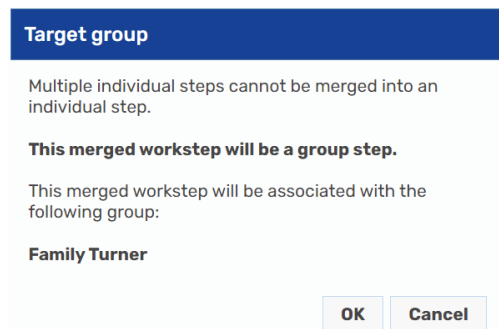
Showing 1 to 1 of 1 entries


First Previous 1 Next Last


OK Cancel

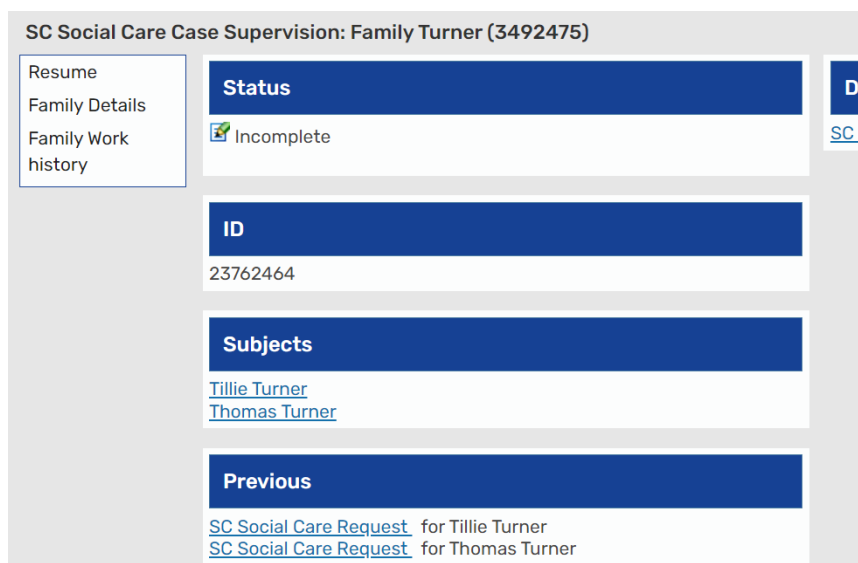
Click on **Select** and **OK**. If the step was on an individual and not a group, you will get Child in Need Process

a pop up warning the step will now be a group step and associated with a group. Click **OK** on this message.



Click on **Save**  and the additional sibling will be added to the Subject table at the top of the Section. The workstep can be used as normal now.

On the Group summary page, there will only be the one workstep in the **Current work** section and if you use the group icon  it will show all the clients in the workstep. If you access the **Workstep summary** for the merged step, the **Subjects** will show all those included in the step and the **Previous** section will show where the merged steps originated from.



For further guidance, please refer to the separate guide **Creating groups and merging workflows**.


Reopening a case to Social Care following a recent Closure

If a case was to close and a Case Closure step has been added, the decision can be reversed if further information is identified which means the case needs to remain open. This should only be done within 2 weeks of the Case Closure being added as a next action.

The Child in Need Visit step allows a way back into the workflow. The Social Worker can open the CIN Visit and add a Next Action of **Decision on Significant Information** step to initiate the workflow again. If the Case Closure has been added and not been saved, it can be cancelled by the Manager.

If the Case Closure has been started and saved, a FreshService Mosaic Request should be raised to remove the redundant closure step using the Change Person Record/Workflow option.

If Case Closure has been finished and further information has been received meaning the case is to remain open, a Manager or Practice Supervisor can initiate a **SC Social Care Request**.

If the new Request is needed for a group, from the **Group Details** page click on the Start work icon  on the right of the **Current work** box. Select the people the Request is needed for using the tick boxes and select **Next**.

The **New work** box will display, the **SC Social Care Request** can be selected and the Social Care Request step will display featuring the people added.

If the step was required on a single subject, from the **Person summary** page, the **Start** button on the left hand side bar should be used. A new window will display where **SC Social Care Request** will be selected and the step will display.


SC Child in Need Visit – Completed by the Social Worker

The **Child in Need Visit** workstep can be completed for a sibling group. Therefore, there may be just one Visit step for the group in the **Incoming work folder** of the **Social Worker's Full or Narrow workview**.


Please note: All visits must be recorded in this step including those completed for a Child and Family Assessment or Section 47 Enquiry.

The workstep can be opened by clicking on the symbol to the left of the workstep in the Narrow or Full Workview, or in the Person or Group summary screen. It will say **Start work** for a new step or **Resume** for a started step.

The **SC Child in Need Visit** step will also be available in the **Current work** box on the individual Person summary screens for each child or in the Group summary. Once started, the **SC Record of Child in Need Visit C1108** form will display. This form has four sections.

Section 1. CIN Visit Information contains all the fields required to record the content of the visit. The  edit icon must be used to record if the child(ren) was seen.

There is some COVID 19 guidance regarding face-to-face visits. The type of visit must first be ticked and the date/time the visit took place. The worker must then select if the visit was successful or failed.

If the visit is to take place virtually, the social worker must seek authorisation from the manager by using the request icon . The manager must agree to the virtual visit taking place and tick their authorisation button.

Other fields include other people seen during the visit and the social workers observations. The voice of each child must also be recorded. Any impact that Covid 19 have had on the child(ren) can be selected.

Once the social worker has completed all the relevant fields, they must enter the **date the form was completed** and tick the **Electronic Signature** box at the bottom of the section. This will **electronically sign** the visit step.

Next, the social worker must navigate to **Section 2. Next actions** and select the next worksteps needed after the visit. The next action from the CIN visit is always **SC Schedule Child in Need Visit** which can be added for all the children or the group can be split by ticking each individual separately. If the group is to be split, different visit steps would be added for the children as appropriate. Even if the child is no longer on a CIN plan, the visit must be selected and the Practice Supervisor can **cancel** this step.

The **Scheduled Date** can be changed to reflect the date of the planned visit. Once the visit has been selected as a next action and assigned, the Social Worker can click **Add and Close** if no further actions are required.

From any visit step, the next action of **CS Internal Contact** can be selected. This will allow the Social Worker to make a referral to selected teams using Mosaic, such as Family Group Conference. This can be added for a group or an individual.

SC Decision on Significant Information (Open SC Case) can also be selected to change the direction of the case. For example, if the child(ren) on a CIN Plan now requires a Strategy Discussion. This can be added for a group or an individual.

SC Social Care Purchase Request can be used to record a purchase; this must be done on an individual child. If the purchase relates to a family, the purchase would be added on the youngest child.

The Social Worker can now click the  finish button and **finish** the step.

SC Child and Family Assessment – Completed by the Social Worker

The Child and Family Assessment will appear in the Social Worker's Current work in the Full or Narrow workview. This may either be grouped or individual.

The Social Worker can **Start** the Child and Family Assessment and has 35 days to complete the assessment and for the Manager to authorise it. In some circumstances where there is complex case work or multiple siblings, additional time may be agreed by a Practice Supervisor or Team Manager of up to 45 days for a more thorough robust assessment to be completed.

The SC Child and Family Assessment will display the form **CS Child and Family Assessment C1256**.

Social Workers are to complete Sections 1- 8 and Section 10.

When completing a Child and Family re-assessment, the trigger event start date within **Section 1. Child, Family/Carer and Network Details** will default from the date of the request, not the date that triggered the reason for the re-assessment. Workers should overtype the 'Date of trigger event/start date for assessment*' in Section 1 which will then recalculate guide date for completion.

SC Child and Family Assessment : Family Turner

CS Child and Family Assessment C1256

Sections

- 1. Child, Family / Carer and Network Details**
- 2. Assessment Information
- 3. Timeline and Significant Events**
- 4. Child / Young Person and Family Overview
- 5. What life looks like

Date of trigger event / start date for assessment*

Guide Date for completion 35 days from trigger event

Actual Date of completion

Section 7. Planning should be used to record the initial CIN Plan at day 20. Information entered here will pull through to the subsequent Child and Family Progress Meeting step.

In **Section 10. Social Care Assessment Factors**, at least one factor must be selected that is relevant for each child. Additional factors can be selected relating to the parent(s), carer(s) or other(s).

Section 11. Next actions is where the Social Worker can add any actions they wish to use. In most eventualities, either the SC Child and Family Progress Meeting or SC Social Care Case Closure will be added. This will allow the case to remain open to CIN or close after assessment.

Actions can be added as a group or individually depending on what the outcome is from the assessment.


If the step is on a group, different next actions can be selected for different children if required or be applied to the group using the **Select all** button.

All steps would be allocated to the social worker unless otherwise stated.

Possible actions available include:

- SC Child and Family Progress Meeting** – This will be used to schedule the review meeting if the child(ren) are remaining CIN.
- SC Further Assessment Complete (NFA)** – This would be added if the assessment was updated and there was already a Child and Family Progress Meeting step available. Alternatively it would be used if the case had progressed through to Child Protection or Child in Care through another step.

3. **SC Specialist Assessments** – This can be sent immediately and accessed after saving. This can be used to assessments including the Placement with Parents Assessment, Parenting Assessment and Sibling Assessment.
4. **SC Panel** – This would be added to refer the case to any of the support Panel's if further advice or funding is required
5. **SC Social Care Purchase Request** – This can be sent immediately and accessed after saving. This would be used to request a purchase and would have to be done on an individual child and not the group.
6. **SC Age Assessment (Unaccompanied Asylum Seeking Child)** - This can be sent immediately and accessed after saving. This would be used to record an Age Assessment
7. **SC Private Fostering Arrangement Assessment and SC Private Fostering Reg 7 Visit** – These steps can be sent immediately and accessed after saving. They would be added together to record the Private Fostering arrangement.
8. **SC No Social Care Intervention Required – Case to Close** – This would be used to record Case Closure if no factors were identified during the assessment and no further social care involvement was required.
9. **CS Distribute Information** – This is used to record when the assessment was given to the family.
10. **CS Workflow Merged** – This would be sent to the Childrens – Mosaic Support if the step needed merging with another sibling(s).

Once the assessment is complete and ready for authorisation, the social worker would use the Requests icon  to send a Request through to their Practice Supervisor.



Clicking this button will open the **New Request** window. Within the window, there is a mandatory request of **REQUIRED CS Manager: Please review and authorise**, which must be sent to an authorising Manager before the step can be finished.

New request			
Select	Request type	Status (date)	Assigned to
<input type="radio"/>	Required CS Manager: Please review and authorise		




To send the request, the Social Worker must click the radio button next to the required request. Once selected, the worker can click on the **Find** button next to **Pass to Worker**.

This will open the **Find worker** window, where the Social Worker can enter the details of the Manager they wish to send the request to and click on their name when it is appears in the search results.

The Social Worker must then click **OK** to close the New Request window.

The request will not send until the step is saved using the save icon . The Social Worker can then close out of the form using the close icon  so the Manager can review the assessment.

This request will then appear in the **Incoming requests** folder of the Practice Supervisor's **Full or Narrow workview**.

Incoming requests (1)			
	 <u>Family Turner</u> (3492475)	<u>CS Manager: Please review and authorise: SC Child and Family Assessment</u>	 7 Mar 2023

The workstep can be opened by clicking on the title **CS Manager: Please review and authorise: SC Child and Family Assessment** and selecting **Resume** from the menu that appears in the **Workstep summary** screen.

Once opened, the Practice Supervisor will have access to the form so they can review the content. The Practice Supervisor must then navigate to **Section 9. Authorisation** and complete the fields. They must select the outcome for each child from the assessment. The Practice Supervisor must **Find** their own name and tick the **E-Signature** box to confirm they are authorising the form.

<input type="radio"/> SC Continue Social Care involvement - Progress Plan required	<input type="radio"/> SC Closed at Assessment - step down to Internal TAC	<input type="radio"/> SC Closed at Assessment - step down to External TAC
<input type="radio"/> SC Closed at Assessment - no further support required	<input type="radio"/> SC Further Assessment completed - continue existing workflow	<input type="radio"/> SC Continue Social Care involvement - Private Fostering ONLY

Please select an outcome

Authorised by


Authorised by *

Date*


☐ E-Signature

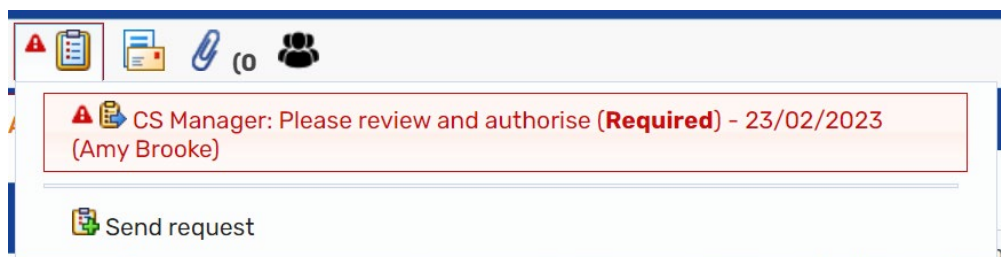
Please tick to authorise Assessment box

The date added in this section pulls through to **Section 1. Child, Family/Carer and Network Details**. This date is used for reporting.

Date of trigger event / start date for assessment*	22/02/2023 14:37	 
Guide Date for completion 35 days from trigger event	12/04/2023	
Actual Date of completion	31/03/2023	

The Practice Supervisor also needs to navigate to **Section 11. Next actions** and check the relevant next actions have been added.

The final task that must be completed within this step before it can be finished is completing the request. To do this, the Practice Supervisor must click the  Requests button at the top of the step, which will be glowing red as completing this request is mandatory. The Practice Supervisor must then click on the **highlighted request** from the drop down menu.



Clicking the highlighted request will open the **Sent Request window**. The Practice Supervisor must then click the **radio button** next to **Completed** if they are happy to authorise the assessment. If more work is required, they must click **Returned** and add a note of what is needed.


Once the radio button has been selected, clicking **OK** will close the window.

The Practice Supervisor can now **click** the  finish button to **finish the workstep**. This will close the form and send the next actions to the relevant workers.

CS Distribute Information - Completed by the Social Worker

The Distribute Information step can be found in the **Incoming work** of the Social Worker in their **Full or Narrow workview**. Once started, the form **SC Documents Distribution Record C1123** contains two sections.

Section 1. Record of Documents distributed allows the worker to add to the table headed **Document Distributed to** stating who has been provided with a copy of the Child and Family Assessment.

In **Section 2. Actions Taken**, the next action of **CS Documents Distributed (NFA)** should be added and the step can then be finished using the  finish icon.

SC Child and Family Progress Meeting - Completed by the Social Worker


The **CS Child and Family Progress Meeting** step is used to record any subsequent reviews after the initial Plan which is recorded in the Child and Family Assessment.

Depending on the date the Meeting was scheduled after the assessment was recorded, the Meeting is likely to sit in the **Future work** of the Social Worker. This will remain there until 5 working days before the scheduled date when it will move into the **Incoming work**.

The **CS Child and Family Progress Meeting** can be started from the **Full or Narrow workview** of the Social Worker's **Current work**.


The **CS Child and Family Progress Plan C0364** can be completed on the sibling group or individually depending on which is appropriate.

Once opened, the **CS Child and Family Progress Plan C0364** will display. In the Plan, some details from the Planning section in the Child and Family Assessment will prepopulate.

In **Section 1. Plan Details**, the Social Worker must add the Child/Young Person's Comments using the edit icon  for each child included in the meeting step.

They then must select a **Case Status** which will reflect the type of plan being recorded in the step.

Information should be added as discussed and agreed in the meeting. A copy of the minutes can be entered into the **Progress Update** field.

Please note: There are optional forms and letters within this workstep that are specific for Children With Disabilities for Reviews that can be accessed by clicking on the optional forms and letters icon  within the workstep.

Section 2. Review Details should be used to record the details of the Child and Family Progress Meeting if there is one required.


Section 3. Next actions is where a further action can be added depending on the outcome of the meeting.

If the step is on a group, different next actions can be selected for different children if required or be applied to the group using the **Select all** button.

All actions would be allocated to the Social Worker unless otherwise stated.

Possible next actions include:

1. **SC Schedule Next Child and Family Progress Meeting** – This will be used to schedule the review meeting.
2. **SC Case Decision Required following Child and Family Progress Meeting** – This would be assigned to the Social Worker or Practice Supervisor and will open the Decision on Significant Information. This will allow the worker to change the direction of a case. This can be sent immediately and accessed after saving.
3. **SC No Further Action on CIN Workflow, child now CP/CiC (NFA)** – This would be selected to end the CIN workflow once the child has been moved to Child Protection or Child in Care through the Decision on Significant Information for example.
4. **SC Child and Family Assessment** – This opens the Child and Family Assessment and would be allocated to the Social Worker for them to amend.
5. **SC Transition to Adult Care Process** – This will be allocated to the Social Worker for them to complete the transfer to Adult Care form. This can be sent immediately and accessed after saving.
6. **SC Social Care Purchase Request** – This can be sent immediately and accessed after saving. This would be used to request a purchase.
7. **SC Social Care Case Closure** – This would be used if the case required no further social care involvement. This would be allocated to the Social Worker.
8. **SC IRO Activity: CWD Only** – This would be allocated to the IRO if the child was CWD. This can be sent immediately and accessed after saving.
9. **CS Case Supervision - for IRO CWD Only** – This would be allocated to the IRO if the child was CWD. This can be sent immediately and accessed after saving.
10. **CS Workflow Merged** – This would be sent to the Childrens – Mosaic Support if the step needed merging with another sibling(s).

Within the Request icon , there are Optional Requests that can be sent as appropriate including:

1. **CS Distribute Plan to all parties** – Used to send to Business Support to request the plan to be distributed. The note field is used to record the distribution details.
2. **CS Early Help Manager: Social Care involvement ended, step down to TAC (Internal LP)** – This would be used to send to the Early Help Managers after it has been agreed that the case can step down to TAC and the Lead Professional will be an Early Help worker. On receipt the Early Help Manager will add the TAC Plan to the Early Help workflow and assign it to the worker.
3. **CS Early Help Manager: Social Care involvement ended, step down to TAC Monitoring (External LP)** – This is sent to the Early Help Manager when an Early Help worker is involved, the case steps down to TAC and the Lead Professional does not work within the Early Help team. The Early Help Manager will add the TAC Monitoring actions and assign them to the relevant locality TAC Admin team.
4. **CS Please action** – This is a generic request and can be used as required. The Note field can be amended to detail any actions.
5. **CS Please review information and confirm next actions** – This can be sent to a Manager or Practice Supervisor to confirm the next actions are suitable.
6. **CS Supervising Social Worker to complete report for review** – This can be used by the social worker to invite the Supervising Social Worker into the step to update the report for CiC and CWD Review.
7. **CS SW to confirm invitees checklist for CwD Section 20 review** – This may be used by business support to confirm the invitees are correct prior to sending out the invitation letters.
8. **CS TAC Admin: Social Care involvement ended, initiate TAC Monitoring (not allocated to EH/F4M)** – This is added when there is no existing Early Help involvement, the case steps down to TAC and the Lead Professional is not within the Early Help team. The TAC Admin team will then initiate the TAC Monitoring workflow.

Once the appropriate next actions have been added, requests have been completed and the form is complete, the Social Worker can finish the step using the finish icon



and this will close the current plan and open any actions added.