![Lincolnshire County Council - Working for a better future logo](image)
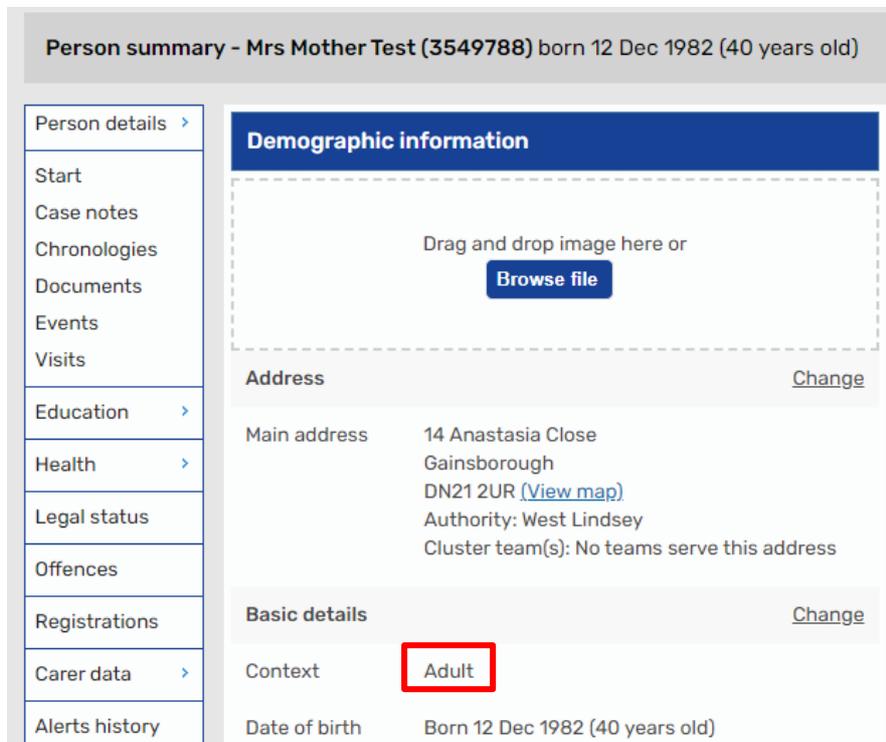
Children's Services Quick Guide

Referring to the TIME Team

Any worker can refer a mother to the TIME Team if they meet the criteria needed for support. The aim of the programme is to work with mothers who have experienced or are at risk of repeat removals of children from their care. It aims to break this cycle and give women the opportunity to develop new skills and responses that can help them create a more positive future. TIME will only work with mothers once proceedings have concluded. The worker would need to initiate the workflow on the mother's record as detailed below.

Completing the TIME Contact

In order to refer to TIME, the mother's record on Mosaic needs to be in the **context** of **Adult**. Any people created on Mosaic that are over 18 automatically are recorded as an Adult Context unless it is amended. If the mother you wish to refer is under 18, you will need to amend the Context before you can initiate the workflow.

To change the context, click on **Person details > Basic details** on the left-hand side bar.
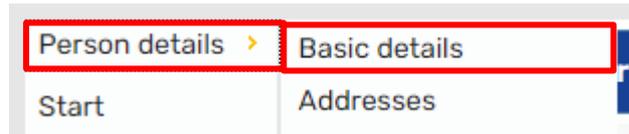
Ensure **Adult** is selected and click on **Save**.

Once the context is correct, you can complete the referral.

Click on the **Start** on the left hand side bar.
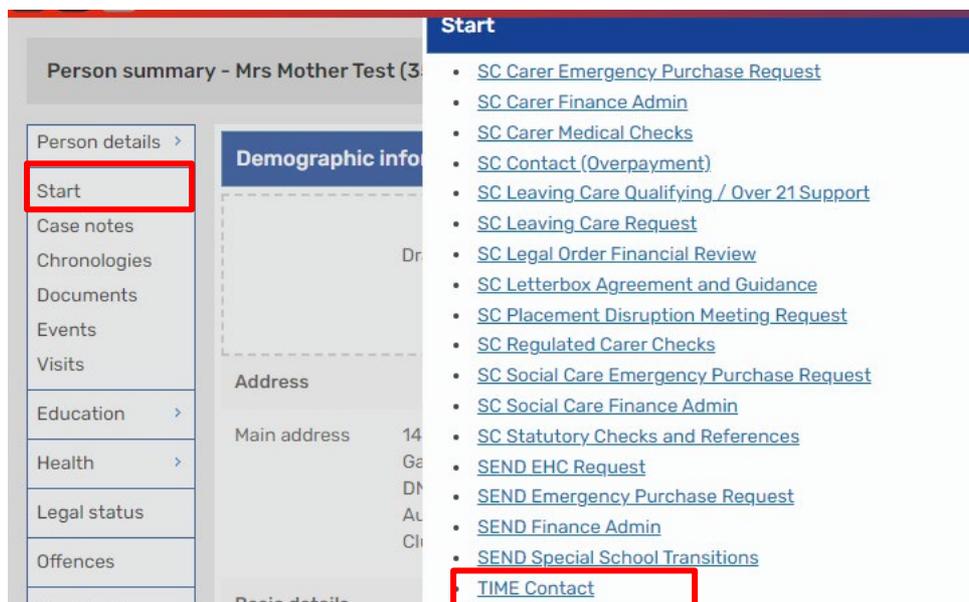
Select **TIME Contact** and the workstep will open in a new window displaying the form **TIME Contact C1394**.

Section 1. Mothers Details
The questions under the header **Referral criteria** are mandatory. They are used to ensure the mother meets the criteria required to have TIME support.

If any of the questions are answered in a way which means they do not meet the criteria a warning will display.

Is mother currently pregnant?*

● Yes   ○ No

⚠ This referral cannot progress. We cannot work with the mother if she is pregnant

If the referral cannot be made as the criteria has not been met, please close the workstep using the ❌ close icon without saving. You will not be able to make the referral as the mother is not eligible at this time. If the workstep has already been saved, you will need to complete the **Request Change to a Record/Workflow** request on **FreshService** to get the step deleted.

If all criteria are met, progress to Section 2.

Section 2. Overview
The worker must complete the date/time of request and add their details as the referrer.

Children's Details and **Other professional involvement** should be completed with any relevant information using the **Find** button.

All needs within the **Presenting Needs Checklist (please select all that apply)** should be selected. Once selected, a field displays relating to that option asking for further information.

Presenting Needs Checklist (please select all that apply)

☐ Drugs & Alcohol   ☐ Domestic Abuse
☑ Learning Difficulties   ☐ Child in Care
☐ Mental Health   ☑ Physical Health
☐ Homelessness   ☐ Criminal Justice

Details of Learning Difficulties [   ]

Diagnosed Physical Health issues [   ]

Section 3. Risk Information
The worker should complete the mandatory questions detailing any risks. If **Yes** is answered to any questions, a further field displays requiring the details regarding the risk.

Please note: The worker can use the requests icon to select the optional clipboard request of **CS Manager: Please review and authorise** to send to their manager. This will allow the manager to review the document prior to it being sent to the TIME Team. This does not have to be sent if it isn't required. However, if the request is used, the worker will not be able to send the referral to the team until the manager has completed the request.

Section 4. Next Actions
Click on **Add** and from **Select action**, select **TIME Request** if the referral is progressing.

Once selected, **Pass to team** opens with a drop down, select **CS TIME Team** and click **Add and Close**.

Please note: CS No Further Action can also be selected from the **Next actions** window if criteria were met but the referral is no longer required. The **Note** field can be used to detail while the referral hasn't been progressed.

Once all the mandatory fields within the form have been completed, the worker can click on the finish icon to close the contact and send the referral through to the TIME Team to progress.