Children's Services Quick Guide

Cleansing Data on the Social Care Data Quality Tracker

Missing Ethnicities

This tab will identify any cases where this is blank. This can be filtered by key team. There are a number of places where this missing information can be found on a child's record, in the Documents uploaded into Attachments ethnicity is commonly recorded on the following:

- EHC paperwork
- EMAS referrals
- PVP Safeguarding referrals

If the subject is an unborn baby and the parent's ethnicity is know this can be recorded on the unborn record.

Missing ethnicities are added by clicking on Person details > Basic details within the sidebar menu.
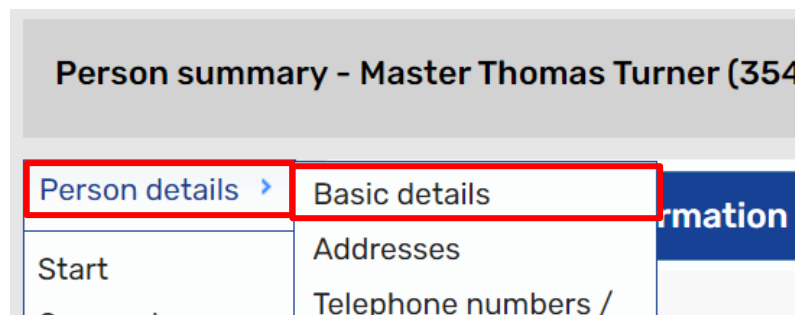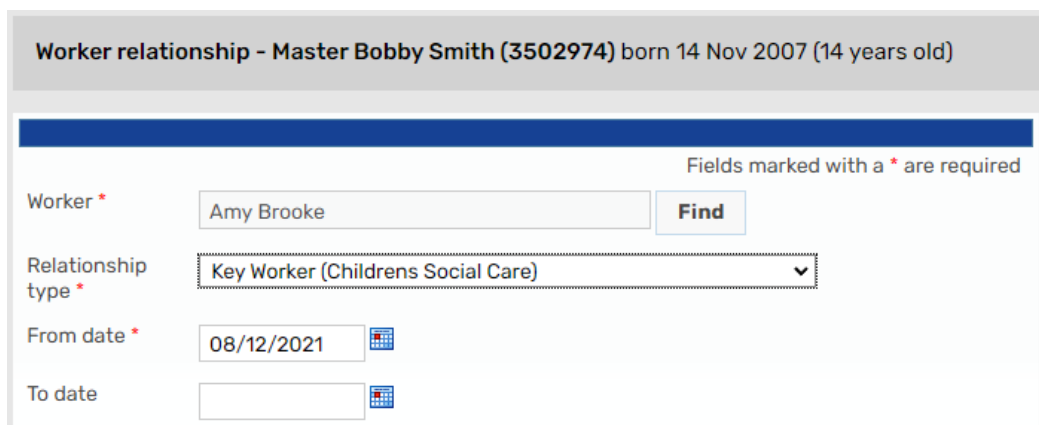

Missing Key Team and Missing Key Worker

These tabs will identify where the Social Care Key Team and Social Care Key Worker roles are missing, the report can be filtered by Last Key Team or Worker.
If the Key Worker or Team are recorded as anything other than **Key Worker (Childrens Social Care)** or **Key Team (Childrens Social Care)** then the case will appear on this report.

This is commonly being recorded incorrectly as Key Team (Childrens Services) or Key Worker (Childrens Services) as these look similar.

To correct this, click on **Person details** > **Worker relationships**. Click on the ✏️ edit icon against the Social Workers name in the list and select the correct worker role of **Key Worker (Childrens Social Care)** from the **Relationship type** drop down list.

DO NOT amend the **From Date.**

To correct the Key Team, click on **Person details** > **Organisational relationships** and repeat the above actions to add the Relationship Type of **Key Team (Childrens Social Care).**

If a student is working with a family both the student and the student's supervisor must be added as involvements.

Students would be recorded as **Involved Worker (Children's Socials Care Supervised Student)**, their **supervisor** would be added using their supervisors role as the **Key Worker (Childrens Social Care)**

If a case has not been closed correctly it may also appear on this tab and the overdue plans tab. Visits will also appear to be overdue on the Visit planner so it is vital that this is checked.

Please look at the workflows to ensure that all children/young people have been correctly closed down.

Missing UPN's and Missing Schools

This tab can be filtered by key team and worker. Both the child/YP's current school and their UPN can be found on the most recent school census which can be accessed via Infoview. Once in Infoview, navigate to the **Social Care Data**, Caselist Information and launch the **UPN Checker**.

Once opened you can enter the first name and surname, and/or date of birth of the child.
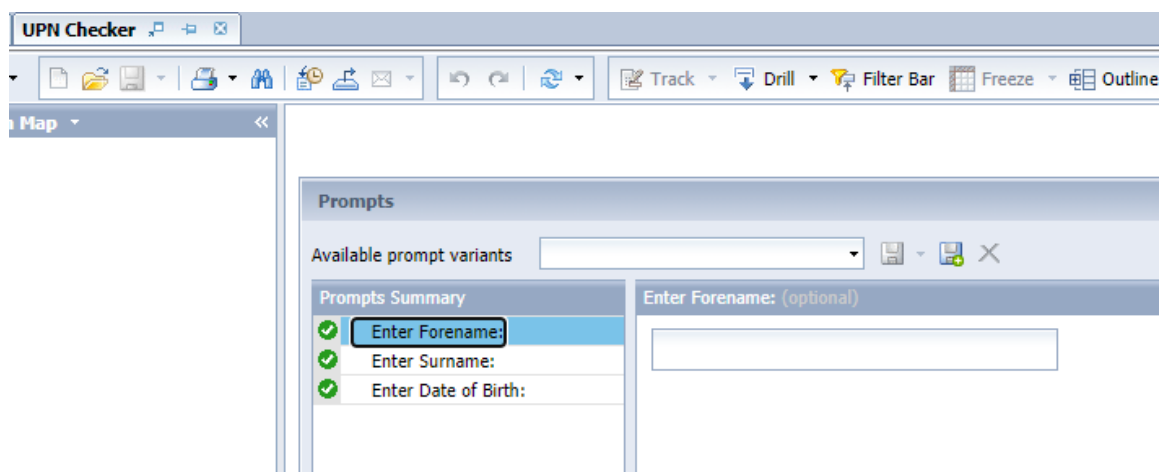
Click **OK** and you will see a list of results, from all school census going back to the time the child/YP was on roll at school. The UPN can be found in the first column and can be copied and pasted into Mosaic. The child/YP's school appears on the far right, you will need to check the date under the census is the most recent one, currently showing as May 2021, the next one will be completed in Oct and then again in January next year. If there is not one recorded for the last census the child may not be on roll in a Lincolnshire school or on roll at any school.

- UPN's are recorded within **Person details** >**References**
- Schools are recorded within **Person details** >**Organisational relationships**. The relationship type should be recorded as **School**.

Case Closure Open over 4 Weeks

All case closures should be completed within 14 days of the Case Closure step being added. This tab identifies all those added over 28 days ago. Sometimes the decision to close a case is reversed shortly after the case closure has been added. If this is the case the following action should be taken:

Go to the last incoming or open visit step and send early the **SC Decision on Significant Information (Open SC Case)** step, in here recorded the reason the closure decision has been reversed. Add the next action of **SC Develop Child and Family Progress Plan, if not already in place** and send the authorisation clipboard request to your PS. Once authorised and green ticked you will be able to continue your case recording, update the child's plan etc. Adding this next action will also force you to add an additional Child in Need Visit as a next action, this will need to be cancelled by your Manager.

Your PS will need to cancel the incoming Case Closure Step and this will remove this case from the overdue case closure report.

If the Case Closure has been started you will be required to raise a My Portal call to have the Closure step deleted. This will only be actioned once the reason for the decision reversal has been recorded as above.

If the above action is not completed you will be unable to record the work you are undertaking with the family and your case recording will get behind, the case will also appear on multiple reports.

Overdue Plan Reviews

This report details all cases where plan is now overdue, this can be sorted by Key Team and Key Worker.

This should be checked regularly and case recording bought up to date. If a case appears on this report you thought had closed check the workflows to ensure the Case Closure has been fully completed and all incoming steps have been cancelled. If a Case Closure has not been completed you will be required to raise a Mosaic Request on the Intranet to have this step added at the correct point in the workflow.