

## Children's Services Quick Guide

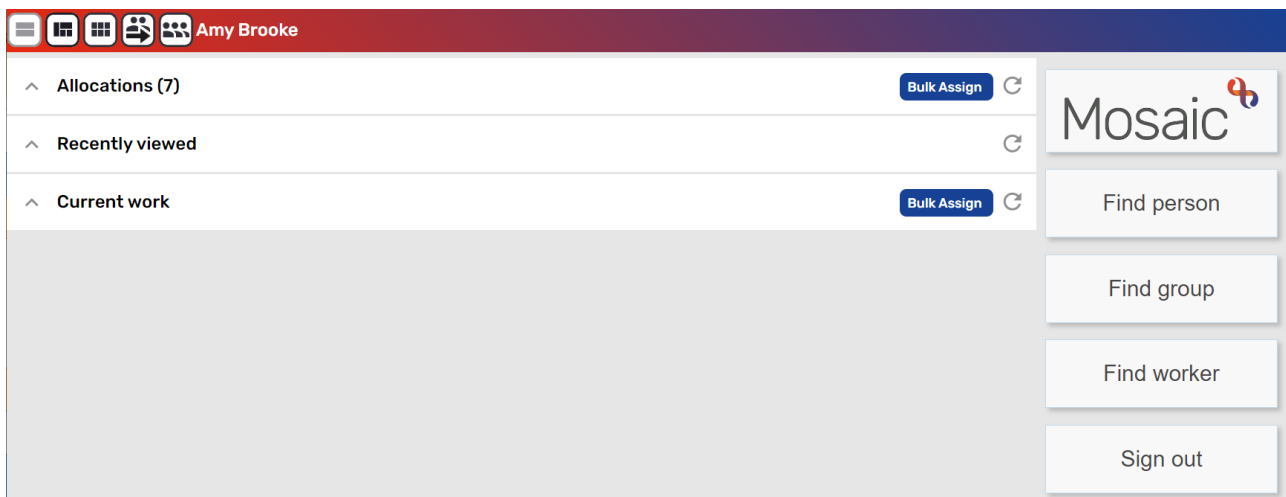
# Commissioning Team – Change in Placement

The guide details the steps which need to be recorded to update a placement change to an Independent Foster Carer or Residential Home.

## Finding a Person

When you first login to Mosaic, the Full workview will display as below.

To find a client that exists on Mosaic, click on **Find person**.



In the **Find person** window, enter information that will enable you to find the person such as the client's last name and first name or date of birth.

Click **Find** when the information has been entered.

**Find person**

At least one field marked with a # is required  
The presence of the space character in Post Code will affect search results

Last name#   Use 'sounds like' for last name

First name(s)

Flat no.  Building name#

House no.  Street name#

Post code#

Date of birth#   Age from  Age to

Person reference#

**Context**  
 Adult  Child  Both

**Gender**  
 Male  Female  Any

Other reference#

Reference type

Class

The search results will display. Click on the client's name to access their record. Be sure to check the date of birth and address to ensure it is the correct person. Multiple clients listed with the same ID number are the same person.

**Find person or group**

Find person results

**Searched for:** Person reference: **3549728**

Show  entries Search:

ID	Name	Address	Date of birth	Date of death
<a href="#">3549728</a>	<a href="#">Master Thomas Turner</a>	<a href="#">105 Witham Wharf, Brayford Street, Lincoln, LN5 7DH</a>	<a href="#">28/11/2016</a>	
<a href="#">3549728</a>	<a href="#">Master Thomas Turner</a>	<a href="#">17 Caunt Road, Grantham, NG31 7GN</a>	<a href="#">28/11/2016</a>	
<a href="#">3549728</a>	<a href="#">Tommy Turner</a>	<a href="#">105 Witham Wharf, Brayford Street, Lincoln, LN5 7DH</a>	<a href="#">28/11/2016</a>	
<a href="#">3549728</a>	<a href="#">Tommy Turner</a>	<a href="#">17 Caunt Road, Grantham, NG31 7GN</a>	<a href="#">28/11/2016</a>	

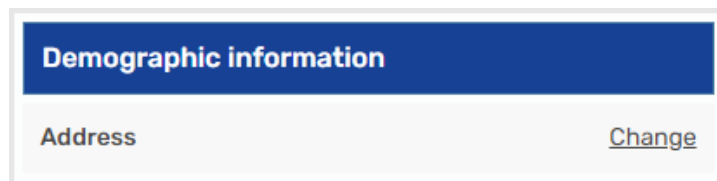
Showing 1 to 4 of 4 entries

## Updating the Address

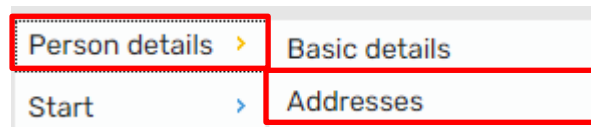
The child would normally have two open addresses, one recorded as **Home address** for their parents/guardian's home and the other as their **Primary Placement** which is where they are currently placed. Some children may have another home address recorded for a different parent or may also have a **Respite address**. All previous addresses that have been recorded on the database will display here. Ended addresses will have a **To** date also entered.


The address entered should be the address the child/young person is living at. For Foster Placements with a Carer, the Carer's home address should be used. For a residential placement, the address of the residential home should be used.

- To change a person's address, from the Person summary screen, click on **Change** next to **Address** under Demographic information.



- Alternatively, you can use the **Person details** on the left-hand side bar and then **Addresses**. Both will take you to the same place.



- Locate the current address recorded as **Primary Placement** which should not have a To date yet.
- Click on the move icon  next to previous address to end it and allow a search for a new address.

Addresses - Master Seth Stacey (3502158) born 14 Nov 2007 (14 years old) CLA

Display?	Address	From	To	Type	
<input type="radio"/>	no display address				
<input checked="" type="radio"/>	4 Briar Close Sleaford NG34 7NT	18 Nov 2021		Primary Placement (Primary Address)	 
<input type="radio"/>	12 Ancaster Close Cherry Willingham Lincoln LN3 4JF	18 Nov 2021		Home Address	 

- The **Move person address** window will display listing other people living at that address. This means that multiple people can be moved at once if appropriate, i.e., for a sibling group. Select all those you wish to move by ticking the buttons on the right-hand side. Once selected, click **Confirm selection**.

Move person address - Seth Stacey (3502158)

**Find address - enter search criteria below**

At least one field marked with a # is required

House no.

Post code#

Street name#

Search through all addresses in the UK

**Find address** **Last address** **Find person**

- **Find person** can be used to search for another person on Mosaic who lives at the address you are wanting to add.
- You can enter the **Post code** and **House no.** and then select **Find address** to do an address search.
- If you are looking for an address outside of Lincolnshire, you need to make sure you select **Search through all addresses in the UK** prior to using **Find address**.
- Once searched, the results will display in a list to select from or will pull through into the **Address details** section if found without further involvement required.



**Address details (display only)**

14 Blacksmith Court  
Metheringham  
Lincoln  
LN4 3YQ



**Other details**

Fields marked with \* are required

**Address settings**

Display address   Primary address  

Address type\*






From\*   To  


Household structure

Tenure type

- **Please note:** The **Other details** section will look slightly different if you are moving multiple people at once. The options are the same but in a table format.

- **Display Address** and/or **Primary Address** will be preselected if the previous address was recorded as such.
- **Primary Placement** should already be selected as **Address type**
- Amend the **From** date as appropriate, the date entered here will end the previous address on the same date.
- **Household structure** and **Tenure type** can be added if the appropriate options are available. This is not mandatory so can be ignored.
- Click **Finish** to confirm move of address. **Cancel** can be selected to return to the Addresses screen without making amendments.

Display?	Address	From	To	Type	
<input type="radio"/>	no display address				
<input checked="" type="radio"/>	14 Blacksmith Court Metheringham Lincoln LN4 3YQ	6 Apr 2022		Primary Placement (Primary Address)	 
<input type="radio"/>	4 Briar Close Sleaford NG34 7NT	18 Nov 2021	6 Apr 2022	Primary Placement	
<input type="radio"/>	12 Ancaster Close Cherry Willingham Lincoln LN3 4JF	18 Nov 2021		Home Address	 

- The previous address now has a **To** date added and the new address displays. The address will also pull through to the Person summary screen if selected as the **Display address**.
- Amendments can be made to the addresses by clicking on the  edit icon such as to change the From date.
- Click **OK** to return to the Person summary screen.

**Please note:** To add an address that is not currently found on Mosaic, contact the Helpdesk through FreshService to ask them to add the address manually.

## Updating the Placement Code

When the child/young person changes placement, the Looked after episodes must be updated to reflect the move.

Before the episode is updated, the Service user group should be checked to make sure it is still relevant. This can be viewed on the Person summary page.

**Service user groups**
Change

**CS Abuse or Neglect**

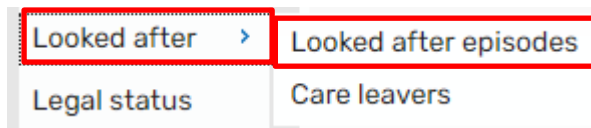
Neglect (primary) From 1 Jan 2021

If there is a Service user group on the Person summary, you can proceed with changing the Placement code.

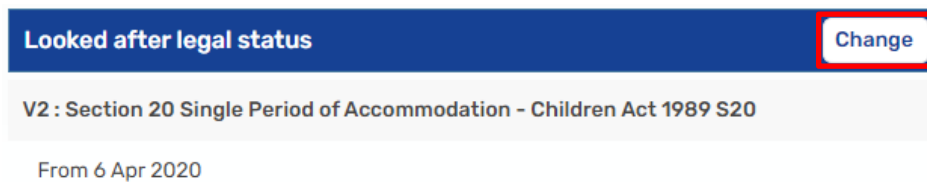
If there is no Service user group displaying, please contact the Practice Supervisor to ask them to add one on. You cannot update the placement with no Service user group.

To update the Placement code:

- From the Person summary screen, click on **Looked after** on the left-hand side bar and then **Looked after episodes**.



- Alternatively, you can click on **Change** next to the **Looked after legal status** on the Person summary screen. Both will take you to the same place.



- To update the placement, click on **New placement**.

A screenshot of a software interface showing a form titled 'Add new placement - Master Seth Stacey (3502158) born 14 Nov 2007 (14 years old)'. The form contains several fields: 'Effective date of change' with a date picker set to '06/04/2022'; 'Category of need' with a dropdown menu showing 'N1: CS Abuse or Neglect'; 'Local end reason' with a dropdown menu showing '-- Please select --'; 'New placement code' with a dropdown menu showing '-- Please select --'; and 'Reason for placement change' with a dropdown menu showing '-- Please select --'. A note at the top right says 'Fields marked with a \* are required'. At the bottom right, there are 'Save' and 'Cancel' buttons.

- **Effective date of change** – Prepopulates with today’s date but can be backdated. This date will also be used to end the previous placement code.
- **Category of need** – This pulls through the Service user group. If this is blank, please ask the Practice Supervisor to add on a Service user group which covers the date of the placement.

- **Local end reason** – add as appropriate from the drop-down options.
- **New placement code** – add as appropriate from the drop-down options.
- **Reason for placement change** - add as appropriate from the drop-down options.
- Click **Save** to confirm details, clicking **Cancel** will not save any amendments and take you back to the Looked after episodes list.

Looked after episodes - Master Seth Stacey (3502158) born 14 Nov 2007 (14 years old) CLA

Placements			
From	To	Status	Adjustment
6 Apr 2022		U6: Foster placement with other foster carer who is not long term or Foster to Adopt/concurrent planning	
6 Apr 2020	6 Apr 2022	U3: Foster placement with relative or friend who is not long term or Foster to Adopt/concurrent planning	

Legal status			
From	To	Status	Adjustment
6 Apr 2020		V2: Section 20 Single Period of Accommodation - Children Act 1989 S20	

The new Placement will be added to the list and a To date will be added against the previous placement code. Click **OK** to return to the Person summary screen.

**Please note:** it is very important that when a new placement or a change in placement is recorded, the start date of the new address and placement matches the end date of the previous one.

The update to the Placement will need completing individually on each child.

## Adding an Organisational Relationship

There is also a requirement to add the provider as a Relationship to the child's record to help identify external providers.

To add the provider, click on **Person details** then **Organisational relationships**.

Click on **Add** on the bottom right of the screen then next to **Organisation** click on **Find**.

Fields marked with a \* are required. If you select 'To Date' a reason will also be required.


Organisation \*  **Find**

Relationship Type \*

From \*

To

In the **Find organisation** window, use the fields to enter information to search for the provider. You can use the **wildcard** which is the % which will allow you to search for information prior to what you are typing in such as the example below. Once you have entered some data, click on **Find** to open the search results.

 **Find organisation**

At least one field marked with a # is required

Name #

ID #

Street #

Post code #

Other reference #

Sector

Sub sector

Type

**Find** **Cancel**

Click on the provider from the search results. If the correct provider does not show, you can search again by clicking on **Cancel** and doing a new search with different information. If the provider still does not appear, you can contact the Mosaic Helpdesk through FreshService and ask for the provider to be added.

The **Relationship Type** selected should be **Service Provider (Children's)**, and the **From** should be the same as the one for Placement and Address.



Fields marked with a \* are required. If you select 'To Date' a reason will also be required.

Organisation \*

Relationship Type \*

From \*

To

Click **Save** to confirm the information.

**Please note:** When the young person is no longer with this service provider, you must add an end date. To do this, enter the Organisation relationship list by going through the Person summary and click on **Change** next to Organisational relationship. Find the entry for the provider you wish to cancel and click on the edit icon next to it.

Organisation Relationships	From Date	To Date	End Reason
Service Provider (Children's): Farrow House - Sleaford Road	1 Sep 2022		

Enter a date into **To** for when the young person moved from the provider. You will then be prompted to select an **End reason** from the drop-down and click **Save** to confirm details.

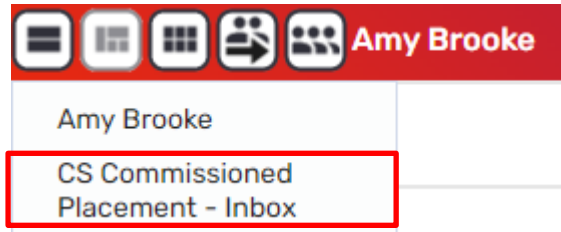
## Using the Can Act For

All workers within the Commissioning Team will have access to the Virtual Worker, **CS Commissioned Placement – Inbox**.

To access the Virtual Worker, the worker should be in the Narrow or Full workview and click on the act for icon on the top left-hand corner of the screen.



A drop-down menu will appear featuring the worker's name and the **CS Commissioned Placement – Inbox**. The worker should click on the inbox.




The screen will refresh and feature the **Inbox** name where the worker's name used to be.



The **Allocations** and **Current work** will now contain those assigned to the **CS Commissioned Placement – Inbox**.


Using this **Can Act For** button means that all workers have access to the work awaiting allocation and can add information at any time. Saving the step will keep the work in the virtual worker inbox.

When you wish to return to your own workview, click back onto the  act for icon on the top left and select your own name from the drop down. The screen will refresh to display your own Allocations and Current work.

## Completing the Placement Request Outcome

The **Placement Request Outcome** step will appear in the **CS Commissioned Placement – Inbox** virtual worker so all members of the team are able to access the steps. All external placement requests will be sent into this virtual worker inbox.

Type	Subject	Title ↑	Status	Priority	Date	Note
CS Placement Request Outcome (3)						
	Josie Smith (3549723)	CS Placement Request Outcome			24 Aug 2023	
	Chloe Cook	CS Placement Request			18 May 2023	

To start the workstep, click on the far symbol on the left under Type which will turn to a yellow cog  then click on **Start work**.






A new window will open displaying the **CS Placement Request Outcome** workstep.

Two form tabs will display with the **CS Placement Request Outcome C1421** open automatically and **CS Placement Provision Request 1430** to the right.

Click on **CS Placement Provision Request 1430** to view the information inputted by the requestor. This will prepopulate with the exact information that was added in the previous step. Information in this form can be amended if required and should be anonymous unless it is a NEST request.



This information should be used to find a placement and can be printed and distributed using the Output to PDF icon .


The  save icon can be used at any time to save and the  close icon used to exit out of the workstep.

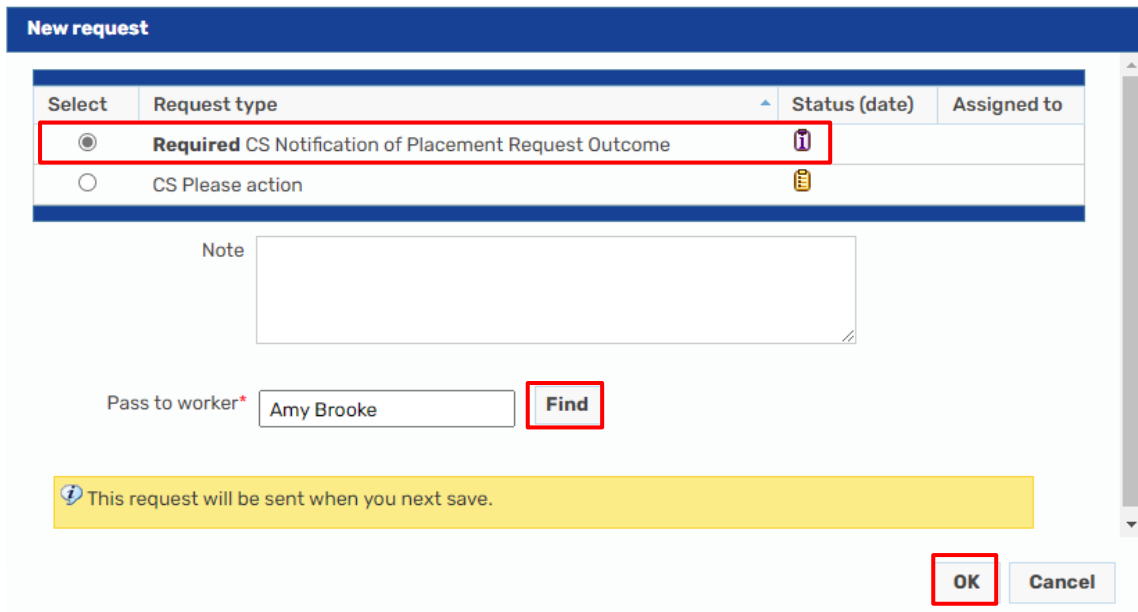
When a placement has been identified, the **CS Placement Request Outcome C1421** should be completed.



In Section 1. Outcome, **Outcome of request** should be completed with a summary of the placement found or not found.

The **Date** should be entered, and **E-signature** ticked.

There is a mandatory notification that must be sent from this workstep to the requestor.


Click on the  request icon and tick the box next to **CS Notification of Placement Request Outcome**. Use the **Pass to worker** to find the name of the requestor and click **OK**. This notification will send with the workstep is saved or finished.



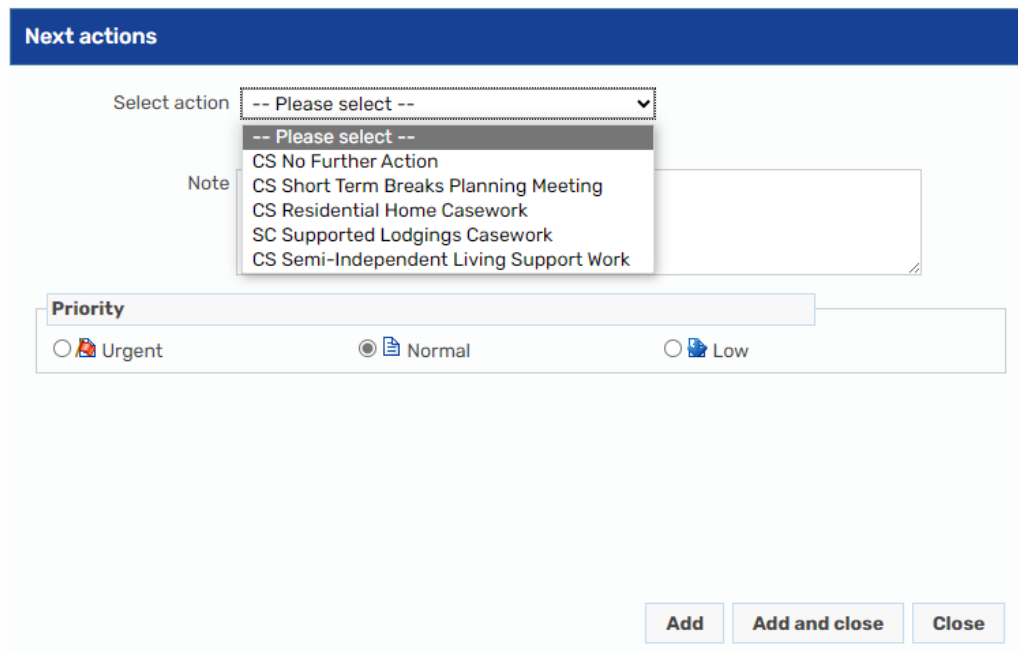
Select	Request type	Status (date)	Assigned to
<input checked="" type="radio"/>	<b>Required CS Notification of Placement Request Outcome</b>		
<input type="radio"/>	CS Please action		

Note

Pass to worker\*

 This request will be sent when you next save.

In Section 2. Next actions, click on the **Add** and select **CS No Further Action**.




Select action -- Please select --

Note

Priority

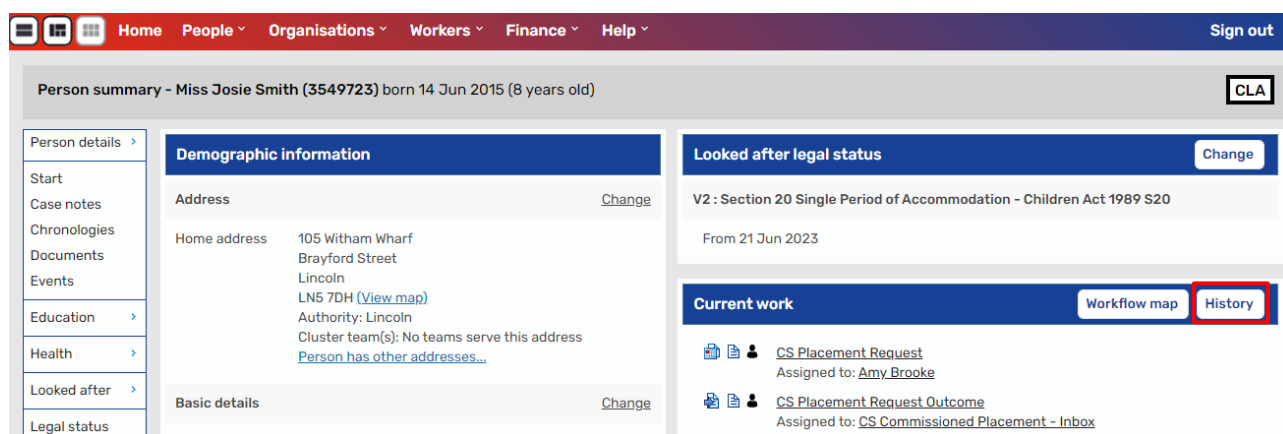
Urgent  Normal  Low

You will then be able to finish the step with the  finish icon which will lock down the Placement Request Outcome step.

## Viewing attachments

Although the form, **CS Placement Provision Request 1430**, which is completed in the Placement Request pulls through to the Request Outcome step, any attachments added to that step will need viewing separately.

Access the person's record so their Person summary is open. Click on the **History** button on the **Current work** section on the right-hand side.



Person summary - Miss Josie Smith (3549723) born 14 Jun 2015 (8 years old) CLA

Person details >

- Start
- Case notes
- Chronologies
- Documents
- Events
- Education >
- Health >
- Looked after >
- Legal status

**Demographic information** Change

Address Change





Home address 105 Witham Wharf  
Brayford Street  
Lincoln  
LN5 7DH [\(View map\)](#)  
Authority: Lincoln  
Cluster team(s): No teams serve this address  
[Person has other addresses...](#)

Basic details Change

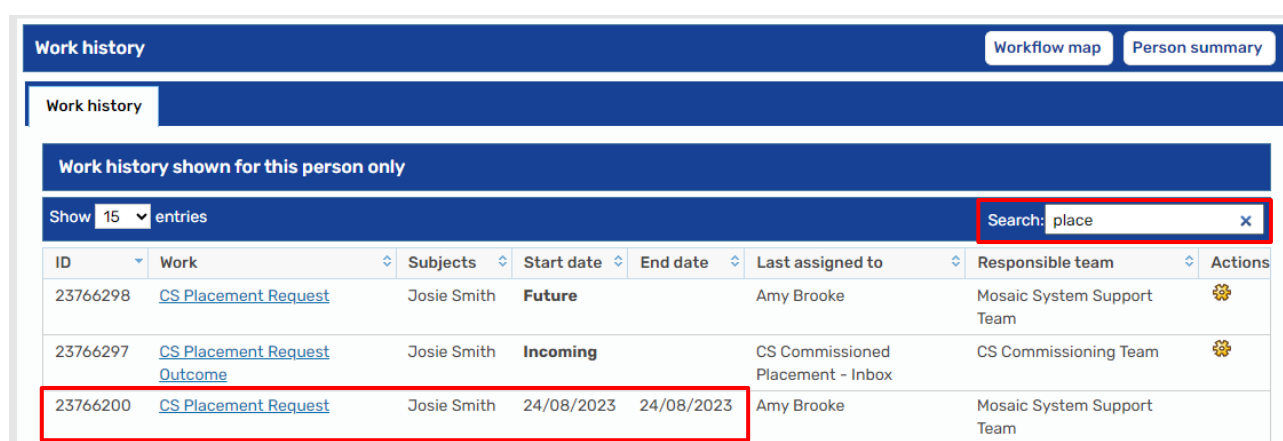
**Looked after legal status** Change

V2 : Section 20 Single Period of Accommodation - Children Act 1989 S20  
From 21 Jun 2023

**Current work** Workflow map History

-   [CS Placement Request](#)  
Assigned to: [Amy Brooke](#)
-   [CS Placement Request Outcome](#)  
Assigned to: [CS Commissioned Placement - Inbox](#)

Use the **Search** field and enter **Placement Request** to just show the steps containing that name.





**Work history** Workflow map Person summary

Work history

Work history shown for this person only

Show 15 entries Search: place

ID	Work	Subjects	Start date	End date	Last assigned to	Responsible team	Actions
23766298	<a href="#">CS Placement Request</a>	Josie Smith	Future		Amy Brooke	Mosaic System Support Team	
23766297	<a href="#">CS Placement Request Outcome</a>	Josie Smith	Incoming		CS Commissioned Placement - Inbox	CS Commissioning Team	
23766200	<a href="#">CS Placement Request</a>	Josie Smith	24/08/2023	24/08/2023	Amy Brooke	Mosaic System Support Team	

Click on the hyperlink for the **CS Placement Request** for the last completed step. This will have a date in the Start and End date column.

This will open the history for the request step. You will be able to view the original **CS Placement Request C1383** under **Documents** which is the form the requestor completed. Any documents that were uploaded to the workstep will display under **Attachments**. Click on the hyperlink to view the document.

To return to the Person summary, click on Person summary on the left-hand menu.