Children's Services Quick Guide

Internal Contacts (Referrals)

An **Internal Contact** is used within Mosaic to refer a child or young person to another Service within Lincolnshire County Council and to Barnardo's, our Leaving Care Support providers. A full list of Services that accept Internal Contacts including details of their service provision is at the end of this guide.

Adding an Internal Contact

The **Internal Contact** is available as a **Next action** on most worksteps. This can be added at any point, either whilst the workstep is still open to record ongoing work, or when the workstep is **Finished**.

To add the **Internal Contact** when the workstep is still open to record ongoing work, **'Send Immediately'** must be ticked as in the example below.
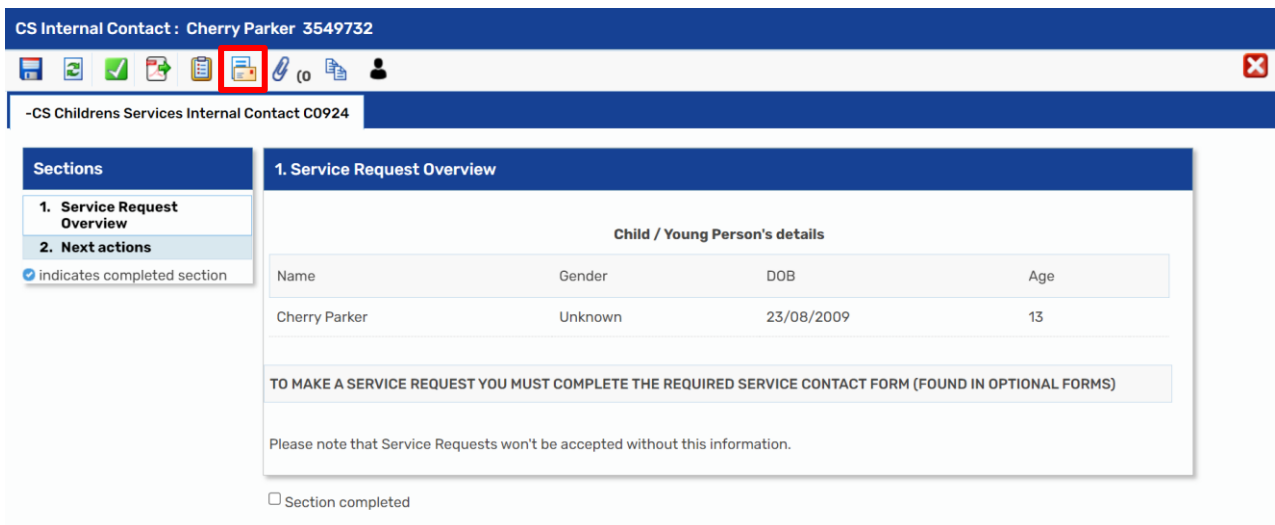

Select **Add and Close**. Then **Save** and exit the workstep. The Internal Contact will now be available to start recording.

Recording an Internal Contact

The **Internal Contact** workstep is a placeholder for the **Contact** form. This records the information that the Service require from you as a worker when you wish to refer a child or young person for support. This is accessed by clicking on the [icon] forms and letters icon. Please refer to the list at the end of this guide to ensure you choose the correct optional form for the Service you wish to refer to.

Once the optional form has been selected it will display as an additional tab within the screen.

The optional form must be completed in full to include all the information that is required.

If the incorrect form has been selected, it can be deleted by clicking on the [icon] delete icon.

Once the optional form has been completed, click on the **CS Childrens Services Internal Contact C0924** tab.

Section 1 requires no additional information to be recorded. Select **Section 2** to add the **Next action**. The **Next action** must match the optional Contact form that has been completed to ensure it is sent to the correct Service.

For example, if the FGC Family Group Conf/Life Links Contact C0977 optional form has been completed the CS Family Group Conference Request should be added.

From the **Pass to team/worker** field, select the team/virtual worker you wish to send this Service Request to. The number of options available will reflect the team structure, if the Service has multiple teams around the County these will be listed by area. If the step is to be sent to a Virtual Worker inbox, the options will display within Pass to worker.

Once the correct options have been selected, click on **Add and Close**, and then click on the ✅ finish icon to **Finish** the workstep. This will then pass the Service Request onto the selected team.

Service Providers

Form Name	Brief Service Description	Corresponding Next Action
4ALL Register Update C0043	4All Children's Disability Register for children and young people aged 0 – 25. Acts as a contact list to distribute targeted information.	CS 4All Register Update Request
CS Childrens Corporate Appointeeship Contact C1125	To obtain legal authority to act in a service user's best interests as quickly as possible in managing his/her financial affairs	CS Childrens Corporate Appointeeship Referral
CS Occupational Therapy Contact C0970	Occupational therapists work with people that have physical or learning disabilities with the aim of maintaining and improving independence	CS OT Occupational Therapy Request
EP Educational Psychology Contact C0976	Sent to Business Support who will record the completion of the report and upload it into Mosaic. Used when an Educational Psychologists report is required to support a SEND Assessment.	CS Education Psychology Request
ESCO Early Support Coordination Contact C0972	Provide support to families of children with complex health needs to co-ordinate support between health and other professionals.	EH Early Support CWD – ESCO Request
FGC Family Group Conf/Life Links Contact C0977	A Family Group Conference (FGC) is a decision-making meeting in which a child, parent and the wider family network come together to make a plan about the future arrangements for the children. The aim of the plan is to ensure that (s)he is safe and his/her wellbeing is promoted.	CS Family Group Conference Request
FT Family Time Contact (Mother) C1282	Arranges and manages family time between children and their mother.	CS Family Time Request
FT Family Time Contact (Father) C1283	Arranges and manages family time between children and their father.	CS Family Time Request
FT Family Time Contact (Other) C1284	Arranges and manages family time between children and other family members or friends.	CS Family Time Request
FT Family Time Contact (Parents) C0971	Arranges and manages family time between children and their parents.	CS Family Time Request
LC Leaving Care Contact C0983	Used to refer a former Child in Care to Barnardo's for further support when they leave care Post 18.	SC Leaving Care Request

Form Name	Brief Service Description	Corresponding Next Action
RH Post Placement Contact C0967	The Residential Homes Team offer post placement support for a limited time to young people leaving residential care.	CS Post Residential Home Placement Support Request Please select the Residential home you wish to refer to
SEST Sensory Education Support Contact C0988	Used to record specific details of the child or young person, the reason for the referral and what support is required. A child must have been seen by a health visitor, school nurse or the appropriate clinic before the appropriate teacher becomes involved.	CS SEST Sensory Education Support Request
VSL Virtual School Lincolnshire Contact C0992	Oversees the Educational performance of a Child in Care.	SC CiC Virtual School Lincolnshire Request
AF Placement Support worker Contact (Carer) C1220	Used to request a Placement Support Worker to provide support for a Foster Carer. This is to be completed on the Carer's workflow.	SC Foster Placement Support Request