Customer Service Centre and Emergency Duty Team Guidance Notes Key **Mosaic Map** This process diagram provides an overview of Step Name the process but does not contain all possible [responsible outcomes of each step to prevent it from Childrens Services Updated July 2022 worker/team] becoming too complicated. Please refer to the more detailed guidance **NOT A STEP** documents or use the Mosaic workflow screen Other process for more detailed information. * Step requires authorisation (Daytime) -Next Action-----> Priority Request Steps that have been to Locality initiated and have been Social Care Team NFA partially completed by EDT can be reassigned to relevant Locality SC Social Care SC Social Care Teams to enable them to **Group Step Name** Contact Social Care (Daytime) Request continue with the process [responsible Screening Process Social Care [Social Care worker/team] [Daytime continues response required **CS** Information Locality Team] Screener] and Advice Provided (NFA) Non - Social Care issue **SC Strategy** SC Section 47 Discussion Investigation* EH Early Help Early Help / [EDT [EDT Relevant Contact F4Me Worker] Worker] Request VW CS Early Process Non-Social Care [e.g. Education Help - Front continues Issue Teams, Door Inbox] Registrations etc.] CP Concerns **CS Placement** Request [Social Care Team] **CS** Childrens SC Child and (Out of Hours) SC Social Care SC Social Care Immediate Social Services **IMMEDIATE** Family Contact Request **Pathway** Care intervention Contact Assessment* Social Care Screening [EDT Worker / Decision [CSC / EDT required [EDT response required [EDT Worker] Locality Team] Worker1 Worker1 SC Child in **Care Planning** [Social Care Team] CiC Accommodation SC Decision to required Seek Accommodatio SC Social Care [EDT SC Social Care (Out of Hours) Contact Social Care Worker] Request NO immediate Screening Process SC CiC Social Care [Social Care [Daytime continues **Placement** Locality Team] response required Screener] Planning [Social Care Team]