



Children's Safeguarding and Family Help

Recording practice guidance

Recording policy

1. Introduction

This document provides practice guidance for all staff on responsibility for recording, setting up and managing MOSAIC records and standards of recording: it should be read together with the *Recording policy*. [Recording Policy and Guidelines](#)

2 Responsibility for recording

- **Allocated social workers, Family support workers or lead professionals** are primarily responsible for the overall maintenance of case records and for ensuring that recording is accurate and up to date.
- Where **another worker is working directly with the child and their family**, for example a contact supervisor, they should record their observations directly onto the case record but it must be clear from the record who is making the recording and for what purpose.
- **Team managers** should ensure that decisions and authorisations are recorded via the relevant requests and that the standard of recording meets the requirements set out in the *Recording policy*.
- **Managers** should ensure that the case discussion from supervision/group reflection sessions is agreed and recorded on the individual case/reflective group supervision record and placed on the case record.
- **Staff members providing a consultative service**, for example IROs, Resource team, Fostering, are responsible for recording any advice given or actions taken on a case on the relevant case note (see appendix 1).
- **Children and Families Contact Service screening officers** should ensure that MOSAIC records for a child and their family are set up and links between family members are made on the system. Screening officers should also ensure that as much personal information is collected as possible to complete all fields.
- **CP chairs and minute takers** are responsible for ensuring that the recording for every case conference is completed and a set of minutes available on each child's case record.
- **IROs and the LAC Business Support Officers (BSOs)** are responsible for ensuring that the recording for all statutory CLA reviews is completed.

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- The **Quality Assurance Service** is responsible for ensuring standards of recording are included as a theme within the Audit Framework.

Responsibility for recording information about CLA is as follows:

Inputting information such as CLA codes and legal status	BSOs
Basic information and changes in GP or school provision where required	Allocated social worker
Uploading notification of placements and documents relating to CLA reviews	BSOs
Recording information about individual children's school attendance and attainment	Virtual school staff
Recording information on the PEP system about individual children's statutory health and dental checks, assessments and appointments	CLA Health administrative staff
Recording missing episodes	Allocated social worker
Recording details of certificates and passports held by CSSW for individual children	Allocated social worker

3 Setting up MOSAIC case records

- Each child, including unborn children, should have their own personal case record and a family group record to which they should be linked when the record is first created. When recording information about a group of siblings, social workers can use the group enablement function to select other sibling's records to ensure that the information is recorded in their record too.
- Case records that have been set up for an unborn child should be updated by the allocated social worker once the child is born to record the child's name, gender and date of birth, ethnicity and their NHS number.
- Once a decision has been made that adoption will be the child's permanence plan, CLA social workers should create a separate adoption record for the child which should be used to record activity around their adoption, for example family finding activity, with CLA processes continuing to be recorded on the original CLA file. Following the granting of an Adoption Order, the file should be renamed using the child's adoptive name but linked to the previous CLA record.

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- Applicants to become foster carers should have their own case record covering their initial enquiry, assessment and approval process, details of placements made with them and how any allegations against them were dealt with.
- All work carried out by social workers on children and families cases must be recorded on the child's case record on the MOSAIC, workflow at the same time that the work is carried out. Guidance on recording onto MOSAIC can be found at: [MOSAIC | Children's Policy & Practice Hub](#)

4 Standards of recording

4.1 Equality and evidence of anti-discriminatory practice

- The Social Work England professional standards expect social workers to work in an anti-discriminatory way so that Camden's diversity and the cultural values of service users are recognised and understood, and that social care interventions are appropriately responsive to these cultural values.
- At all times, social workers need to be aware of Camden's Equality Duty and the need to ensure that social work practice does not disadvantage service users on the basis of their ethnicity, religion, age, gender or sexuality.
- Throughout the case record, there should be evidence that social workers have explored the service user's individual cultural and social attributes (GRRACCEES) and the structural inequalities they face and how these impact on their lived experience. The exploration should consider how CSFH intervention and the social worker's practice has reduced (or inadvertently exacerbated) any negativity and bias experienced by the service user.
- For example, social workers should evidence any exploration of the impact on BAME young people on being singled out for stop and search by Police or how low incomes and poverty can impact on parenting, and how social workers have sought to reduce the impact through their practice.
- Anti-discriminatory and anti-oppressive practice should be evidenced in assessments, case recordings and supervision records, and social workers should also ensure that important personal information about the service user, for example ethnicity, is recorded on MOSAIC.

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- Records should indicate any steps taken to facilitate participation of service users who face particular barriers to accessing services and support, for example those with disabilities, communications difficulties or where English is not their first language.
- Where required, social workers should make arrangements for assessments, reports and minutes to be translated into the service user's first language.

4.2 Continuity and accountability

Case files need to provide detailed information about the case so that anyone reading the case record, either social workers, managers or the child, will have a clear picture of:

- the relevant history of the child and family;
- the nature of concerns, the reasons for CSFH involvement and what needs to change;
- an up to date plan giving details of actions, interventions and support for the family and how this will affect change and improve outcomes;
- evidence of decision-making at the appropriate level and with clear reasons for these given;
- the progress which is being made in implementing the child's plan and achieving good outcomes.

4.3 Confidential documents

The following documents are highly confidential and should be uploaded into the confidential section of MOSAIC.

- All information received from Legal Services, including legal documents and correspondence; this is subject to legal privilege and must not be disclosed to service users or other professionals.
- Documentary information from the police or medical information on a parent's mental or physical health that is considered to be confidential and should not be disclosed to service users or other professionals without the permission of the provider of the information.
- Information provided by FWD or CAMHS regarding a service user's therapy.
- Fostering and adoption applicant's case records during the assessment process.

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- Information about adults who pose a risk to children and are being dealt with under LADO or MAPPA procedures.

4.4 Good practice for recording

- Records should be succinct and purposeful and maintain a clear focus on the child's welfare and the desired outcomes for the child.
- Case recording should be clear, relevant, objective and up-to-date. A clear distinction should be made between facts, hearsay, opinions and hypothesis.
- Records should be balanced, setting out any concerns (with relevant evidence) as well as what is going well/positive factors.
- Case records should indicate evidence-based practice and where possible references should be made to specific research/theory that supports assessment and decision-making.
- Social workers should ensure that all factual information recorded on case records is accurate; service users have a right to have inaccurate information removed from records, so it is essential that any statement is supported by evidence. Where there is a dispute over the veracity of statements or facts, or differences of opinion, the views of all parties should be recorded.
- Events and contacts should be dated.
- Personal factual details about the service user (i.e. name, age, ethnicity, and disability) should be checked with them to make sure they are recorded accurately, and the information kept up-to-date on MOSAIC.
- Care should be taken when entering information through use of codes on MOSAIC as these generate management information used to report to the DfE and to plan future services.
- Social workers are responsible for the quality of their recording, and should pay attention to grammar, spelling and punctuation.
- The use of slang, jargon and professional abbreviations should be avoided unless these have been previously defined. If quoting someone's words directly, use speech marks to indicate this.

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- Adults should be referred to by their names/titles (e.g. Mrs, Ms, Mr) rather than by their relationship to the child (e.g. the mother) or their first name unless the document is likely to be presented in court, for example supervised contact records. Names and titles should be used consistently throughout the case record so it is clear to whom the record refers.
- It is not appropriate for social workers to record their own personal feelings on a situation. Recordings should contain facts, objective professional opinions and hypotheses.

Social workers can get further guidance from *Camden's Ways of Writing* guidance available at: [ways-of-writing-practice-guidance.pdf \(camden.gov.uk\)](https://www.camden.gov.uk/ways-of-writing-practice-guidance.pdf)

6 Managing case recording

6.1 Changes to records

- Social workers can make changes to personal information appearing on the personal information screen at any time.
- Changes to case notes can only be made by IT and the team manager must make a request via the IT request form.
- Changes to ICS documents must be authorised by the team manager once the document has been completed. These changes can be carried out by the MOSAIC super-users.
- Staff should be aware that all amendments made to MOSAIC case records are recorded by the system so that there is an audit trail for all changes.

Where there is a dispute between CFHS and the service user regarding the accuracy of an ICS record or case note, formal complaints procedures must be followed in order to enable any changes to be made to the record.

6.2 Restricting access to individual case files

Generally, CFHS staff are able to view all cases on MOSAIC. However, access to case files may be restricted to specified CFHS staff in the following circumstances in order to protect the anonymity of the child or family:

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- cases where there is serious risk to a child from an adult
- children who are at risk of abduction
- mothers and children fleeing serious domestic abuse
- adopted children or children placed in adoptive placements
- council staff who are receiving a service from CFHS or whose relatives are service users
- council staff who are foster carers or adopters
- cases that have a high media profile
- records of adults who pose a risk to children.

Restricting file access must be agreed by the relevant team manager and requests should be made in writing to the MOSAIC Support team based in the Quality Assurance Service. Once restricted, only the following staff will be able to view the record without having to request permission;

- the allocated social worker and their team manager
- The relevant service manager or Head of Service
- The Emergency Duty social work team
- Children and Families Contact Service
- For adoption cases – the Fostering and Family and Friends service
- Members of the MOSAIC Support team and Quality Assurance officers with responsibility for information systems.

Once a case has been shielded staff who do not have authority to view the restricted record will only be able to see basic information on MOSAIC. To request access to restricted files, users will need to contact the Mosaic Support Team providing the reason why they need access to the file.

CSSWMosaicSupport@camden.gov.uk,

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Appendix 1

CASE NOTE TYPES

Open access

Adoption
Care Funding Calculator
Closing Summary
Consultation with CPO/IRO
Consultation with Clinical SP
Consultation with FGC Manager
Consultation with Hospital team
Consultation with IYSS
Consultation with Principal Officer
Consultation with Supervisor
Contact on Hospital Ward
Contact via e-mail
Contact with doctor
Direct Work
Discussion/Consultation
EDT
Early Help CAF Shared
Education
Education LAC and Care Leavers Contact
Fax
Family Service
Finance
Fostering Team
Home visit
Home visit- Child not seen alone
ILF Funding
IYSS contact
Legal/Police/Adult Health - Confidential
Letter Received
Letter Sent
Lifelong Links
MALT/CAMHS – Shared info
Manager's Decisions
MASH Shared
Mediation work
Migrated from SSID
Minicom
Missing Persons
Notified Homeless Person
Occupational Therapy
Office Visit
Other
Parenting work
Participation/Consultation
Placed in Camden by Another Local Authority
Placement Visit
RHI – TCS
Record of Meeting
Record of Supervision Discussion
Report Written
Request for CAP Agreement
Resource Team
Risk of becoming SEET
SMS Text

Recording policy

School Visit
Schools Liaison
SEET action plan
SEN
Special Guardianship
Substance Misuse Team
Supervised Contact
Supported Childminding Review
Telephone Contact
Transfer Summary
Under 8 Day Care Review
Unit Meeting Notes
YP Pathway Shared

Confidential and restricted records based on team involvement

Adoption support (restricted)
GOSH SW Case note
CAMHS confidential
MASH confidential
Young People's substance misuse