



Mosaic Adult Restrictions

Why are some files restricted?

In certain circumstances it may be necessary to add a restriction to an Adult file. This could be because:

- The person is related to a Camden employee
- To protect the anonymity of the person due to safety/ safeguarding reasons
- There is a media interest
- The person is related to a child known to Camden, where the Childrens team want to restrict all involved



Once a file has been restricted, staff who do not have the authority to view the restricted record will only be able to see minimal information on Mosaic.

Process for gaining access to restricted records

Key Contacts:

Efi Glover (Efiowan.glover@camden.gov.uk)- Adults Mosaic Super User

Sandra Oweka (Sandra.Oweka@camden.go.uk)- Mosaic trainer

Barnaby Rogers (Barnaby.rogers@camden.gov.uk)- Senior Business Analyst

1. You will need to establish who may have restricted the record/ the team that may be involved:

- In the first instance, always email the Adults Mosaic Super User, Efi Glover and she will be able to inform you who has restricted this record.
(Note, please do not contact any other teams/ services directly, without checking with Efi first).
- In Efi's absence (and if Sandra Oweka or Barnaby Rogers are unavailable), you can contact an ASC manager who has full access to restricted files. Those with access:
 - MASH workers/ managers
 - A&R managers
 - ASC Neighbourhood managers
 - CLDS managers
 - Hospital team managers

- Once you've established who has restricted the record, you will need to request access to the file directly with them/ their team or service. If you are aware that your manager or your team will also require access going forward, request for this at the same time (if you need authorisation within a workflow, or for your team to pick up future work- they will not be able to do so if you're the only one with access).

2. Requesting access:

- **If the Children's service have added the restriction**, you'll need to complete a JIRA form on Essentials. You will need to complete all the mandatory sections of the JIRA form including stating the reasons for access, adding an authoriser, and who requires access. After you have completed the form and since the form needs to be authorised, you will need to contact the manager to authorise the completed form to avoid delays.
- **If Camden Safety Net (CSN) have added the restriction**, Efi will contact CSN directly and check to see whether the restriction can be completely removed (they are no longer restricting individuals they are involved with). If the restriction needs to remain, then CSN will provide access if appropriate.
- **If this restriction was put in place by ASC**, then Efi will pass this to Sandra who can provide access to all those involved if it's appropriate to do so, based on the reason for the restriction.

Process for restricting a record

- If an ASC restriction needs to be made, request this with your manager who will make the decision around who should be provided with access.
- Manager to then email Sandra, requesting for a restriction to be added, detailing the reason and which workers/ teams should have access to the file (please consider other teams that might require access in the near future, such as the Purchasing team or the Awards and Contributions team etc.)
- As a default, **MASH (Adults), EDT, IT (those with the Corelogic worker role), and Sandra Oweka** will have access to this file unless specified otherwise. ASC managers have the ability to act for a MASH worker, enabling them to see restricted files through this route.
- Sandra adds a confidential case note, recording the request and reason for restriction, for future information.