

## Restricting Records on Mosaic

### Which cases should be restricted?

In certain circumstances it may be necessary to protect the anonymity and/or safety of cases known to CSSW by restricting access to the record.

These cases may include;

- Cases where there is **serious risk to a child from an adult**
- Children who are at **risk of abduction**
- Mother's and children fleeing **serious domestic abuse**
- Cases known to **MAPPA**
- Cases known to **MARAC**
- Cases subject to a **LADO** investigation
- Council **staff who are clients** of CSSW or whose relatives are clients
- **Celebrities** who are clients of CSSW
- Cases with **Media interest**
- Council **staff** who are **foster carers** or **adopters**
- **Children** who are going through the family finding process, placed in adoptive placements and once they have been **adopted**.
- **Adoptive carers** (when a Camden child is placed)
- **Family of adopted child** (unless other children are known to CSSW)
- Children placed on **Disabled Children's Register** (cases with no social work involvement)
- Non Camden **Children known to GOSH** (GOSH no longer use Mosaic but historic cases will still be restricted)

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

### Who can view restricted records?

Once a case is restricted, generally only the following staff will be able to view it without having to request permission.

- The MASH team
- The Emergency Duty team
- The allocated worker(s) & their manager(s)
- The Principal Officer worker role
- The Business and Information Administrator worker role
- The Corelogic worker role
- Adoption cases (the child and families original records, family finding record, post adoption record, adoptive carers records) – the Adoption & Permanence Team

*NB: Exactly who has access to a restricted case will be dependent on the reason why the case was restricted e.g. if a case is restricted because a client is known to a worker in the MASH, then the whole team would not be given access, only the workers in that team that need to progress the work i.e. allocated SW, SP, TM, etc*

## QAU restricted cases

Cases known to MAPPA, MARAC or subject to a LADO investigation are dealt with by the QA unit so only the following staff are given access:

- The Corelogic worker role
- The Principal Officer worker role
- The Business and Information Administrator worker role
- The CPO/IRO worker role

If you have queries about any of these restricted cases, please contact the QAU.

## How to get a case restricted

If a case requires restriction, the worker should (following approval from a manager) notify [csswmosaicssupport@camden.gov.uk](mailto:csswmosaicssupport@camden.gov.uk) stating the reason why restriction is required.

To formally record the request for the restriction a confidential **Case Note** will be added to the case record by the MOSAIC team.

## How to request access to a restricted case

If access is required to a restricted case, the worker should (following approval from a manager) notify the MOSAIC team stating the reason why access is required.

Access will be given on a case by case basis at the discretion of the QA team based on the reason why the case was restricted and the reason given for access.