

Front Door Consultation Work Step

Front door colleagues will complete the new 'Front Door Consultation' work step for no name consultations, which were previously recorded outside of Mosaic.

A simple 'Front Door Consultation' work step will be completed against:

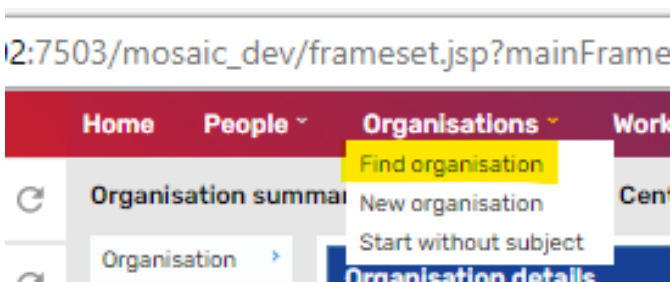
- A named organisation record when the referring organisation already exists in Mosaic **OR**
- Against the designated dummy 'Consultation' organisation record, where the referring organisation does not exist in Mosaic.

Summary of 'Front Door Consultation' work step	
Form	<ul style="list-style-type: none">• Front Door Consultation Form includes two sections to capture the 1. Details of consultation and 2. Advice given / decision made
Requests	<ul style="list-style-type: none">• Non-Mandatory Pass to MASH Manager request (Used for CSSW consultation)• Non-Mandatory Pass to MASH Social Worker (Used for CSSW consultation)• Non-Mandatory Please review information and confirm next action (used for Early Help Consultation if required)
Next Actions	<ul style="list-style-type: none">• Consultation complete (Does not trigger further workflow)

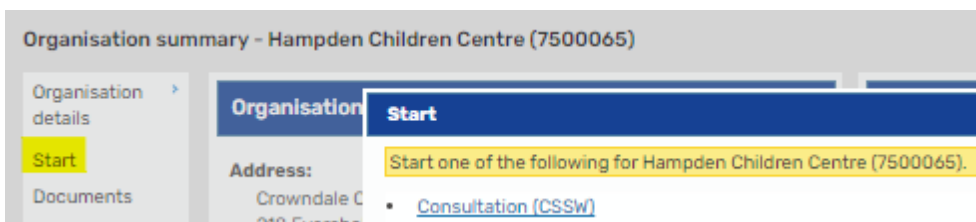
Recording a 'Front Door Consultation' works step on a referring organisation record that already exists in Mosaic

MASH Admin steps

- 1) MASH admin will find the referring organisation using the 'Organisations' option menu > 'Find organisation'



- 2) From the referring organisation's summary page > Click 'Start' and select 'Front Door Consultation'



3) Complete section '1. Details of consultation'

Consultation (CSSW) : Hampden Children Centre (7500065)

Sections

- 1. Details of consultation
- 2. Advice given / decision made
- 3. Actions Taken

1. Details of consultation

Date and time of consultation*

Duty worker: Rizbi Ahmed

Source of consultation*

-- Please Select --

Details of person making contact

Name


Telephone

E-Mail

Relationship with subject(s)

Details of consultation

Details about this consultation

4) Click on request icon  and select the **required** request; 'Pass to MASH Manager' and send to 'MASH Manager'

Consultation (CSSW) : Hampden Children Centre (7500065)

Sections

- 1. Details of consultation
- 2. Advice given / decision made
- 3. Actions Taken

1. Details of consultation

Date and time

Source

-- Please Select

Details of person

New request

Select	Request type	Status (date)	Assigned to
<input checked="" type="radio"/>	Required Pass to MASH Manager		
<input type="radio"/>	Pass to MASH Social Worker		

Note

Pass to worker* MASH Manager

This request will be sent when you next save.

OK Cancel


MASH Manager steps




5) Locate 'Front Door Consultation' work in 'MASH Manager' Incoming requests folder

MASH Manager

- Allocations
- Recently viewed
- Current work







Type	Subject	Title
	Incoming work (4)	
	Incoming requests (1)	
	Hampden Children Centre (7500065)	Pass to MASH Manager: Consultation (CSSW)

6) Click  and select 'Resume Work'

Type ↑	Subject	Title
	Incoming work (4)	
	Incoming requests (1)	
	Hampden	Pass to MASH Manager: Consultation (CSSW)
	Resume work	
	Assign	

7) Review information recorded in 'section '1. Details of consultation' and complete section '2. Advice given / decision made'

Consultation (CSSW) : Hampden Children Centre (7500065)






 (0)

Consultation (CSSW)

Sections

- 1. Details of consultation
- 2. Advice given / decision made**
- 3. Actions Taken

indicates completed section

2. Advice given / decision made

Advice given / decision made







Outcome of consultation

Further information given
 Referral to Mash
 Consultation completed by



Section completed

8) Click on request icon  and select 'Pass to MASH Manager (required)' and complete request

Consultation (CSSW) : Hampden Children Centre (7500065)






 (0)

Consultation (CSSW)

 **Pass to MASH Manager (Required) - 01/12/2022 (MASH Manager)**
 Send request


Sections

- 1. Details of consultation**

Sent request

Request ID: 924563

Request type: Pass to MASH Manager (Required)

 You may complete or return the request.

Status


Completed
 Returned


Note

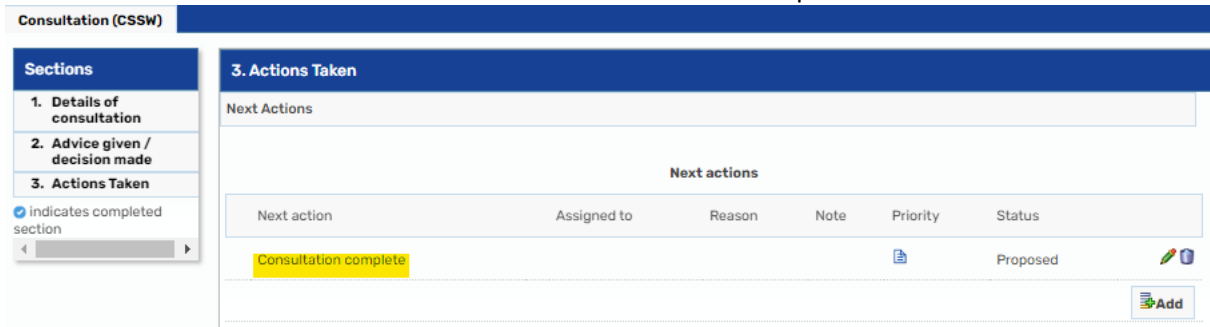
Status history

DateTime	Action	Worker/team	Note
01/12/2022 13:57	Sent to	MASH Manager	

OK Cancel

9) **(Optional)** If MASH Social worker involvement is required, click on request icon  and select 'Pass to MASH Social Worker' and 'Save and close' the work step.

10) Proceed to section '3. Actions Taken' and select 'Consultation complete' and click  to finish work step

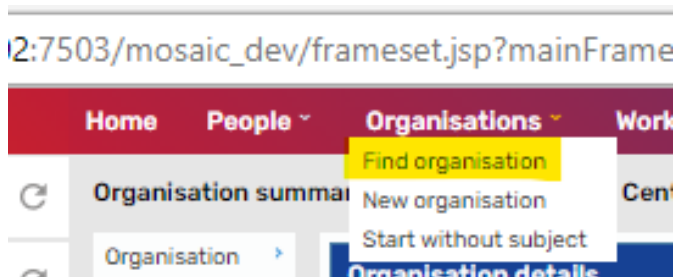


Recording a 'Front Door Consultation works step on designated dummy 'Consultation' organisation record, where the referring organisation does not exist in Mosaic

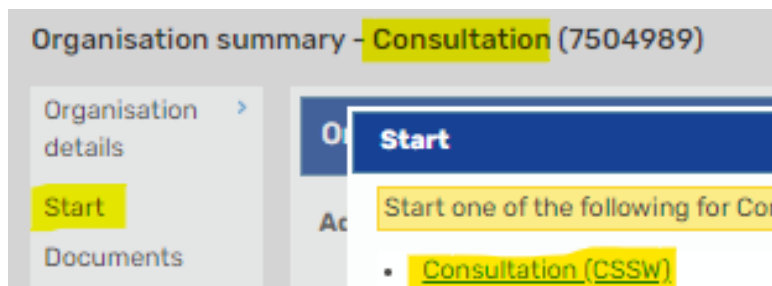
MASH Admin steps

* CSSW MOSAIC support team should be contacted in the first instance to set up the organisation. Please send a request to CSSWMosaicSupport@camden.gov.uk

1) MASH admin will find 'Consultation' record using the 'Organisations' option menu> 'Find organisation'



2) From the 'Consultation' organisation's summary page> Click 'Start' and select 'Front Door Consultation'



Follow steps 3 to 10 from the 'Recording a 'Front Door Consultation' works step on a referring organisation record that already exists in Mosaic' ([Press Ctrl on your keyboard and click here to go straight to section](#))

Consultations in period report

A Mosaic report has been developed to extract data and monitoring information from the 'Front Door Consultation work step. Please contact the performance team for a copy of the report until further notice. The report will be available as part of the front door dashboard in the future.

Report Treeview

Reporting - Report

Consultations in period

Parameter	Value
Period start	<input type="text" value=""/>
Period end	<input type="text" value=""/>

London Borough of Camden - Consultations in period

Consultations completed in period

Period start: 14/11/2022
 Period end: 01/12/2022

01 Grouped by source of referral

Source of contact	Count
EDUCATION SERVICES	1
LA SERVICES - early help	2
OTHER - including children's centres, independent agency providers or voluntary organisations	1
SCHOOLS	1

02 Grouped by outcome

Total number of Consultations	Further information given	Referral to MASH
5	2	3

03 Grouped by team

Organisation name	Count
Camden & Islington Probation Office	1
Consult	1
Hampden Children Centre	3

04 Data

Organisation ID	Organisation name	Step ID	Step type	Step started on	Step completed on	Date and time of consult	Source of contact	Referrer name	Relationship with subject(s)	Outcome(s)
7503850	Camden & Islington Probation Office	13011373	Consultation (CSSW)	2022-11-25	2022-11-25	2022-11-25	OTHER - including children's centres, independent agency providers or voluntary organisations	Andrew Cohen	?	Further information given, Referral to Mash
7504989	Consult	13011267	Consultation (CSSW)	2022-11-17	2022-11-19	2022-11-19	SCHOOLS			Referral to Mash
7500065	Hampden Children Centre	13011291	Consultation (CSEW)	2022-11-19	2022-11-19	2022-11-14	LA SERVICES - early help	Rizbi Test	Children Centre Manager	Referral to Mash
7500065	Hampden Children Centre	13011293	Consultation (CSSW)	2022-11-19	2022-11-19	2022-11-19	LA SERVICES - early help	Rizbi Test	Manager	Further information given
7500065	Hampden Children Centre	13011369	Consultation (CSSW)	2022-11-25	2022-11-25	2022-11-25	EDUCATION SERVICES	Andrew Cohen		