

Deleting case notes:

Case notes are legal documents which need to have an accurate time and date associated with it. On Mosaic, if you have case noted on the wrong client's file or case noted something inappropriate, you will need the case note to be deleted.

Your manager will need to send an email request to CSSWMosaicSupport@camden.gov.uk on your behalf.

The email request must be sent by a senior or team manager providing the following information

- Worker Name
- Reason for deletion
- Name of Client & Person ID
- Case Note Title
- Date/Time of Case Note

If you make a minor mistake within a case note, you only need to append it. Deletion is not required.