



## **Relational Practice Directorate**

### **Quality Assurance Service**

Quality Assurance induction for social workers

## About this learning module

Now that you have joined CSFH, you need to know about the key social work processes that you will be following and the expected standards of practice. you need to meet so that we can fulfil our legal duties . This will help you to contribute to maintaining our high standards of practice and help achieve good outcomes for children and families.

This document provides key information on the key quality assurance standards in relation to Child in Need, Child Protection and Looked After Children processes as well as contact details key people who can help support you.

For full details please see the CSFH **Quality assurance framework** go to: [quality-assurance-framework-policy.pdf](#)

CSFH has a robust framework of **policies, procedures and joint agency protocols** available on: [Welcome to the Camden Children's Services Procedures Manual](#)

## MOSAIC and case recording

### MOSAIC

MOSAIC is Camden's electronic case record system that allows social workers to record their work with families around the key social work processes of assessment, planning and review. The system uses workflows which mirror these processes and allows a suitable level of management oversight through authorisation of requests. Guidance on recording onto MOSAIC can be found in the children's policy and practice hub available at: [MOSAIC | Children's Policy & Practice Hub \(camden.gov.uk\)](#)

Every social worker joining Camden must attend MOSAIC training within 4 days of starting; cases cannot be allocated to workers until they have undergone the training and received their MOSAIC login. Social workers can get continued support to use MOSAIC from Super-users based in the Quality Assurance Unit.

MOSAIC Development Officers:
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### Recording

All recording on MOSAIC should meet the standards and requirements set out in the CSSW recording policy:

- Written records should be completed as soon after the event as possible and no more than **5 working days** after the event.

- Recording for child protection cases should be completed within **2 days**.
- Referral forms, assessment records, reports and planning review documents should be fully completed within the timescales set by performance indicators and relevant policy and procedure.
- Always ensure that the key case information for each service user is up to date on their MOSAIC record, for example plans, reviews, the last visit etc.
- Always ensure personal details such as current address, GP, school details and all other professional's details are on the front screen and are correct.
- Copy episodes to siblings where appropriate. Please ensure you remove any details from copied forms that do not pertain to another sibling.

The **Recording policy** is available at: [Case recording | Children's Policy & Practice Hub \(camden.gov.uk\)](#)

**To request restriction of a case or to get access to restricted case please contact a MOSAIC Super-user.**

#### **Other relevant case record policies**

- For details of when, how and with whom information about a child and their family can be shared with partner agencies please see the **information sharing guidance** available at: [cssw-information-sharing-practice-guidance.pdf \(camden.gov.uk\)](#)
- Always ensure that service user information is sent securely via Egress or Azure.
- For information on how social workers can help service users access their CSFH records, please see the **Access to records policy** at: [access-to-records-practice-guidance.pdf \(camden.gov.uk\)](#)
- Some families have case records pre-dating MOSAIC. Ensure you check whether there are paper records for a family when you begin work with families by making an enquiry with the Records Management team.

Records management team: <b>Carlos Carrington (ext: 3668)</b>
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Child in need processes

Children in need processes cover the main social work activities including assessment of children's needs, planning interventions and reviewing outcomes. Full details of policy and procedures can be found in the **CIN procedures** available at: [Child in Need Plans and Reviews](#)

### Contact and Referral Record/allocation

- A 'referral' should only be recorded if the intention is to progress to a child and family assessment because the child has reached the threshold for a service and is a child in need
- The record should be completed by the MASH team within 24 hours of receiving information
- Details of the process by which cases are allocated to teams can be found in the **Allocation and transfer of cases policy** available at: [allocation-and-transfer-of-cases-policy.pdf](#)

### Child and Family Assessment:

- should be completed for all cases that progress to referral
- must be **completed within 35 working days** but the time taken to complete should be proportionate to the level of complexity of the case
- timescales for completion and a midway review date should be agreed with the manager and recorded on MOSAIC.

For more information see the **Assessment policy**: [Assessments](#)

### Child In Need Plan and reviews:

- The initial review meeting should be held within **2 weeks of the completion of the child and family assessment** in order to develop the child in need plan.
- The next review should be **within 3 months** from the date of initial review.
- Subsequent reviews should be held **every 3 months**.

### Child in Need visits:

- All children referred to CSFH should receive an **initial visit within 7 working days of the referral date** and should be seen at least once during the assessment.
- Subsequent home visits should take place **at least every 3 weeks** (though the frequency may be increased depending on the complexity of the case and the level of risk).
- At least one visit **every 3 months should be unannounced**.
- The child should be seen at every visit and children over 3 years should be seen alone. Babies and children under 3 should be seen awake on at least every second visit.

For more details see the **Home visits policy** available at: [home-visits-policy.pdf](#)

## Child protection processes

- Camden follows the **London safeguarding children procedures** available at: [London Child Protection Procedures \(londonsafeguardingchildrenprocedures.co.uk\)](#)
- Child Protection is overseen by the Independent Reviewing Service who provides the independent chairs for case conferences.
- Your manager will make arrangements for you to meet with the Independent Reviewing Officer attached to your team as part of your induction plan so you have an opportunity to go through the processes with them.

Service Manager: **Kurt Ferdinand (ext: 4351)**

CP IROs: **Helen Stack (ext: 1833)**

**Sonia Forbes (ext: 4351)**

**Ena Mahoney (ext: 3481)**

**Sarah Browne (ext: 7131)**

Co-ordinator: **Shilpa Karim (ext: 8279)**

## Strategy Discussion/Meeting and Section 47 Investigation

- Strategy discussion/ meetings should be held within **3 working days** of concerns being raised unless the circumstances mean an immediate response is required.
- A record of each strategy discussion/meeting must be recorded on MOSAIC in a strategy discussion episode.
- A section 47 investigation should only be selected as an outcome of the episode at the strategy discussion/meeting where a decision to convene a conference was made. If more information needs to be gathered, a review strategy meeting should be selected.
- If a medical assessment will be needed to establish the nature of any injuries or harm, information about medicals and contact details for the relevant health professionals are available at: [CP health information \(1\) | Children's Policy & Practice Hub](#)

## Initial child protection case conference (ICPCC)

- All ICPCC's must take place within **15 working days** of the strategy discussion/meeting where a section 47 investigation was initiated.
- The child and family assessment (or updated assessment where appropriate) with an outline plan will serve as the social work report for the conference and must be provided at least **2 days before** to the CPO and available for attendees to read at the case conference.

- All members of the professional network must be invited to case conferences. Invitations must be sent **no later than 5 working days** before the conference date.

### Core Group Meetings

- The first core group meeting must take place **within 10 days** of the initial case conference and the date will be arranged at the conference.
- The next core group meeting should be held **within 6 weeks** of the first.
- Subsequent core group meetings should be held at least **every 6 weeks**.
- Social workers are responsible for convening and chairing core groups.
- Meetings should be recorded on MOSAIC using the core group meeting episode.

Further guidance can be found in the core group practice guidance available at: [core-group-practice-guidance.pdf \(camden.gov.uk\)](https://www.camden.gov.uk/core-group-practice-guidance.pdf)

### Review Child Protection Conferences (RCPPC)

- The first review conference must take place within **3 months** of the date of the initial case conference.
- Subsequent reviews must take place within **6 months** of this review and thereafter at a frequency of **6 months**.
- If the initial case conference was a pre-birth conference, either a first review or a core group meeting should take place **within 10 days of the child's birth** (or 20 days if the mother is not medically fit). Normally this meeting would take place at the same time as the discharge from hospital meeting.
- Social workers should update the assessment prior to each review and this will serve as the social work report at the review conference. The updated assessment must be provided to the chair at least **5 days before a RCPCC**.
- A midway review should take place between each 6 month review conference involving the social worker and chair of the conference unless the chair believes this is not necessary.

### Child Protection Visits

- The child must be **seen at home by the social worker at a minimum of every 10 days**.
- Children over 3 must **be seen alone at every visit**.
- Children and babies under 3 years **must be seen awake every 6 weeks**.
- Social workers should report any difficulties in seeing a child to their manager and the conference chair **immediately**.

Further details can be found in the **Home visits policy** available at: [home-visits-policy.pdf](https://www.camden.gov.uk/home-visits-policy.pdf)

### Administration of case conferences

Case conferences are administered and minuted by specialist child protection Business Support Officers who also send out invitations to conferences. For further details please refer to the **Case conference procedures** available at: [cp-administrative-conference-procedures.pdf \(camden.gov.uk\)](https://www.camden.gov.uk/cp-administrative-conference-procedures.pdf)

Business Support manager: **Tina Bird (ext 1140)**

## Children looked after processes

Camden has a number of statutory duties towards looked after children and the processes based on these requirements are set out in the CSFH looked after children policies available at: [Contents](#)

When you join, your manager will make arrangements for you to meet with the Independent Reviewing Officer attached to your team as part of your induction plan.

LAC IROs: **Kurt Ferdinand (ext: 6481) IRO manager**  
**Tina Bailey (ext: 5022)**  
**Kay Clifford (ext: 1612)**  
**Sarah Houlihan (ext: 4003)**  
**Rachel Lewis (ext: 3891)**  
**Simon Sharples (ext: 4014)**

## Care and pathway planning

- All CLA should have an up to date **care plan and a placement plan** which should be in place within **10 working days** of the child becoming looked after.
- All new CLA should have an initial health assessment **within 10 working days** of becoming looked after.
- All CLA should have a Personal Education Plan (PEP) and the PEP process should be initiated **within 10 working days** of the child becoming looked after.
- Where care proceedings are being considered, cases must be referred to the Care Pathways Panel for authorisation to begin pre-proceedings steps under the Public Law Outline. For more details please see the Care Pathways Panel policy available at: [care-pathways-panel-policy.pdf \(camden.gov.uk\)](https://www.camden.gov.uk/care-pathways-panel-policy.pdf)

- Pathway needs assessments should be carried out as a looked after young person approaches their 16<sup>th</sup> birthday and a pathway plan put in place within 3 months of them turning 16. For more details please see the Preparing for Independence policy available at: [preparing-for-independence-policy-16-18.pdf \(camden.gov.uk\)](https://www.camden.gov.uk/media/181818/preparing-for-independence-policy-16-18.pdf)

## Placements

- For placement requests, please complete the '*Request for initial placement and matching*' episode on MOSAIC when a child first enters care and the '*Request for placement change*' episode for ongoing placement changes.
- A **placement agreement meeting** should be held 7 days prior to a child moving to a placement or within 5 days of the start of an emergency placement.

## Notifications

It is essential to notify Business Support by email when a child:

- becomes looked after
- ceases to be looked after
- changes placement
- changes legal status.

[BSS.Crowndale@camden.gov.uk](mailto:BSS.Crowndale@camden.gov.uk)

Stephanie Jones Business Support team leader (ext: 2964)

This is to ensure that Business Support can send statutory notifications to education and health services. This is particularly important where a child is placed outside of Camden so that the receiving local authority and health service are aware that the child is living in their area.

## Review of placements and plans

- 1<sup>st</sup> CLA review must take place no more than **20 working days** after the child enters care.
- 2<sup>nd</sup> review must take place no more than **3 months** after the 1st review.
- Subsequent reviews must take place no more than **6 months** after the previous review.
- A **mid-way 3 monthly review** meeting between the IRO and the social worker should be held between 6 monthly reviews unless the IRO believes it is not necessary.



- Invitation letters and consultation forms for CLA reviews should be sent out to participants at **least 2 weeks before** the date of the review; social workers should complete the MOSAIC meetings episode and send the task to Business Support.
- The following documents should be sent to the IRO chairing the review **3 working days** before the review:
  - the updated assessment and progress on care plan record
  - the PEP
  - the Health plan and review health assessment
  - completed consultation forms
  - any other report provided for the review.

For more details see the CLA review policy: [Looked After Reviews](#)

### CLA visits

- All looked after children should be visited **within 1 week** of becoming looked after or after moving to a new placement.
- Then visits should take place **every 6 weeks** thereafter, unless the placement has been formally agreed as permanent placement (intended to last until child is 18) in which case visits should take place **every 3 months**.
- Visits to regulation 24 (family and friends carers) placements should be:
  - **every week** until the first review is held
  - **every 4 weeks** until the carer has been approved as a Camden foster carer
  - then at the frequency of visits for other placements.
- Visits to children placed at home with parents on a care order should take place **every week** until the first review is held then **every 4 weeks**.

For more details see the placements visits policy: [Social Worker Visits to Looked After Children](#)

### CLA health monitoring

- Health assessments **must be recorded/requested** via the 'CLA Health Assessment' episode on MOSAIC and dental check-ups recorded in 'Dental Visits' under the 'Health' section.
- All new looked after children should have an initial health assessment within **10 working days of becoming looked after**.

- Looked after children **under 5** must have a review health assessment **every 6 months** and those aged **5 or older** must have a review health assessment **annually**.
- All looked after children must have a dental check annually. All new looked after children require a **dental check within 10 working days of becoming looked after**.
- Looked after children will require immunisations at various stages and the dedicated CLA health professional will arrange for these to be offered.

## Care leavers processes

Camden's statutory duties towards care leavers and the processes based on the requirements are set out in the CSSW looked after children policies available at: [link](#)

In general, IRO involvement with looked after children ends once they are discharged from care at 18; however in practice IROs can offer informal, on-going support to the young person and advice to their personal advisor, particularly during the transition period or if it is felt that the case is complex and the situation needs continued monitoring.

## Eligibility and service provision

- Young adults are eligible for a leaving care service between 18-21 if they were looked after for at least 13 weeks since the age of 14 and after the age of 16.
- Services are available up to the age of 21; at that point the young adult can decide whether they want to continue support up to the age of 25 or if they wish to end contact with the LACCL.
- Young adults who chose to end contact at 21 may return and request support up to the age of 25.
- UASC will receive a full leaving care service for as long as they have a right to remain in the UK.
- All care leavers will have an allocated **personal advisor** to provide support and assistance and to help them implement their **pathway plan** which is reviewed every 6 months.
- Personal advisors should stay in touch with care leavers and visit them at the following frequency:
  - every 8 weeks up to the age of 21

- every 3 months between the ages of 21 and 25 but this may be more frequent if needed
  - within 7 days of the care leaver moving accommodation.
- Care leavers should be given a “health passport” from the LAC health team on leaving care giving details of their health history and any outstanding health issues.

For more details see the Services and support for care leavers policy: [services-and-support-for-care-leavers-18-25.pdf \(camden.gov.uk\)](#)

- Pathway needs assessments should be carried out as a looked after young person approaches their 16<sup>th</sup> birthday and a pathway plan put in place within 3 months of them turning 16. For more details please see the Preparing for Independence policy available at: [preparing-for-independence-policy-16-18.pdf \(camden.gov.uk\)](#)