

Mosaic case management system for Adult Social Care (ASC) and Children’s Safeguarding and Social Work (CSSW) services

Policy Statement

Version	Date	Description	Approved
1.0	15 th June 2023	New document	13 th September 2023
2.0	8 th October 2024	Changes including: <ul style="list-style-type: none">• Updates to DBS requirements• Updated service names and job titles• Updated file retention/deletion process	14 th October 2024

Policy owners:	Approver:	Date approved/last reviewed	Date of next review
Barnaby Rogers Garon Pang	Supporting People Systems Programme Board	14 th October 2024	October 2025

Overview

MOSAIC is Camden’s case management recording system for Children’s and Adult social work services and Early help.

The system incorporates embedded forms and workflow steps which are based on statutory social work processes, requirements and local frontline practice, and includes an embedded finance module.

The workflow steps guide practitioners through the required processes and forms, suggesting possible next steps depending on a practitioner's professional judgment.

Where appropriate, information that has already been recorded pre-populates from form to form so that practitioners do not need to enter the same information twice.

MOSAIC gives practitioners a single and family-based view of service users including assessments, plans and the services provided.

The system’s forms and workflows are developed over time to meet the needs of local practice and service development, and to incorporate changes made in the statutory guidance.

Oversight and Change Control

The Mosaic Data owners are the Executive Directors of Children & Learning and Adults & Health.

Governance is overseen at a strategic level by the Supporting People Systems Programme Board, chaired by the Executive Director of Children & Learning. The board is responsible for making major decisions, including changes that require budget approval.

Change control is managed by the Supporting People Change Control Group (SPCCG), joint chaired by the ASC Systems Manager (ASC) and the Business Systems Manager (CSSW).

The Group has responsibility to discuss and agree changes to the Mosaic system which could have an impact on users across different services, including all core functionality of the system and aspects which are shared, for example:

<ul style="list-style-type: none">• Core functionality of Main Person Record	<ul style="list-style-type: none">• Upgrades
<ul style="list-style-type: none">• Shared functionality with context 'Both'	<ul style="list-style-type: none">• Integration with other systems
<ul style="list-style-type: none">• Shared finance functionality	<ul style="list-style-type: none">• New functionality
<ul style="list-style-type: none">• Worker roles/Permissions	<ul style="list-style-type: none">• Non-production environments

Changes that only affect one service area (for example service specific workflow) are managed through individual service change processes, and updates provided to the SPCCG where relevant.

Requirements for access

a) DBS and risk assessment

All staff requiring access to MOSAIC will need a basic DBS check which needs to be renewed every 3 years, or after parental leave or a career break. For staff in ASC, this must include the adult barred list check. For staff in CSSW, this must include the child barred list.

Staff joining/returning to Camden need to have a basic DBS which is still valid for 12 months. A risk assessment can be completed by a manager and approved by HR where staff are awaiting a DBS check to be completed.

b) MOSAIC training

Following receipt of the DBS all staff must attend training in the use of MOSAIC. The training can include e-learning, face to face training or a competency test.

c) MOSAIC Acceptable use policy (AUP)

Following training, staff will be required to sign the MOSAIC acceptable use policy and declare any conflict of interest- e.g. where they, their family, friends or neighbours are known on the system- so that the case records can be restricted.

Staff will then be provided with logon details and will have ongoing access to MOSAIC super user support.

d) Links to practice guide

ASC MOSAIC training: <https://ascpractice.camden.gov.uk/mosaic/requesting-training-and-access/#main>

CSSW MOSAIC training: [mosaic-support-guidance-for-staff.pdf \(camden.gov.uk\)](https://camden.gov.uk/mosaic-support-guidance-for-staff.pdf)

AUP: https://ascpractice.camden.gov.uk/media/3904/mosaic_aup_2022.docx

Staff movers and leavers

Managers are required to notify the MOSAIC support teams when any staff leave Camden or move to another service within the Council. This is so that the account can be ended.

a) Links to practice guide

ASC movers and leavers policy: <https://ascpractice.camden.gov.uk/mosaic/asc-mover-and-leaver-process/#main>

CSSW movers and leavers policy: [starters-movers-and-leavers-on-mosaic.pdf \(camden.gov.uk\)](https://camden.gov.uk/starters-movers-and-leavers-on-mosaic.pdf)

Use of information contained within MOSAIC

The data contained within the system includes personal sensitive information on the people we work with. We only hold and share data according to our legal duties under the GDPR regulations and have privacy notices for service users which explain why we hold or share data and these are regularly reviewed and updated.

We treat all information responsibly, keep it safe and secure, and use it correctly and proportionately. This includes sharing the data when we are required or permitted to do so with partner organisations and other services.

All staff will be required to sign an acceptable use policy (AUP) which sets out the rules on use of the system and the limits on accessing, sharing and using information from individual case records. (See links to AUP above)

Staff have a personal responsibility to ensure appropriate use of the information contained within the system and to report any known data breaches to IT.

[How do I report a potential data breach? \(sharepoint.com\)](#)

Deletions of information from MOSAIC

Where information has been recorded in error – e.g. using the wrong person record, or where it has been determined to be inaccurate – there is a responsibility on the user to follow the relevant procedure and ensure this information (documents, case notes or workflow steps) is removed from MOSAIC.

Where duplicate person records have been identified, it is important that the records are merged to ensure there is only a single record going forward.

a) ASC deletion process

Case notes: <https://ascpractice.camden.gov.uk/mosaic/case-note-deletion/#main>

Documents/workflow: Worker raises a JIRA to IT to request that document or workflow is deleted.

Merging duplicate records: <https://ascpractice.camden.gov.uk/media/3777/merging-duplicate-records.pdf>

b) CSSW deletion process

Case notes: [deleting-case-notes.pdf \(camden.gov.uk\)](#)

Documents: Worker raises a JIRA to IT to request that document is deleted.

Workflow: [mosaic-support-guidance-for-staff.pdf \(camden.gov.uk\)](#)

Merging duplicate records: [merging-duplicate-records.pdf \(camden.gov.uk\)](#)

File retention and deletion

Once a case is closed, each Mosaic record should only be kept according to the specific retention schedule in the corporate policy. See attached for details.

[Retention Schedule and Disposal Policy 2023 \(sharepoint.com\)](#)

At the point of closing a case, practitioners are responsible for ensuring the record is flagged with the appropriate retention criteria.

Once the retention period has been reached, it will be the responsibility of each service to undertake data quality checks to confirm whether there is any reason to keep a record for a longer period. Once these checks have been completed, the relevant Business Systems Manager will ensure that records are deleted appropriately. Where records relate to more than one service, the longest retention period should be applied to the whole record. Where records have been created for relatives of anyone receiving a service, those records should also be managed using the same retention and deletion criteria.

Examples of records that may need to be kept longer than the original retention period include where:

- there has been a more recent service involved, since the original retention rule was recorded
 - the person record needs to be maintained on a register (e.g. Sensory Needs or Learning Disability)
 - they are related to another person record that has a longer retention period
 - there are specific ongoing inquiries
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Audits of use

Regular audits of staff access to the system will be undertaken to identify inappropriate use, and to monitor access including:

1. Unusual activity e.g. staff accessing records not allocated to them, unusual work patterns etc.
 2. Staff accessing their own records or those of family, friends, neighbours, celebrities etc.
 3. 3rd party access of unrelated cases
 4. Movers and leavers to ensure accounts have been ended
 5. Accounts not accessed for a period of 6 months to establish whether the account is still needed
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3rd party access

Staff external to the council are given access to MOSAIC where there is a contract to provide a service to our clients. These include, The Camden carers service, CIMHT, EDBS, the LAC Health team, IT contractors, External auditors, researchers etc

3rd party staff are required to follow the same requirements for access to MOSAIC and to abide by the same rules and responsibilities set out in the AUP.

Restricted records

Staff requiring records to be restricted should log a request with the MOSAIC support team

Case records can be restricted for the following reasons:

- Where worker has declared a conflict of interest i.e. family or friends known on the system
- High level risk to a service user e.g. child abduction, serious domestic abuse
- Cases undergoing case review
- High profile cases including celebrities
- Cases known to MAPPA, MARAC and LADO
- Children placed for adoption and Adopters and Foster carers who work for the council

These cases will be restricted from most staff however the following will continue to have access (unless there is a conflict as above):

- The MASH team
- The Emergency Duty team
- The allocated worker(s) & their manager(s)
- Heads of service and Directors
- The Business and Information Administrator worker role- data staff
- The Corelogic worker role- MOSAIC staff and IT

Staff requiring access not in those groups, will need to contact MOSAIC support.

Restriction will be reviewed for validity on a regular basis.

a) ASC restricted record policy

<https://ascpractice.camden.gov.uk/mosaic/restricted-records/#main>

b) CSSW restricted records policy

[restricted-records-on-mosaic.pdf \(camden.gov.uk\)](#)

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