

Mosaic Quick Process Guide – ART Contact & Referral

Contributors to Contact/Referral

- Access Advisors, Triage Social Workers, Preventative Officer, Access/MASH Manager

What needs to be completed and responsibility

*Fields marked with an * are mandatory fields

CONTACT (MASH) / REFERRAL	
What needs to be completed?	Responsibility?
1. Family and Household Details	
*Details of all subject child(ren)	System Generated or ART Advisor (System Generated if adding from a child's record or family group) (ART Advisor can 'Find' to add other children records)
Details of family members, support network and people important to this family, both in and outside of the household	ART Advisor
Communication Needs (Including language)	ART Advisor
2. Contact / Referral Details	
*Date and time of Contact/Referral	ART Advisor (Ensure the time is also set as the time you received the contact, keep in mind times letters, faxes and emails were received)
*Source of Contact	ART Advisor
*Method of Contact	ART Advisor
*Details of person making contact	ART Advisor
Details of Contact / Referral	
Does the person wish to remain anonymous	ART Advisor
*Reason for contact	ART Advisor
Has the child been reported missing?	ART Advisor
Date and time Social Care informed of found date	ART Advisor
Is the child/family already known?	ART Advisor
Further details about this contact	ART Advisor
Is the parent / carer aware of the contact?	ART Advisor
Has parent /carer consent been obtained?	ART Advisor
Has an Early Help Assessment previously been completed with the family?	ART Advisor
*Name of person taking this contact/referral (Tick box)	ART Advisor
Initial RAG Rating	Triage
What action needs to be taken?	Triage
*Triage Worker's Signature (Tick box)	Triage
3. MASH Screening Activity and Findings	
MASH activity	Triage Social Worker
Summary of Findings	Triage Social Worker
Tick box: MASH Screening summary completed by	Triage Social Worker

4. Families in Focus (FiF)	
Crime Outcomes / Attendance Outcomes / Children who need help Outcomes / Risk of Worklessness / Families affected by domestic violence or abuse / Health Problems	ART Advisors
5. Analysis and Judgement (Signs of Safety)	
What are we worried about	Triage Social Worker or Preventative Officer
What's Working Well	Triage Social Worker or Preventative Officer
Danger Statement, Goal and Scale	Triage Social Worker or Preventative Officer
6. Decisions and Actions	
*Is this a referral?	ART Advisor / Triage Social Worker / Preventative Officer
Recommendations and decisions	
Advice given / Practitioners recommendation	Triage Social Worker or Preventative Officer
*Social Worker's Signature (Tick box)	Triage Social Worker
*Risks / Needs Identified	
*Child / Young Person (Tick boxes)	Triage Social Worker or Preventative Officer
Parent / Carer (Tick boxes)	Triage Social Worker or Preventative Officer
Other family / Household member (Tick boxes)	Triage Social Worker or Preventative Officer
General	Triage Social Worker or Preventative Officer
Manager's Decision	Access Manager
DfE Need Codes	System generated
Final RAG Rating	Access Manager
If the outcome of the referral has not been decided with 24 hours, please specify why	Access Manager
Name of Manager	System Generated
*Manager's Signature (Tick box)	Access Manager (ART Advisor can tick this where a Contact doesn't progress to a Referral, so ending at Contact)
Informing Interested Parties	
Referrer Informed	Access Manager
Parent / Carer Informed	Access Manager
Child(ren) Informed	Access Manager
7. Actions Taken	
Age Assessment (Unaccompanied Asylum Seeking Children)	Added by: Access Manager Sent to: Response Team
Child and Family Assessment and Plan (When under section 17)	Added by: Access Manager Sent to: Response Team

Child Sexual Exploitation Screening (SERAF)	Added by: Access Manager Sent to Team: FYPS Team North or FYPS Team South
Decision to Seek Accommodation	Added by: Access Manager Sent to: Response Team
Early Help Assessment (SAFeh)	Added by: Access Manager Sent to: FYPS Locality Manager
Multi-agency SEND Referral	Added by: ART Advisor or Access Manager Sent to Team: 0-25 (SEN Team)
No Further Integrated Children's Involvement (Used to close the Contact/Referral) (You must select a ' Reason ' for closure here as well) (You will need to set the ' File Retention ' within ' Person Summary ' > ' File Retention ' against each person's record)	Added by: ART Advisor or Access Manager Sent to: N/A
Notify Referrer of Outcome (Click ' Send Immediately ' against this action)	Added by: ART Advisor or Access Manager Sent to: Business Support
OT Equipment Request	Added by: Access Advisor or Access Manager Sent to Team: 0-25 Occupational Therapy team
Portage and Early Bird Decision Record	Added by: ART Advisor or Access Manager Sent to: Portage (Virtual Worker) or Early Bird (Virtual Worker)
Record of Missing Child or Young Person	Added by: ART Advisor or Access Manager Sent to: MISPER Virtual Worker (North or South)
Referral to other agency	Added by: n/a Sent to: n/a
Request for Access to Records	Added by: Access Manager Sent to: Response Team
Request for Court Report	Added by: Access Manager Sent to: Response Team
Request for Information and Response from Early Help	Added by: n/a Sent to: n/a
Request for Information and Response from Health Service (Used when MASH only) (Click ' Send Immediately ' against this action)	Added by: Triage Social Worker Sent to: MASH Health (Virtual Worker)
Request for Information and Response from Police (Used when MASH only) (Click ' Send Immediately ' against this action)	Added by: n/a Sent to: MASH Police (Virtual Worker)
SAFeh Opened	Added by: Access Advisors Sent to Team: Early Help SAFeh Team
Send FiF to FYPS	Added by: Access Advisors Sent to Team: FYPS North or FYPS South

Specialist OT Assessment	Added by: Access Advisor Sent to Team: 0-25 Occupational Therapy
Strategy Discussion (When under section 47)	Added by: Access Manager Sent to: Response Team Manager
Transfer-in Conference Schedule	Added by: Access Manager Sent to: Response Team
Requests Button	
*REQUIRED Please review information and confirm next action	Added by: Access Advisor/Triage/Social Worker/Preventative Worker Sent to: Access Manager
Request for Additional Information	Added by: Anybody/Any Team required Sent to: Anybody/Any team required

ADDITIONAL FORMS/LETTERS

Letters/Forms are generated from the 'Forms and Letters' button along the top of the

Contact/Referral form:



FORM: CONSENT TO INFORMATION SHARING

What is it used for?	Responsibility?
Consent form is used to send out to gain consent to share information within the council and partner agencies	Social Worker/Preventative Worker
What to do with the form?	Responsibility?
Consent form would be attached using the attachment/paperclip icon within this Contact/Referral form	Social Worker/Preventative Worker

FORM: MASH FEEDBACK FORMS

What is it used for?	Responsibility?
Form used to send out to partner agencies, for example: Police, to gain information about MASH	N/A
What to do with the form?	Responsibility?
MASH Feedback forms would be attached using the attachment/paperclip icon within this Contact/Referral form	N/A

FORM: MASH RESPONSE FOR OTHER AGENCIES

What is it used for?	Responsibility?
Form used to send out to partner agencies, for example: Police, to gain information about MASH	N/A
What to do with the form?	Responsibility?
MASH Feedback forms would be attached using the attachment/paperclip icon within this Contact/Referral form	N/A

LETTER: PLEASE PHONE LETTER

What is it used for?	Responsibility?
Letter used to send out about asking recipient to call us	N/A