



# One minute guide

## Mosaic

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### What is Mosaic?

Mosaic, provided by Servelec, is the case management system (with an integrated finance module) used by Children and Families Services in Leeds for social work and for an increasing number of early help practitioners.

To meet the needs of practice and service developments, and approaches, IT staff in Leeds are able to develop the system as required by changing or developing workflows, forms and other elements of the system.

There have been a number of updates and developments of Mosaic since it was introduced. For example, the early help module is now supporting early help practitioners to record their work with families such as assessments and plans, and is being embedded incrementally with practitioners across the city.

### What are the key features of Mosaic?

Mosaic was initially developed incorporating key practice approaches, such as set out in the national Review of Child Protection Services (the [Munro Review](#)).

It allows practitioners to capture the whole journey of the child, a key focus of the Munro review, in one place—including a summary page for each child, so that social workers, early help practitioners and their managers can have a quick overview of the work that has been carried out with the child and family.

The Mosaic system is intuitive for practitioners to use; when certain key 'worksteps' are completed, the system uses its workflows to suggest logical 'next steps', for example the statutory processes and reviews that need to happen during the child protection process, or after a child has become looked after.

Mosaic can pre-populate certain forms and assessments with details that practitioners have already entered when completing earlier pieces of work; this saves time and means that people don't have to input the same information each time they start something new.

Newer forms are able to have conditional formatting applied to them which helps staff save time by presenting only the relevant fields on the form for staff to complete depending on each individual's circumstances.

### For more information

For more information you can contact the project team at [CHSFrameworkki@leeds.gov.uk](mailto:CHSFrameworkki@leeds.gov.uk) or on tel: 0113 3952178.

