



Report for:	Children's Safeguarding Policy and Practice Committee	Item Number:	
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Title:	Update on the MOSAiC programme
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Report Authorised by:	Marion Wheeler
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Lead Officer:	Sarah Barter / Jo Sobhee
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Ward(s) affected:	Report for Key/Non Key Decisions:
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1. MOSAiC Programme Implementation:

1.1. MOSAiC is a major redevelopment of FWi, Haringey's social care recording system, which is being designed and developed in partnership with the supplier and 14 other early adopter authorities:

1	Blackpool	6	Ealing	11	Oxfordshire
2	Brent	7	East Lothian	12	Scottish Borders
3	Camden	8	Haringey	13	Tower Hamlets
4	Cornwall	9	Harrow	14	Wandsworth
5	Dumfries & Galloway	10	Midlothian	15	Worcestershire

1.2. Mosaic's design is user-focussed with an emphasis on improving usability and efficiency, reducing social work recording times, improving staff experience of the system and providing long term improvements in data quality, practice and performance.

1.3. The aim of the development is not only to enhance existing functionality but also to introduce many new features including group based recording and group



summaries which will meet the critical need to maintain a systemic and family narrative (Munro).

1.4. Group based recording will enable workers to record common information against all members of the family (or group) without having to duplicate the recording effort on each individual record. This will result in huge time saving efficiencies as families in Haringey often consist of large sibling groups. The functionality will also promote better data quality and improved consistency as there will be less scope for vital information to be missed from any of the case records in the group.

1.5. The Mosaic project is using Agile methodology so functionality will be available for Live implementation as it is completed with the result that staff will benefit from deliverables during the life cycle of the project. Tranches of deliverables will be iteratively implemented with the first tranche of new and improved functionality scheduled for an autumn 2013 implementation. This will include:

- Introduction of form-based workflow, improving user experience and reducing the effort of recording by making work processes more familiar and intuitive
- A replacement “Work View”, providing a single flexible view of all work assigned to the worker facilitating better prioritisation and case management
- Quick Start menus and hyperlinks throughout the system enabling workers to begin work immediately without having to spend time navigating through several screens
- A new search engine enabling more efficient searching, reducing time and effort as well as avoiding errors and the creation of duplicate records
- Improvements to system security enabling better governance of roles and records
- Full data migration from FWi into Mosaic enabling workers to continue to work easily with no loss of data on the first day of Go Live

1.6. Once the first implementation has bedded down and staff are confident with the new way of working, family based recording functionality will be introduced, currently scheduled for early next year.

1.7. The FWi e-learning training tool ‘Me Learning’ is also being redesigned to support staff with the changes to tools and processes brought about by Mosaic and will be available to all staff ahead of the first implementation.

1.8. In the meantime, representation at Project Boards and design workshops is continuing and Haringey is now a well established influential development partner and recognised as one of the key drivers of the project. This has led to Haringey project team presentations to the Project Board and supplier events as well as the team hosting meetings with other local authorities who are interested in learning from Haringey’s experiences and Mosaic implementation plans.