

## **How to Refer to Positive Change Service via Mosaic**

The Positive Change Service works closely with RESPECT (the National organization for domestic violence perpetrator work) and provides interventions with parents who have used violence and abuse to partners and children. These interventions include assessment, domestic violence perpetrator programmes (DVPP) and specialist parenting work.

The Positive Change service is committed to working as part of a wider coordinated community response to domestic violence in Tower Hamlets, to increase the safety of women and children affected by domestic violence, to develop effective, sustainable interventions with perpetrators of domestic violence, to equip professionals with the knowledge and skills to effectively address domestic violence issues with perpetrators within mainstream practice, to ensure that assessment processes address the risks posed by perpetrators and address their capacity to change.

**The Positive Change Services (PCS) only accepts referrals if they are made via Mosaic. Here is a step-by-step guide how to make a PCS referral for perpetrators, victims and/or children. This includes multiparty referrals.**

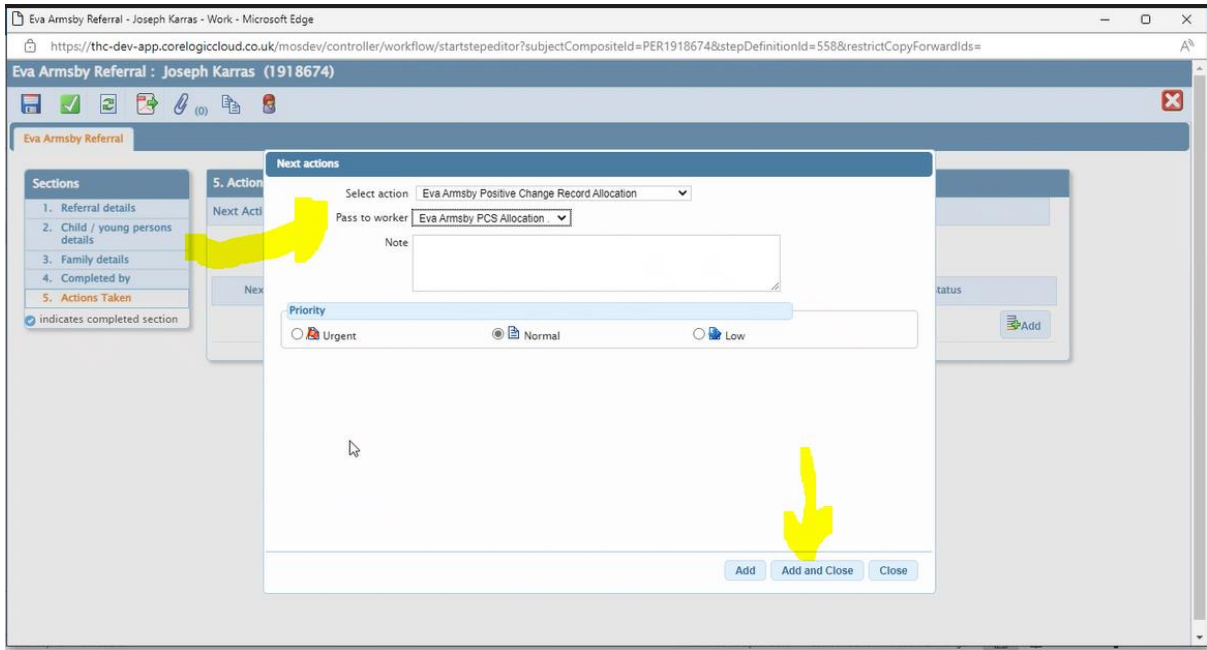
### **Step by Step guide:**

1. **All clients must consent to a PCS referral prior to the social worker referring** – Please speak with your client about our service, what our service is about, what to expect and get their consent to make the referral prior to completing a referral on Mosaic.
2. **Go to the youngest child’s Mosaic page** – There is no need to make multiple referrals for each child in the family, instead go to the Mosaic page of the youngest child in the family (Person Summary)
3. **Click Start** - Once you are on the youngest child’s Mosaic page (Person Summary), towards the left-hand side of the Person Summary is rectangular box with several options to click on, at the top of the list is --- “person details” - --directly underneath this is “start” –click on “start” a dropdown menu should appear consisting of a couple of choices....
4. **Click on New\_** - Once you click on new, several options of referrals should appear.
5. **Choose Eva Armsby Referral\_**– from the option, look for and choose Eva Armsby Referral and click on it.
6. **Complete the form as thoroughly as possible\_**– (In the section which ask for domestic violence information – please put as much information as possible – you can copy and paste relevant domestic violence and abuse information from

the chronology and any MERLINS – the idea is - you as the Social worker will know this case much more than we will at point of referral, and it will save us precious time combing through the entire chronology of the family each time we receive a referral)

### The form is split into 5 sections:

1. **Referral details** – This includes a number of mandatory fields (indicated by the star) that must be filled out. It also has a Services Requested tick box. Please ensure you tick which services you are requesting i.e. Perpetrator, Survivor / Victim, Child or Multi Party. You can choose as many as needed but you cannot refer a perpetrator without referring the victim as it can be unethical to work with perpetrators without at least offering a voluntary support service to the victim. You can refer a victim to PCS if the Perpetrator refuses to engage or is in prison etc.
2. **Child / young person's details** – This section will prepopulate with the child's detail but you will need to tick the status of the child at the time of the referral.
3. **Family details** - This includes separate parent contact details and a family table for additional family members. ***This section is very important as a lot of referrals we receive are missing the family information and if not completed properly referrals may be delayed. Ensure all the parental fields are filled out and if the parents are a same sex couple put n/a in the non-matching field and the second mum or dad's details in the family table.***
4. **Completed by**
5. **Actions taken** – At the very end of completing an Eva Armsby referral the social worker is left with two options in the next actions table (**It is important to choose the correct option or PCS will not receive the referral and a delay will take place**):
  - Eva Armsby Contact and Assessment Decision Record – this refers to the main Eva Armsby team and the from the pass to worker drop down the appropriate virtual worker should be chosen.
  - **Eva Armsby Positive Change Allocation** – this refers to the Positive Change Service and from the pass to worker dropdown the Eva Armsby Positive Change Allocation virtual worker should be chosen. **(This is the correct option to choose for all PCS referrals)**
    - Drop down section: **Pass to worker**
    - Press **Add and Close**



**VERY IMPORTANT** – Ensure you click add and close to add the next action to the table and then click the green tick box found on the upper left-hand side of the screen to finish the step. If the step will not finish at this stage, it means there are mandatory fields you have not completed. Go back though the form to do this. The green tick box must be ticked, and the step finished properly as otherwise PCS will not receive the referral.

If you miss any mandatory sections/fields are missed - an error message will come up. You will need to go back to the red highlighted parts to complete the form

