

Document Storage Guidance Note

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Next Review: November 2025

Document Location

Wokingham's Electronic Document and Records Management System (known as EDRMS) is the Council's method of storing and managing digital information including Word documents, emails, images and scanned paperwork. A link from Mosaic allows practitioners to easily access documents saved in EDRMS without leaving the system.

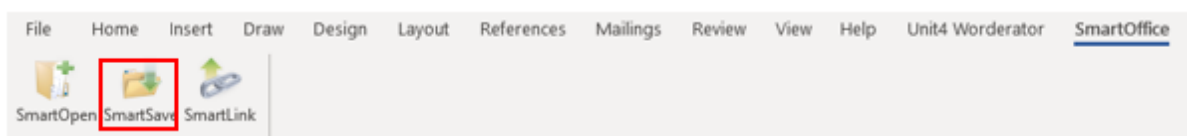
All documents relating to a child's file should be saved to the EDRMS system. To do this, a practitioner should use the **SmartSave** function (available via the Smart Office tab). Instructions on how to do this are included below.

It should be noted that whilst Mosaic currently has the option of allowing users to save documents directly against a child's file, generally this functionality should not be used. The only time it would be appropriate, is when the document in question is embedded with a Mosaic step as a template - for example an exemplar form for an assessment. On these occasions, it may also be appropriate to save additional documents into the Mosaic step, where these are relevant to the piece of work being recorded - for example a child's drawing that was completed during an assessment.

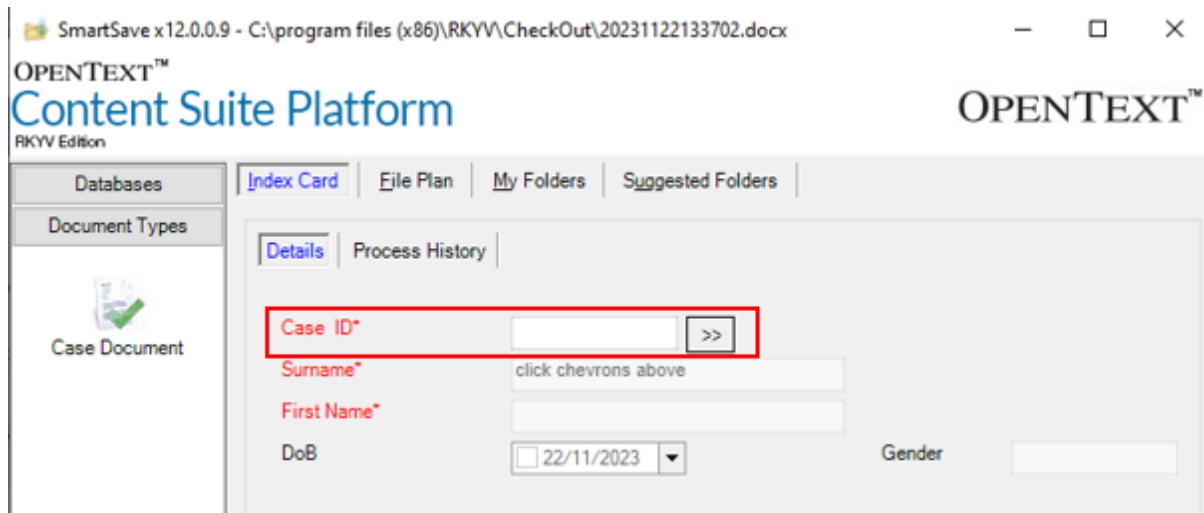
Using SmartSave

The following provides an overview of the process of saving a document via SmartSave:

1. From an Office application (Word, Excel, Outlook) select 'SmartOffice' from the menu at the top and click on 'SmartSave'.



2. The EDRMS interface opens with a form, and you need to enter the Mosaic ID in the Case ID field and click the chevrons to retrieve the child's details from Mosaic.



3. The child's name, date of birth and gender are retrieved from Mosaic as shown below.

4. Complete the form with the details of the document, ensuring that the document name follows the agreed naming convention (see next section).

5. Click the 'Save' button at the bottom of the form to finish and save the document to EDRMS.

6. Documents saved in this way can be viewed in Mosaic from the Documents > SMARTOPEN link.

Home People Organisations Workers Contracts Finance Re

Person summary - Mr Client Test (508286) born 15 Nov 2017 (6 years

Person details Start Case notes Documents Visits

Access to this record is restricted

Demographic information

Forms and letters **SMARTOPEN** Change

7. The SMARTOPEN link shows the list of EDRMS documents as in the example below.

SmartOpen Links

OPENTEXT™ | Content Suite Platform RKVY Edition

	P.	F.	Document Name	Author	Original Date Created	Category	Sub-Category	Case ID	Surname	First Name	Service Area
	2007892	1	1.. 20231109091...	Norman Horrocks	09/11/2023	Historical Documents	1 Key Information	508286	Test	Client	CHILDREN SOCIAL CARE
	1994198	1	2.. EDRMS Test...		21/09/2023	Historical Documents	7 LAC Paperwork	508286	Test	Client	CHILDREN SOCIAL CARE
	1992969	1	2.. EDRMS Test...	Helen Joy	19/09/2023	Key Information	Other	508286	Test	Client	CHILDREN SOCIAL CARE
	1992950	1	2.. EDRMS Test	Helen Joy	19/09/2023	Key Information	Other	508286	Test	Client	CHILDREN SOCIAL CARE
	1991103	1	2.. Test documen...	John King	11/09/2023	Historical Documents	1 Key Information	508286	Test	Client	CHILDREN SOCIAL CARE
	1988317	1	2.. EDRMS Test		30/08/2023	Historical Documents	7 LAC Paperwork	508286	Test	Client	CHILDREN SOCIAL CARE
	1982813	1	1 Test		07/08/2023	Historical Documents	1 Key Information	508286	Test	Client	CHILDREN SOCIAL CARE
	1982002	1	2.. EDRMS Test o...	Helen Joy	02/08/2023	Historical Documents	5 Correspondence	508286	Test	Client	CHILDREN SOCIAL CARE
	1981373	1	1.. Testing JK		01/08/2023	Historical Documents	1 Key Information	508286	Test	Client	CHILDREN SOCIAL CARE
	1977577	1	3.. Test doc	JK	19/07/2023	Historical Documents	1 Key Information	508286	Test	Client	CHILDREN SOCIAL CARE

Note that the 'Forms and letters' area contains any Mosaic templates (forms) completed within a step. A separate tab called 'Attachments' contains any additional documents which have been attached to steps. Examples are shown below.

Forms and letters Attachments

Documents shown for this person only

Show 15 entries Search:

Document	Category	Sub-category	Type	Subjects	Date	Step status	Actions	Download
CH - Case Supervision	Key Information	Other	FORM		23/11/2023 16:24:08	Completed		<input type="checkbox"/>
CH - Chronology	Key Information	Chronologies	FORM		22/11/2023 10:15:17	Completed		<input type="checkbox"/>
Children's Social Work Visit	Key Information	Visits (CSC)	FORM		13/11/2023 10:04:53	Completed		<input type="checkbox"/>
CH - Group Supervision	Key Information	Other	FORM		06/11/2023 11:50:56	Completed		<input type="checkbox"/>

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.



Forms and letters		Attachments					
Documents shown for this person only							
Show 15 entries		Search:					
Document	Category	Sub-category	Type	Subjects	Date	Actions	Download
Timetable ORB.docx	Child Protection	Visits	docx		27/02/2023 13:58:37		<input type="checkbox"/>
EDS8110 - RECORD OF CHILD PROTECTION STRATEGY TELEPHONE DISCUSSION OR 26.11.2022	Child Protection	Meetings and Reviews	doc		28/11/2022 11:36:59		<input type="checkbox"/>
PDF follow up strat.pdf	Child Protection	Meetings and Reviews	pdf		09/11/2021 15:17:00		<input type="checkbox"/>

File Names

When saving to EDRMS, it is important that the correct naming convention is used, so that documents are easy to locate and retrieve.

The agreed naming convention for Wokingham documents is as follows:

Date (in YEAR/MONTH/DAY format), Name of document, Mosaic ID

For example, if a member of staff is required to upload the minutes of a LADO Meeting that took place on the 12th of September 2023, and the subject of that meeting was John Smith, Mosaic ID 123456, the file name would be as follows:

20230912 LADO Meeting 123456

Some documents may also have an additional unique reference number that should be added to the file name. These should be included alongside the document name after a hyphen, as follows:

Date (in YEAR/MONTH/DAY format), Name of document - Unique Reference, Mosaic ID

For example, if a member of staff is required to upload a police report for the family of John Smith, which took place on the 12th of September 2023, and the unique occurrence number of that report is 111111, the file name would be as follows:

20230912 Police Report - 111111 123456

In the case of split meetings, where it is necessary to distinguish the documents by participant, the individual's relationship to the child should be used as the unique reference, as follows:

Date (in YEAR/MONTH/DAY format), Name of document - Relationship to child, Mosaic ID

For example, if a member of staff is required to upload the minutes of a split PLO Meeting for John Smith, which took place on the 12th of September 2023, and where only the mother was in attendance, the file name would be as follows:

20230912 PLO Meeting - Mother 123456

Further points to note:

- Meeting names or references should not be written in caps, unless they refer to acronyms.

For example: “CP Conference - Father” would be an acceptable unique reference, whereas “CP CONFERENCE - FATHER” would not.

- Before saving a file, staff members should always check to see if the document already exists under a different name. This may add more time to the process, but it is an essential task in ensuring our file management system is as effective as possible.
- Should a social care practitioner have any questions about this guidance, they should contact their relevant Business Support lead, who will be able to support them as required.