

Panel recommendations relating to the appeal heard on 26 April 2023

Mosaic is a digital system used by the County Council for adult and children’s social care case management and contains numerous current and historical records relating to individual cases. As a result of the appeal hearing the Panel had a number of concerns relating to access and training of staff in relation to the Mosaic system.

Here is a summary of the recommendations made by the Panel and the response to these by the Service.

Panel Recommendations	Service Response
<p>Restrict access to users so they can only access cases for which their team are responsible, ensuring that access to other cases is restricted on a need-to-know basis.</p>	<p>Restrictions have been added to Mosaic where possible. However the way Mosaic is configured means users can still access records not directly related to them (for example if they click on associated worker). The Mosaic Data Protection Policy has been updated and all new users are asked to agree not to look at records that are not relevant to their work. It has been sent to all existing users to ensure that everyone has signed it.</p>
<p>Carry out spot checks to ensure appropriate user-access.</p>	<p>Spot checks are carried out by the Practice Systems team.</p>
<p>Consider refreshing the rules around access to the Mosaic system to specify that users should not access data for colleagues nor ask colleagues to do this for them, ensuring this is also covered in the training. Once the rules have been refreshed, Managers should be asked to draw attention to this to all Teams so staff are aware they should not put colleagues in the awkward position of having to say no.</p>	<p>Security Policy States: Users Must Not: Use a colleague’s credentials to access recording systems and equally ensure that your credentials are not shared and are protected against misuse. A training video has been produced and sent to all staff as part of a communications campaign drawing this to the attention of managers. Staff will be required to review the training video annually.</p>
<p>Ensure any employees with their own historic Mosaic records are automatically restricted and any current records are only accessible on a strict need to know basis.</p>	<p>These are restricted.</p>
<p>Review the data protection training to ensure it includes the rules for use of the Mosaic system and requires Mosaic users to re-confirm agreement with these rules on an annual basis.</p>	<p>A training video has been produced which Mosaic users are now required to view annually.</p>

Panel Recommendations	Service Response
Review how to ensure there is 100% compliance with data protection training for all users of the Mosaic system.	All users are required to complete mandatory data protection training, the completion of which is monitored.