

Camden Children and Families Contact Service

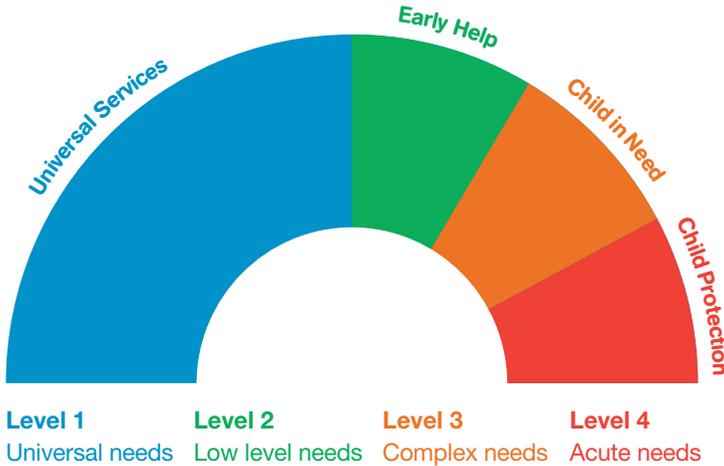
Important information for professionals



CAMDEN SCP

Introduction

The Children and Families Contact Service ('the service') is the 'front door' to all children's social care services in Camden. The service will accept all referrals and requests for services for children living in Camden, whether they need an early help service or a social work service. This way, we can make sure that children and families get the right sort of help from the start.



Information about the service

The service is comprised of screening officers, social workers and early help workers led by a social work manager and an Early Help manager and includes:

- **The First Stop Early Help team** which deals with referrals for early help, preventative services where problems are first emerging and there are no safeguarding concerns.
- **The Multi-agency Safeguarding Hub (MASH) team** which deals with referrals where there are concerns that the child is at risk of harm and requires a statutory social work service from Children's Safeguarding and Social Care (CSSW).

How the service works

The service will accept all CAF referrals, telephone enquiries, Police Merlins and written requests for services for children and young people aged under 18 who are resident in Camden.

Every contact will be allocated a RAG rating by the MASH team manager and MASH senior practitioner based on the level of concern:

Blue

These are cases where children's social care do not have a role in providing the services needed. These cases will be referred on to the relevant agency or universal services such as health and education.

Green

These are cases that do not meet the threshold for a statutory social work service but where the child and family would benefit from an early intervention, preventative service. These cases will be referred to the First Stop Early Help team to identify a suitable early help service within three working days.

Amber

These are cases where the child is in need and requires a statutory social work service. These cases will be passed to the relevant social work team in CSSW within three working days. If the child is at risk of significant harm but not in imminent danger the case will be passed to the MASH team to be dealt with within 24 hours.

Red

These are urgent child protection cases where the child is in imminent danger requiring immediate action to protect them. These cases will be passed to the MASH team to be dealt with within four hours.

Contact us direct on: **020 7974 3317** or
email us: **LBCMASHadmin@camden.gov.uk**

Information about the MASH

The MASH team is a multi-agency team with representatives from the following agencies:

CSSW

Camden Police

Health services

Probation

Youth services

Substance misuse services

Domestic abuse services

Education

Housing

Only cases with a **Red** or **Amber** rating where there are concerns that the child is at risk of significant harm will be referred on to the MASH team.

The purpose of the MASH team is to share relevant information held by individual agencies on a child and their family in a safe and secure environment. This will enable better-informed decisions about risk to be made so that appropriate action to protect the child can be taken.

Should the MASH require further information in relation to a referral, MASH partner agencies can be asked to share specific information they may hold to assist MASH enquiries. The MASH manager will then allocate the final RAG rating to the case.

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- Cases with a **Red** RAG rating where concerns of significant harm remain will be referred to **CSSW for a child protection response.**
 - Cases with an **Amber** RAG rating where the child is thought to be in need will be referred on to the **appropriate CSSW team for a child in need service.**
 - Cases with a **Green** RAG rating will be referred on to **the First Stop Early Help team for a suitable early help service.**

Information about the First Stop Early Help team

The team is comprised of family workers and community co-ordinators led by the Early Help team manager and carry out Early Help assessments to match need to service. They can refer cases on for longer term Early Help interventions to the following teams:

Integrated Early Years Services (Children Centre family support services)

Family Services

Youth Early Help

Transformation Team

External community based early help teams.

The team can help build packages of support including brief interventions and direct work with families, and encouraging Team Around the Family meetings where appropriate. For more complex cases where families do not meet the threshold for a social work service but will require more long-term support

the Early Help team manager will refer cases to the weekly Early Help panel to help identify a suitable early help package.

Alternatively, the team can provide professionals and agencies with advice on suitable early help provision in Camden via phone consultations.

**Contact us direct on: 020 7974 3317 or
email us: LBCMASHadmin@camden.gov.uk**

Contacting the service

Professionals who wish to refer a child for a service should complete an CAF referral and send it to the following email addresses:

LBCMASHadmin@camden.gov.uk.cjsm.net

(secure email address)

LBCMASHadmin@camden.gov.uk

(not a secure address so documents should be password protected)

Tel: 020 7974 3317

For urgent child protection referrals (which must be confirmed in writing within 48 hours) or to make a general enquiry and speak with a social worker

Getting consent to a referral

Before sending a CAF referral, professionals should discuss with parents, carers or if appropriate with a young person and inform them that a referral will be made to the Contact Service and consent should be sought from them. However, professionals may make a referral even if consent is withheld if professionals have safeguarding concerns and a referral is a proportionate response to those concerns.

Professionals can make a referral without seeking consent or discussion with parents, carers and young people where there are clear child protection concerns and it is thought that seeking consent may place the child at risk of significant harm or cause a delay in protecting the child.

Professionals can contact the MASH requesting a consultation on a 'no names' basis if they are unsure about making a referral or seeking consent to a referral by calling **020 7974 3317**