

# Camden Children and Families Contact Service

Information for parents and carers



CAMDEN SCP

# Introduction

Sometimes professionals or members of the public may have concerns about a child or think that families would benefit from extra help and will want to refer them for a social work service or an early help service.

All requests and referrals for children's services, whether for early help services or a social work service, now go to the Children and Families Contact Service. This way, we can make sure that children and families get the right sort of help from the start.

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## What is the Children and Families Contact Service?

**The Children and Families Contact Service is a multi-agency team that incorporates the Multi-agency Safeguarding Hub (MASH) team and the First Stop Early Help team. The Contact Service is responsible for making decisions on referrals and requests for services to ensure that children and families get the most suitable services and support depending on their level of need.**

- If the child has low level needs or the family would benefit from extra help so that the child can achieve good outcomes, the case will be referred to the First Stop Early Help team to identify a suitable early help service.
- If the child needs a social work service to safeguard and promote their welfare because they are a child in need, the case will be referred to Children's Safeguarding and Social Work (CSSW) for assessment.
- If there are concerns that the child is at risk of harm, the case will be referred to MASH for information sharing and decision-making.

# What does the MASH do?

**The MASH team is made up of representatives from:**

**CSSW | Camden Police | Health services | Probation | Youth services | Substance misuse services | Domestic abuse services**

The purpose of the MASH is to allow agencies to share information they have on a family quickly in order to get a better picture of any risk to the child or difficulties the family are facing. This then helps social workers to make decisions on how best to keep children safe.

On receiving a referral, each agency will check what information they hold on the child and family and share it with the MASH social worker who will decide on what action to take.

Following information sharing, the MASH manager will refer the child on for a suitable service; this may be an early help service or a child in need service or child protection service from CSSW.

## Your information: your rights

**The Contact Service will:**

- only hold information that we need to help families
- only use the information for that reason
- make sure the information is held securely
- only keep the information for as long as it is needed
- keep the information safe at all times.

**When cases are referred on to other agencies for services, the Contact Service will only pass on information that is relevant to help that agency provide a service.**

# If you have been referred to the Children and Families Contact Service...

- Once the Contact Service has made a decision on the referral, the Contact Service manager will be in touch with you to let you know the outcome.
- If you are unhappy with the way the Contact Service has dealt with any referral about your family, you can raise this with the Contact Service manager and he or she will explain how decisions on the case were made.
- If you are still not happy, you can make a complaint using Camden's complaints system or you can contact the Information Commissioner if you are unhappy with the way Camden has used your information.

## Camden CSF Complaints

Information and Records Management

Team 5th floor

FREEPOST RSLT-RJBR-TXAA  
London Borough of Camden  
Town Hall  
London WC1H 9JE

Phone: **020 7974 6673**  
Freephone: **0800 393561**  
Fax: **020 7974 1439**  
Email:

**[children.complaints@camden.gov.uk](mailto:children.complaints@camden.gov.uk)**

## Information Commissioner

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Phone: **01625 545745**  
Fax: **01625 524510**  
Email: **[mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)**

## Camden Safeguarding Children Partnership

Town Hall  
Judd Street  
London WC1H 9JE

Tel: **020 7974 6658/1276**  
Email: **[cscp@camden.gov.uk](mailto:cscp@camden.gov.uk)**  
**[www.cscp.org.uk](http://www.cscp.org.uk)**