

Privacy Notice

Integrated Front Door (Children's Services Contact Centre)

The Integrated Front Door (IFD) aims to create a central point of access for Early Help, Social Care and Child and Adolescent Mental Health Services (CAMHS) referrals to improve referral pathways, reduce delays in access to services, and ensure families are directed to the most appropriate service for their needs.

The existing Common Assessment Framework (CAF) which is currently used for Early Help and Social Care referrals has been adapted with additional relevant questions for the IFD. This is to seek information about children's mental health concerns, presenting issues and what service the referrer is requesting. Referrers are advised to clearly inform the referred young person and parent/carer of this referral process (unless doing so would put someone at risk of harm).

All referrals for Early Help, Social Care and CAMHS using the CAF form, will be screened at the Integrated Front Door, to include safeguarding concerns. As part of the IFD, professionals working across Early Help, Social Care and CAMHS will consider together where best a young person and family's needs could be met.

Only council employed staff will have access to the Mosaic system where referrals are loaded. Case discussions will take place between multi-agency professionals. If there are referrals where there is also a mental health concern these may be shared with CAMHS and uploaded to Carenotes; the data system used by CAMHS.

In Camden, CAMHS is delivered by the Tavistock and Portman NHS Foundation Trust. Both Camden Council and the Tavistock and Portman NHS Foundation Trust hold a Data Sharing Agreement for the Integrated Front Door available [here](#).

Legal basis for sharing: Personal data GDPR Article 6(1)(e) public task and 6(1)(c) legal duty. Special Category Data UK GDPR Art 9(2) (g) Reasons of substantial public interest and 9(2) (h) Health or social care. Where the information includes criminal offence data the UK GDPR Art 10 conditions are met by art 6 condition as for personal data and the DPA18 schedule conditions are the same as for special category data as detailed in the DPIA available [here](#)