

Integrated Front Door



What is it?

The Integrated Front Door (IFD) is the point of contact for enquiries and referrals relating to children and young people made by professionals, families and the public.

The IFD is a team of multi-agency professionals including Child Protection social workers, Early Help Access Point workers, Health, Police and other partner agencies. These agencies work together to provide advice and guidance and to jointly triage referrals made in respect of children and navigate them to the correct service.

Who's who?

A number of agencies make up the IFD to work together to triage referrals in respect of children. This is to ensure that children and their families receive the right support at the right time. The professionals that make up the IFD are:

- IFD Team Manager
- Early Help Access Point Coordinator
- Seven Referral Team Social Workers
- One Early Help Access Point Social Worker
- Two Early Help Access Point Partnership Workers
- Police
- Health
- Missing Persons Coordinator
- Children with Disabilities Team
- Safeguarding in Education Team

What is the Framework for Action Threshold Document and why is it important and relevant to the IFD?

Bolton's Framework for Action Threshold Document is a very useful document to assist professionals in determining what level of

support is right for a child at that time. It is important that professionals refer to this document at all times. If considering a referral to the IFD, you should refer to the Framework for Action Threshold Document in the first instance.

Worried about a child?

Members of the public who are worried about the safety or well-being of a child that lives in Bolton, can contact the IFD and speak to a Social Worker by calling **01204 331500** and pressing Option 2.

The phone lines are open Monday to Friday - 8.45am to 5pm.

For out-of-hours or bank holidays, the Emergency Duty Team can be contacted on **01204 337777**.

Professionals who are supporting a family at Early Help and would like to talk to the Early Help Access Point for advice regarding how to continue to do so can call them on **01204 331500** and press Option 1.

Alternatively, if a professional is concerned that a child who lives in Bolton is suffering or is at risk of suffering immediate significant harm the IFD should be contacted on **01204 331500** and press Option 2. For out of hours or bank holidays, contact the Emergency Duty Team on **01204 337777**. Following the phone call the referral should be followed up in writing using the online referral form within one working day.

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If the concern is not immediate, but it is believed that a child and their family are in need of intensive support from Targeted Early Help Services or require protection or an assessment by a Social Worker, we ask that our Online Referral Form is completed. When completing the online referral form, it is helpful to provide as much information about the child/ren as possible. This will help the IFD to give the right advice and deliver the right service to a child. Once submitted, your referral will be triaged and filtered to the correct service.

If it is believed there is an emergency and a child is at immediate risk of significant harm, the Police must be contacted on **999**.

Why is consent needed?

It is very important that agencies are open and honest with families throughout their involvement with them regarding what information is shared about them, why it is being shared and with whom it is being shared with.

Consent must be sought for all referrals to the IFD, unless doing so may place the child/ren and increased risk of harm.

What to do if you are not sure as to whether a Referral needs to be made or not

It is good practice to use internal systems and other support mechanisms that are available in Bolton to help decide if a referral is required at that time. This could include own supervision, Team Around the School, Safeguarding in Education Team and DSL Supervision.

If professionals are still unsure if a referral needs to be made at this time and would like to discuss this, the IFD can be contact by dialling **01204 331500** and pressing Option 3. A Social Worker will talk through the query and give advice on whether to complete a referral or not. This will be anonymous and no details about a specific family shared.

Professional Requests for Information

Professionals who would like to request information in respect of child or an adult related to them, can complete the online Request for Information form. The IFD will reply to the request within five working days. It is very important that where safe to do so, consent is gained for the IFD to share this information.

Key contacts

Integrated Front Door (IFD)
Tel: **01204 331500**

**All the local info I need
is just a **click away!**** 

www.mylifeinbolton.org.uk

**Bolton
Council**