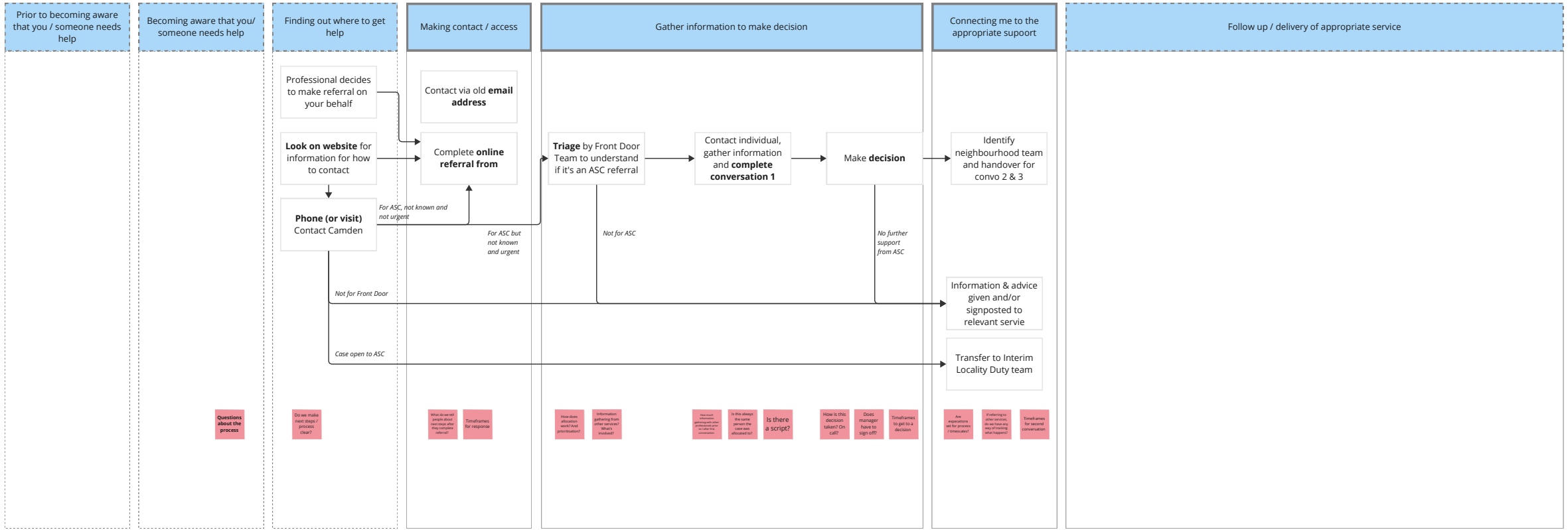
Prior to becoming aware that you / someone needs help
Becoming aware that you/ someone needs help
Finding out where to get help
Making contact / access
Gather information to make decision
Connecting me to the appropriate supoort
Follow up / delivery of appropriate service
Professional decides to make referral on your behalf
Look on website for information for how to contact
Phone (or visit) Contact Camden
Contact via old email address
Complete online referral from
Triage by Front Door Team to understand if it's an ASC referral
Contact individual, gather information and complete conversation 1
Make decision
Identify neighbourhood team and handover for convo 2 & 3
For ASC, not known and not urgent
For ASC but not known and urgent
Not for ASC
No further support from ASC
Not for Front Door
Case open to ASC
Information & advice given and/or signposted to relevant servie
Transfer to Interim Locality Duty team
Questions about the process
Do we make next steps / process clear?
What do we tell people about next steps after they complete referral?
Timeframes for response
How does allocation work? And prioritisation?
Information gathering from other services? What's involved?
How much information gathering with other professionals prior to / after first conversation
Is this always the same person the case was allocated to?
Is there a script?
How is this decision taken? On call?
Does manager have to sign off?
Timeframes to get to a decision
Are expecations set for process / timescales?
If referring to other services, do we have any way of tracking what happens?
Timeframes for second conversation