

Multi-Agency Safeguarding Hub [MASH] Procedures

Version 1.2
May 2017

Document name & file location	Multi-Agency Safeguarding Hub (MASH) Procedures CSC Policy Library	
Document Author	Sarah Roberts	
Document owner	Mairead Panetta	
Review date	This document is to be reviewed a minimum of every 3years, the next review to occur no later than August 2019. Incremental reviews may take place as required.	
Accessibility	This document can be made available in hard and electronic formats. No copies in other languages are currently available.	
Destruction date	Details of destruction dates	
How this document was created	Version 1	Author and Team
	Version 2	Team / Line Manager
	Version 3	CSMT / DMT / CMT
	Version 4	Executive Briefing / Executive / Full Council / Portfolio Holder
	Version 5	Public document or Pre-print Design Circulation
Circulation restrictions	No exceptions, FOI Exempt (Delete as appropriate)	
Version	Detail of change	Name & Date
1.0	Document Created	August 2016 Mairead Panetta
1.1	Document updated	March 2017 MP
1.2	Reviewed and updated	May 2017 Mairead Panetta

Accessibility

This document can be made available in large print, Braille, audio or in electronic format.

Copies in alternative languages may also be obtained.

Please contact:

Policy and Research Officer

Children's Social care

Bracknell Forest Borough Council

Time Square

Market Street

Bracknell

Berkshire RG12 1JD

Email: sarah.roberts@bracknell-forest.gov.uk

Telephone: 01344 352020

Fax: 01344 351521

Minicom: 01344 352045

Table of Contents

1	Introduction	1
2	Process	2
3	Management of Referrals	5
4	Appendix A; Criteria for MASH enquiries/checks	8
5	Appendix B Mash Structure	9
6	Appendix C Referral to MASH	10
7	Appendix D MASH Business Process	11
8	Appendix E MASH Standards	12

1 Introduction

- 1.1 The procedures document is intended for use by all staff working in the MASH. They should be used in conjunction with the policies and procedures on the Children's Local Safeguarding Board's Website and Children's Social Care policies held on BORIS.
- 1.2 The procedures aim to ensure that Managers and staff in the MASH have a clear understanding of the MASH processes and procedures for workflow, information sharing and multi-agency working.
- 1.3 Managers and staff have a point of referral for all operational procedures within MASH.
- 1.4 Managers and staff know where and how to access further information and signpost to other services.
- 1.5 The procedures are to be used as guidance and do not preclude the need for workers to make decisions and use their judgement.
- 1.6 Effective safeguarding arrangements in every local area should be underpinned by two key principles.

Safeguarding in everyone's responsibility: for services to be effective each professional and organisation should take responsibility for their contribution.

A child centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

Working Together (2015)

- 1.7 The inability of safeguarding partners to effectively share information has been the comment of numerous Serious Case Reviews and public inquiries
- 1.8 MASH addresses the serious and sustained deficiencies in the way organisations and individuals use information to protect and safeguard vulnerable children
- 1.9 MASH enables the proportionate, necessary and lawful disclosure of information at the earliest opportunity. A fuller picture of vulnerability and risk is produced within agreed timescales allowing the partnership to identify the nature of the service required and which agency or professional is best to progress any intervention. In essence MASH is a simple concept and the benefits are principally in these areas;
 - Information is shared in a timely manner

Multi-Agency Safeguarding Hub (MASH)

- Comprehensive analysis and identification of risk to vulnerable children., based on the fullest information
- Improved and joint decision making
- Appropriate responses to contacts and referrals
- Enhanced strategic partnership assessment and problem solving.

- 1.10 MASH requires a highly professional approach from its staff. The process uses legislation and statutory guidance as the basis on which to disclose information. Information is shared in accordance with an agreed inter-agency protocol. Value is added by bringing people together in a secure confidential environment for vulnerability and risk triggers to be identified and evaluated using experience, skill and professional judgement
- 1.11 It is vital that the nature of the 'intelligence' within records is understood. In this context agencies such as police should no longer do, "checks", but rather '**complete research**'. This approach adds value to MASH. Co-location of agencies builds trust, confidence and speeds up the process. But the real MASH benefit is to provide a fuller, more informative intelligence product with a risk assessment supported by a clearly recorded rationale for operational use at the earliest stage. The objective is; 'early intervention' to prevent the escalation of harm, risk and crime.
- 1.12 The Multi Agency Safeguarding Hub co-locate safeguarding agencies and their data into a secure assessment, research and decision making unit that is inclusive of all notifications relating to safeguarding and child welfare in the Bracknell Forest area.
- 1.13 By MASH providing a fire walled environment each partner agency can be assured of the confidentiality of the process and any resultant dissemination of partner agency information.
- 1.14 The full sharing of information leads to safeguarding intervention being proportionate. The model also allows for processes regarding missing children, domestic abuse, child sexual exploitation and others to be included.

2 Process

- 2.1 In Bracknell Forest the Local Authority and its partner agencies established a Multi-Agency Safeguarding Hub (MASH) in May 2016.
- 2.2 The MASH brings a team of multi-disciplinary professionals from partner agencies together into the same room to deal with all safeguarding concerns of a child.
- 2.3 Within the MASH, information from partner agencies will be collated to assess risk and decide what action to take.

Multi-Agency Safeguarding Hub (MASH)

- 2.4 As a result, the agencies will be able to act quickly, in a co-ordinated and consistent way, ensuring that vulnerable children and families receive the appropriate services they need.

Bracknell Forest's MASH PARTNER AGENCIES

Children's Social Care

Thames Valley Police

Youth offending service

Probation

Community Rehabilitation Company

Early help service and family intervention team

Housing

Berkshire Women's Aid

Community health and midwifery

Mental health services

Substance misuse

Education welfare

Children's Centres/Early Years Provider

- 2.5 Some of these partners are virtual but key partners are co-located ie Children's Social Care (CSC), Thames Valley Police (TVP), Health Visitors, Safeguarding and Inclusion, Education Welfare and Early Help including the Youth Service.

- 2.6 The Bracknell-Forest MASH performs the following key functions:-

- Receives all safeguarding child contacts. The MASH will prioritise these contacts and gather relevant information in order to determine the most appropriate course of action.
- Provides a Professional Consultation Line for professionals to speak to a Social Worker, or other relevant professional about the most appropriate course of action where they are uncertain as to whether they should submit a referral to Children and Young People's Services or to complete a CAF (Common Assessment Framework Form) to access early help for children and young people.

- 2.7 Professional contacts/enquiries are received in the MASH via the online referral form (or referral securely emailed to the MASH) except for child protection referrals which need to be phoned in and will be passed immediately to Children's Social Care.

- 2.8 A screening team of staff from partner agencies sitting in the MASH will analyse these contacts and jointly decide whether the contact goes into the Confidential MASH information sharing
- Please see Annexe A for confidential MASH criteria.

Multi-Agency Safeguarding Hub (MASH)

- 2.9 The MASH manager will prioritise contacts for Confidential MASH information sharing using a RAG (red, amber or green) rating. 4 hours for Red, 24 hours for Amber and 72 hours for Green.
- 2.10 Staff from every agency in the MASH including virtual partner agencies share information securely to enable an informed decision to be made. Feedback on outcomes of the MASH process will be sent to the referrer.
- 2.11 All Safeguarding contacts on **not previously known or on closed cases** will be dealt with by the MASH.
- 2.12 Consultation Contacts from other agencies - MASH Worker to record contact electronically and save in the shared drive, together with details of any advice given. The MASH Senior will sign these entries off. If the name and personal details of the child are provided, this should be recorded on MOSAICMOSAIC.
- .
- 2.13 For all contacts:
- MASH Admin Team will record detail on MOSAIC and pass to the MASH Senior to review.
 - MASH Senior will screen all contacts and pass to MASH Family Worker or MASH Social Worker for contact to be made with the family, welfare checks undertaken, liaison with partner agencies eg education welfare or early intervention worker, and accessing information from different databases eg One system.
 - Assessment of risk and need undertaken with the following outcomes to be agreed following consultation with MASH Senior, including;
 - No Further Action – MASH Senior to pass to admin to close on MOSAIC
 - Signpost to other agencies – MASH Senior to pass to MASH Family Worker to provide advice and signposting to other statutory/voluntary agencies
 - Referral to Children’s Social Care – where threshold is met for S17 or S47. MASH Senior or MASH Social Worker to PEC those cases where threshold is met for S47. Referrals are open to Duty SW Virtual Children’s Services as key worker and Duty as Key Team.
 - Confidential MASH - MASH Senior to apply relevant RAG Rating before passing to MASH Social Worker to request information from all relevant partner agencies. Possible action thereafter is No Further Action, Signpost to Other Agencies or Referral to Children’s Social Care.
- 2.14 MASH contacts to be allocated to either MASH Social Worker or MASH Family Worker and tracked on the white board. At the end of the day all contacts will be allocated to the MASH senior if not closed or stepped down.

3 Management of Referrals

3.1 A referral to Children's Social Care will normally follow from:

- Information received about a child, adult or family which points to the need for further professional intervention (this will have been already recorded as a MASH contact) at Tier 3 or Tier 4.
- A request for an assessment / or service where the thresholds for service are likely to be met.
- A CAF has been undertaken with a recommendation for referral to Children's Social Care.

3.2 Referrals will be passed to Children's Social Care for action.

Once all checks have been carried out with agencies all threshold decisions will be made in MASH without the need for home visits.

If a home visit is identified as being required, threshold is therefore met for a referral to Children's Social Care and a Single Assessment will be completed in the Duty and Assessment Team.

3.3 In all cases a standard feedback email completed by the MASH manager and sent by Admin is used to inform referrers of the MASH's actions. Where appropriate, this feedback should include the reasons why a case does not meet statutory thresholds and suggestions of more suitable support.

3.4 **Contacts regarding Unborn Babies**

When the contact is made the Unborn is created on Mosaic i with an expected date of birth and contact added on MOSAIC

- In Long Term Teams – the case is opened to the relevant Key Worker and Key Team and Unborn to Review as other professional involvement.
- In MASH – the case is open to Unborn to Review as key worker and MASH as Key Team.

An Unborn Midwifery Alert form is completed by the allocated worker and sent securely to:

unborns.toreview@bracknell-forest.gov.uk

Fph-tr.maternitysafeguarding@nhs.net

fiona.howell@berkshire.nhs.uk

The Unborn Midwifery Alert form is also cut and pasted into the contact and uploaded into ESCR

As part of the midwifery alert the expectant parent must be asked permission for a referral to be made to the Children's Centre for registration – form saved as part of the midwifery alert.

Multi-Agency Safeguarding Hub (MASH)

A Hospital Alert Form (Appendix1) is completed and sent to the hospital where the unborn is booked for delivery,

CSC subsequently attends monthly meetings with midwifery to share information between agencies. Any additional Information received by CSC at the meeting is added to case notes on MOSAIC and the key worker alerted.

For high risk unborns who will need a full pre-birth parenting assessment a strategy discussion is undertaken at 20 weeks by CSC. This enables a pre-birth conference at 23 weeks if required.

Between 24/26 weeks, contacts for an unborn may require a pre-birth assessment but have not been identified as high risk are progressed to Referral stage and an assessment episode is allocated to the appropriate worker in CSC.

The case continues to be discussed at the monthly midwifery meetings and any changes in circumstances are sent again in an updated alert securely to

unborns.toreview@bracknell-forest.gov.uk

Fph-tr.maternitysafeguarding@nhs.net

fiona.howell@berkshire.nhs.uk

And to the relevant hospital where the unborn is booked for delivery. (Use Hospital Alert Form)

Please see relevant procedures for CSE / FGM and Missing referrals

Contact details for Bracknell MASH

Tel: 01344 352005

E-mail: MASH@bracknell-forest.gov.uk

MASHgcsx@bracknell-forest.gcsx.gov.uk

Website: www.bracknell-forest.gov.uk/mash

To make a referral please visit: www.bracknell-forest.gov.uk/mash

If you want to make a child protection referral please call: 01344 352005

Emergency Duty Services – 01344 786543 Available 5pm - 9am weekdays, 24hrs on weekends and bank

Multi-Agency Safeguarding Hub (MASH)

Appendix A

Criteria for MASH confidential enquiries

Appendix B

MASH structure

Appendix C

Referral flow chart

Appendix D

MASH Processes

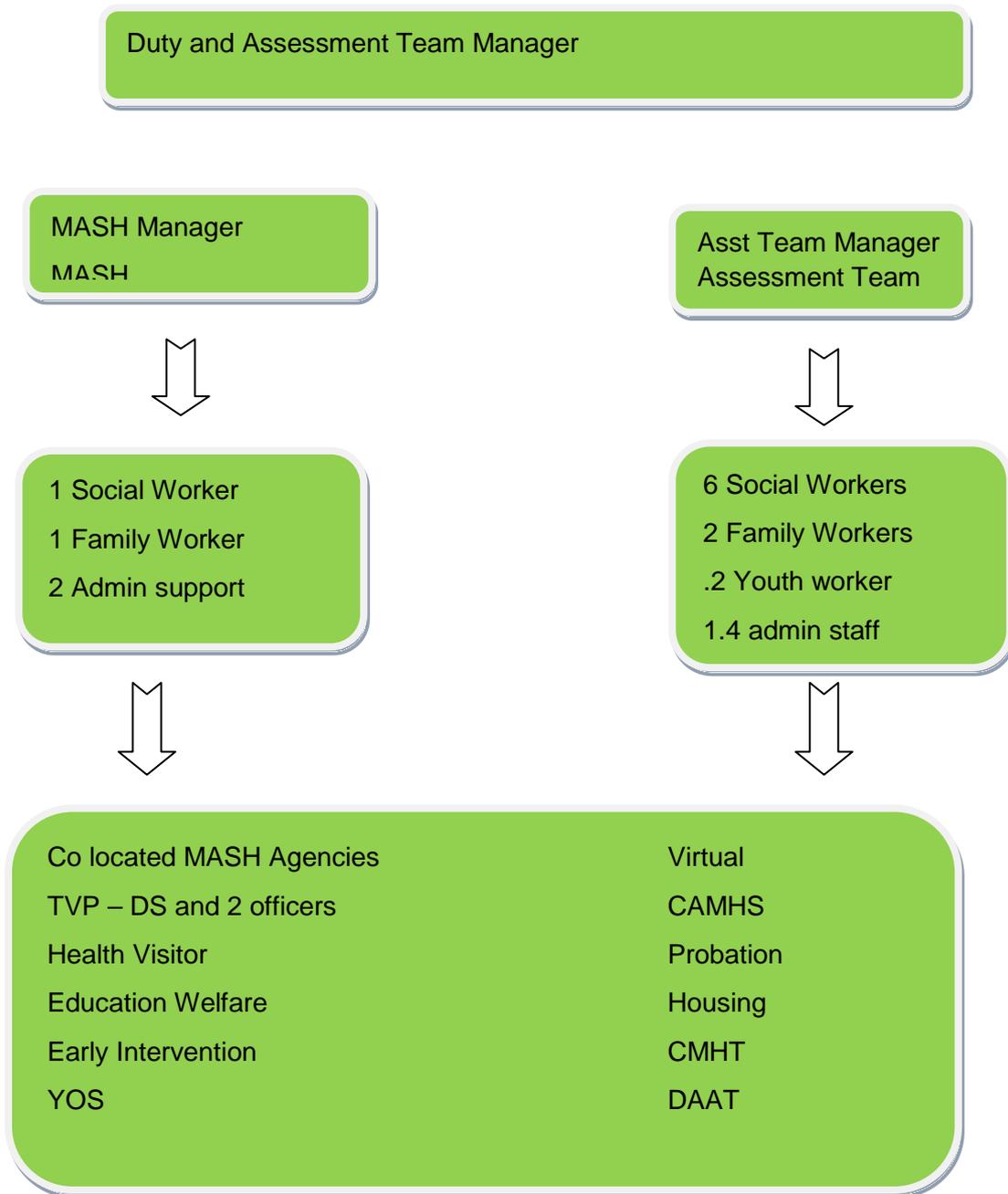
Appendix E

MASH Standards

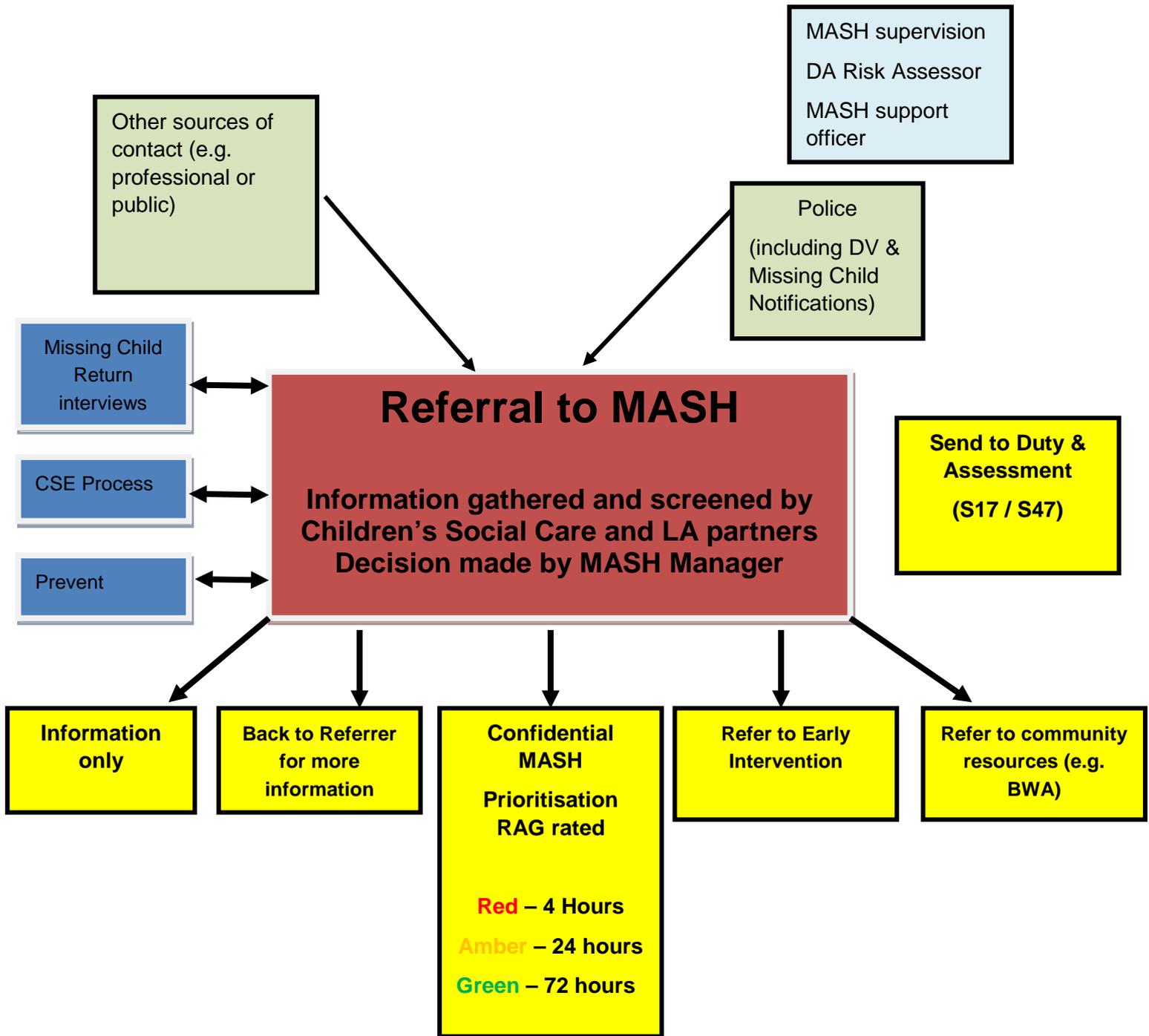
4 Appendix A; Criteria for MASH enquiries/checks

- May include early checks for S47 referrals
- NSPCC referrals
- Anonymous referrals
- All children whose identity is unknown
- Children/ YP who may have been trafficked
- Children/ YP at risk of sexual or other exploitation
- Transient families
- Referrals where DV is an issue (where there are children in the family under 5 years old or unborn) and additional information is needed to determine the threshold
- All referrals where there has been a previous MARAC discussion or where there have been repeated contacts or referrals to CSC
- Re-referrals where families have not engaged in Tier 2 services
- Missing Children, both in Bracknell Forest and other Local Authorities
- Minor concerns about a child on a repeat basis
- All other referrals deemed appropriate by the MASH manager.

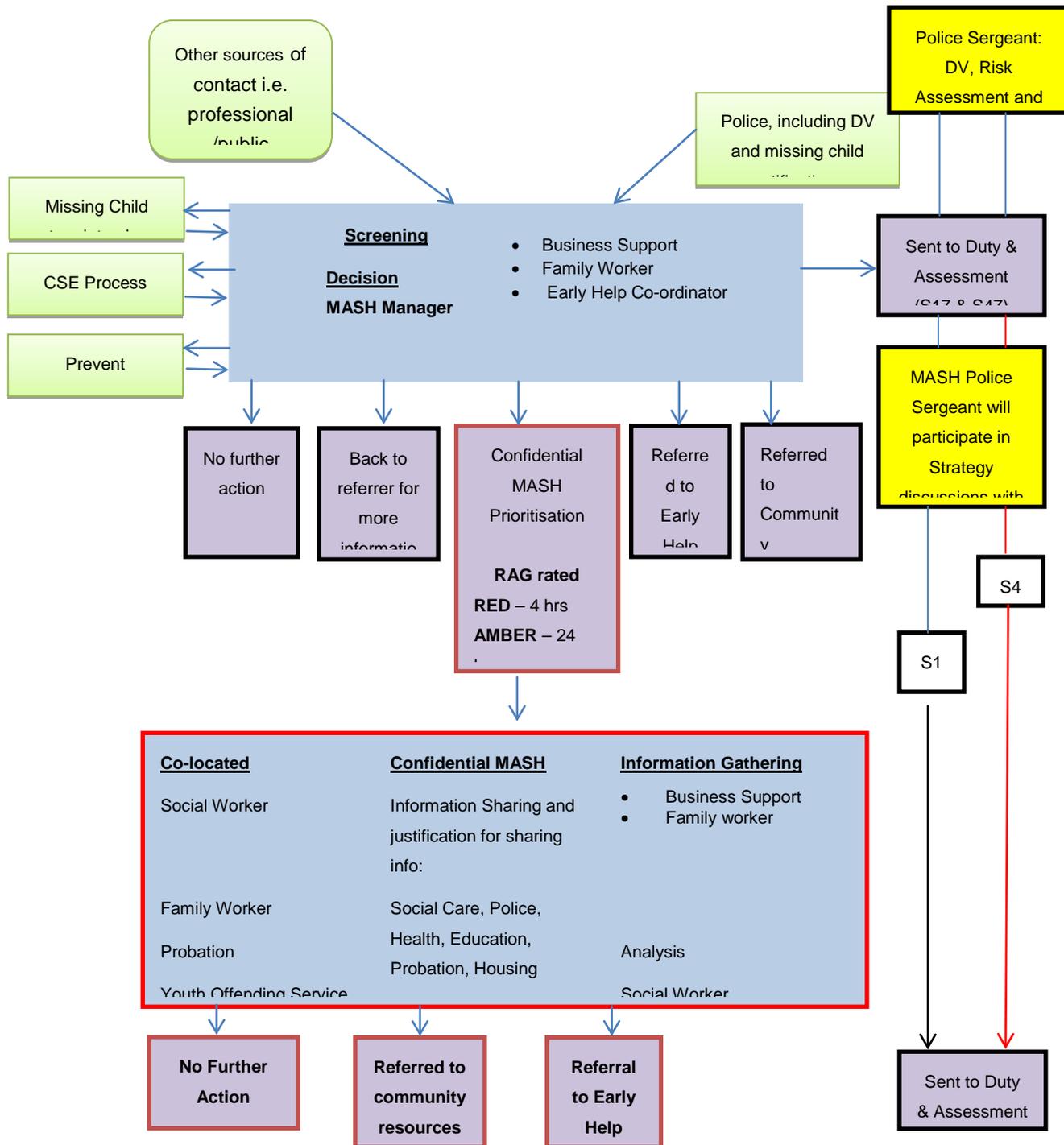
5 Appendix B Mash Structure



6 Appendix C Referral to MASH



7 Appendix D MASH Business Process



Key to colours:

Green	Input/enquiries
Purple	Output/action
Purple with red frame	Confidential MASH report
Blue	MASH
Blue with red frame	Confidential MASH

8 Appendix E MASH Standards

	Standard	Performance Indicators	How will we know that we are meeting the standard?	Agreed action	Who / when
1.	Contacts are managed effectively and appropriately	Quantity of contacts. Quality of contacts (appropriate) Timeliness of Response	Reduction in number of contacts(excluding those that are made to provide information only) Increased use of online contact forms Decision on contacts made in 3 working days	Weekly reports will include <ul style="list-style-type: none"> • Number of contacts • method of referral • source organisation • a box added for info only Reports showing decisions made in one / two / three / other working to be run weekly.	New reports to be run weekly from 1 st April Performance Analyst
2.	Referrals are managed effectively and appropriately	Quantity of referrals Quality of referrals, as determined by audits Timeliness of response	Reduction in the number of re-referrals Reduction in the number of inappropriate referrals	Audit number of Referrals to NFA quarterly MASH concerns report to include primary concern / secondary concern Forms to be updated Green book to be updated –change headings to MASH contacts Information added to monthly activity reports	business support CSC managers monthly Weekly / business support
3.	Risk is managed appropriately	The number and % of cases assessed in each category of the RAG system Measurement of the timeliness of response in each category	Audits confirm <ul style="list-style-type: none"> • the appropriate assessment of risk • The number and %of cases which are responded to within agreed timescales for their assessed level of risk 	Multi agency audits Internal team monitoring ‘dip’ audits	Undertaken by the operation sub –group and the MASH Manager Monthly undertaken by TM/ Head of Service
4.	Thresholds are applied in accordance	The number and % of cases referred for	Information can be obtained through reports	Reports in existence and information available in the	Reports in existence and information

Multi-Agency Safeguarding Hub (MASH)

	Standard	Performance Indicators	How will we know that we are meeting the standard?	Agreed action	Who / when
	with statutory guidance	strategy discussions The number and % of cases signposted for early help The number and % of cases NFA	MASH and Early Help data	Green Book	available in the Green Book
5.	Information is shared effectively in accordance with agreed protocols and guidance	The contribution of information from each agency to the risk assessment and decision making processes	Outcome information determined by multi-agency case audits	Multi agency audits Obtain Multi Agency Tool from Maidenhead for reference	Undertaken by the operation sub –group and the MASH Manager MASH Manager to create multi-agency audit form
6.	Children and Families are engaged in the process	The voice of the child is recorded as far as is reasonably possible	Audits confirm that the voice of the child informs decision making	Multi agency audits	Undertaken by the operation sub –group and the MASH manager
7.	Referrers are provided with feedback as to the outcome of their referrals and contacts	Feedback from professionals across the partnership	Surveys of partner agencies	Annual on-line or phone survey of partner agencies	The audit team Performance and Governance

Mairead Panetta
 Head of Service
 Safeguarding