

OBJECTIVES

To gain an understanding of:

- The MASH process
- Communication between MASH and the agencies contacting us.
- What if you do not agree with the decision
- ‘Early Help’

WHY 'MASH'?

A number of serious case reviews and the Laming Report highlighted a lack of multi-agency information sharing. Fear of breaching confidentiality led to many agencies holding their own information resulting in an incomplete picture of risks and impact on children.

A senior Devon Police Officer had the idea of getting all agencies under one roof (or at least sharing their information) at the referral stage of concerns being raised for a child. Devon MASH went live in March 2010, our model was later adopted across the country.

WHAT MASH LOOKS LIKE





MASH AGENCIES

In House:

External:

PARENTAL CONSENT

It is the responsibility of the enquirer to speak to the parents or carers about their concerns under *'Article 8 of the European Convention of Human Rights - Right to respect for his private and family life, his home and his correspondence'*.

MASH PROCESS

- 1) Professional completes a MASH enquiry and emails it to MASH; Member of the public calls or emails MASH with concerns; Police send MASH a ViST
- 2) A Referral Co-Ordinator checks MASH and Children's Social Care databases to see if the family are already open; they check the address to ensure they family don't live in Plymouth or Torbay; they forward information on as needed
- 3) Relevant enquiries are then read by a Social Worker and they check to see whether the family have previously been known to Devon Children's Services; they check MASH and Children's Social Care information - this is given to a Social Worker.
- 4) The Social Worker assesses; they use all the information from history and the current enquiry – there is a lot to look through in complex cases. They let you know what support they feel the family need in the first instance. You should receive guidance if the enquiry is not progressed.

MASH PROCESS

- 5) If the concerns warrant action by MASH (only at this stage), the MASH Social Worker will evidence this on a 'triage'; outlining the risks identified and any nuance that is relevant to note on the case
- 6) A Referral Co-Ordinator will then put the enquiry onto MASH Guardian (our database which sits outside of Children's Social Care)
- 7) Once on the system, a Social Worker makes contact with the family and ask for further consent at two stages before a decision is made for the appropriate and proportionate response
- 8) If further information is required to make that decision, the Social Worker will 'RAG' the enquiry to ask the Partner Agencies to input relevant information

066471	Bradley Paul Broccoli															
066472	Caitlin Carrot															
066474	Anthony Apple															
066475	Aurora Aubergine															
066478	Unborn Button															
066482	Parker Cody Patch															
066483	William Jayden Wool															
066484	Gemma Wendy Garibaldi															
066485	Cyril Cookie															
066486	Freddie Florentine															
066488	Peter Pear															
066493	Parker Pablo Parsnip															
066511	George Arthur Grape-watermelon															
066497	Esme Christina Eyelet															
066496	Daisy Hannah Digestive	THU 09:24	RED	GREEN	NOT REQ	AMBER	NOT REQ	NOT REQ	RED	NOT REQ	NOT REQ	NOT REQ	NO INF	GREEN	NOT REQ	
066480	Nathan Oliver Needle	THU 13:27	AMBER	GREEN	NOT REQ	GREEN	GREEN	NOT REQ	AMBER	NOT REQ	NOT REQ	NOT REQ	NO INF	AMBER	NOT REQ	
066476	Oliver Orange	THU 13:28	GREEN	GREEN	NOT REQ	AMBER	NOT REQ	TIMEOUT	GREEN	TIMEOUT	NOT REQ	NOT REQ	GREEN	GREEN	NOT REQ	
066452	Harry Halloumi	MON 12:54	GREEN	GREEN	NOT REQ	NOT REQ	GREEN	NOT REQ	GREEN	TIMEOUT	NOT REQ	NOT REQ	GREEN	GREEN	NOT REQ	
066465	Claire Caramel-wafer	MON 12:57	GREEN	GREEN	NOT REQ	GREEN	GREEN	NOT REQ	GREEN	NOT REQ	NOT REQ	NOT REQ	NO INF	GREEN	NOT REQ	
066473	Serena Natalie Swede	MON 12:57	AMBER	AMBER	NOT REQ	GREEN	AMBER	NOT REQ	GREEN	NOT REQ	NOT REQ	NOT REQ	AMBER	AMBER	NOT REQ	
066463	Bobby Gary Bourbon	MON 12:58	GREEN	AMBER	NOT REQ	GREEN	GREEN	NOT REQ	GREEN	TIMEOUT	NOT REQ	NOT REQ	GREEN	NOT REQ	NOT REQ	
066454	Claire Camembert	MON 09:33	GREEN	GREEN	NOT REQ	GREEN	NOT REQ	NOT REQ	GREEN	AWAIT	NOT REQ	NOT REQ	NO INF	GREEN	NOT REQ	



Partner agencies' role in MASH

To provide a current picture of that agency's involvement with a child/ren or adult in the family (or in the family home).

This should include

Partner agencies' role in MASH

- Adding to the outcome decision by
 - ‘Ragging’ our own information
 - Conversations around case safeguarding and risk with social workers at any stage of the process
- Contributing to Strategy Meetings
- Challenging decisions as necessary
- Informing, educating and supporting good practice within our own agency outside of the MASH

Partner agencies' role in MASH

Partner agency information should:

Provide a current picture of life for a child/ren and the family unit including strengths (what is going well), engagement with services, risks and impact of those risks.

It should not:

Be the sole source of agency information for an assessing Social Worker in the event of a Single Assessment being the outcome of the enquiry. Up to date information should be sought and all involved professionals should be kept informed as the case progresses.

STRATEGY DISCUSSIONS

- MASH organise and chair strategy discussions regarding children who are not currently open to Devon Children's Services
- These meetings include MASH TM, MASH Police, MASH Education, MASH Health, Initial Response Team TM/ATM/SW, any other organisations involved with the family (Schools, Children's Centre, YOT, CAMHS, Probation etc)
- Outcome decisions are made collectively, but the MASH TM/Chair has the final say on the decision (particularly if the professionals are divided in their conclusions)

MASH PROCESS

- 9) Outcomes include: Strategy Discussion, Single Assessment, Early Help, No Further Action
- 10) Once all relevant information is received, the Social Worker then completes an overview of the case and recommends an outcome
- 11) Social Workers outcome enquiries when Early Help and NFA are the outcome decision; MASH Team Managers outcome the enquiry when a strategy discussion or single assessment are the outcome decision
- 12) Letters are then sent to the relevant parents/carers and the enquirer (unless they are anonymous or a member of the public), telling them of the outcome

SOCIAL WORKER OVERVIEW

DATE / TIME:

WHO IS IN THE HOUSEHOLD:

SIGNIFICANT OTHERS NOT IN HOUSEHOLD:

BACKGROUND SUMMARY (*Brief chronology etc prior to the enquiry*):

ENQUIRY SUMMARY:

RISKS (*Bullet points of all identified risks*):

WHAT IS THE IMPACT OF EACH RISK ON EACH CHILD:

SOCIAL WORKER OVERVIEW

WHAT FACTORS ARE LIKELY TO ESCALATE OR MODERATE THESE RISKS (*Include protective factors*)?

PARTNER AGENCY INFORMATION SUMMARY:

PARENT'S VIEWS ON THE ABOVE (*All parents, including non-resident parents*):

CHILD'S VOICE (*Including where other professionals have gained this - be clear where the information was obtained*):

ANALYSIS (*Interpret what this all means for the child and what your professional judgement is on what should happen next and how that will help*):

OUTCOME STATEMENT:

WHAT MASH DOES NOT DO

- We do not hold cases
- We do not work directly with families (in their homes/communities)
- We do not process MASH enquiries on families who are already open to Children's Social Care
- We do not 'log' information regarding families

MASH STATISTICS

Edit: Add the period the stats cover as well as the figures

Email Enquiries received:

MASH Enquiries generated:

Single Assessments generated:

Strategy Discussions held in MASH:

Early Help as an outcome:

No Further Action as an outcome:

‘GOOD’ MASH ENQUIRIES LOOK LIKE:

- 1) One enquiry for child/ren with information from all professionals involved; professionals involved with the child should agree on one professional submitting the enquiry with all the relevant information
- 2) The enquirer’s contact details are recorded in case MASH needs to contact them for further information
- 3) Ensure the child, parent/s and family members’ core details are accurate with up to date telephone numbers
- 4) Recording who is in the family home, e.g. whether it is the child’s father/stepfather or mother’s partner, grandparents, family friends (establishing relationships is important, we need to know who has Parental Responsibility).

‘GOOD’ MASH ENQUIRIES LOOK LIKE:

- 5) Recording of personal details of any absent parent
- 6) Recording of who has parental responsibility (parents not in the home still have rights)
- 7) Ensuring the Enquirer has spoken to the parent/guardian about making the MASH enquiry;
Consent is clearly stated on enquiry
- 8) Enquiries state clearly the ‘RISKS’ to the child and the ‘STRENGTHS’ within the family
- 9) The child(ren) and parents’ views in relation to the concerns that have been raised are clearly recorded
- 10) Stating what support/services have already been given to the family and the outcome of that support; including if an Early Help assessment has taken place

IF YOUR MASH ENQUIRY IS NOT ACCEPTED

- You will receive an email from MASH with details of why the enquiry has not been accepted and with guidance on recommended next step(s) you can take, including what could be included in an Early Help Plan
- If Early Help is recommended by MASH, you will need to speak to the parents/carers (and child where appropriate) to seek consent to start an Early Help Assessment on Right for Children and arrange the Team Around the Family (TAF) meeting.
- If you are already offering Early Help support to the family, you can seek additional support through discussion with your Line Manager / Safeguarding Lead and/or Early Help Locality Officer.

IF YOUR MASH ENQUIRY IS NOT ACCEPTED

- If you disagree with the decision, please do email back and/or discuss with the relevant MASH Social Worker
- If you are unable to resolve your concerns with the MASH Social Worker, you can ask for their decision to be reviewed by another Social Worker

Wherever possible, you should discuss with your own safeguarding lead in the first instance.

Please provide us with feedback to improve our service: [MASH Feedback Form](#)

MASH CONSULTATIONS

MASH offer consultations to professionals. These are provided by Social Workers in MASH. This service can be useful in helping professionals reach a decision whether their concerns mean they should complete and MASH enquiry or whether other support can be put in place (inc. Early Help).

They should have already discussed their concerns with their Safeguarding Lead in the first instance.

No names are to be used during the consultation; this is for data protection.

Early Help in Devon

An approach that offers families in Devon
the right service at the right time



What is Early Help?

When a child/young person/family needs something extra, Early Help is the initial response offered by all services in contact with children, young people and families. This builds an understanding to address extra needs and prevent situations from getting more difficult for children and young people. The aim of Early Help is to build on people's capacity and resources to manage their own dilemmas, resolve their own difficulties and prevent further problems in the future.

What is Early Help?

- Early Help is good practice, not a process, a service or a team;
- It is what you as practitioners are **already doing** – supporting families when need emerges;
- Recognising and acting when children and/or families need some extra help or support.

What is Early Help?

Early Help can include:

- When practitioners offer additional support and guidance within their own role with the family;
- When practitioners work with other agencies to provide additional support;
- When practitioners identify an additional need within a family and signposts or refers to another agency;
- When cases are deescalated/stepped down from Childrens Social Work.

Who 'is' Early Help?

All practitioners

All agencies

Working Together (2015) defines that 'safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part'.



Early Help; A Way of Working

Early Help consent from can be downloaded from DSCB Website

If you need targeted early help support, complete a [Request for Additional Service](#)

Improved Outcomes 😊

Seek Consent from the Family

Start Early Help Assessment on "Right for Children"

Team Around the Family Meeting

Plan & Review

If you need access to Right for Children, email rightforchildren@devon.gov.uk

Every Locality has staff to help you develop / deliver your early help offer to families

Early Help in Devon

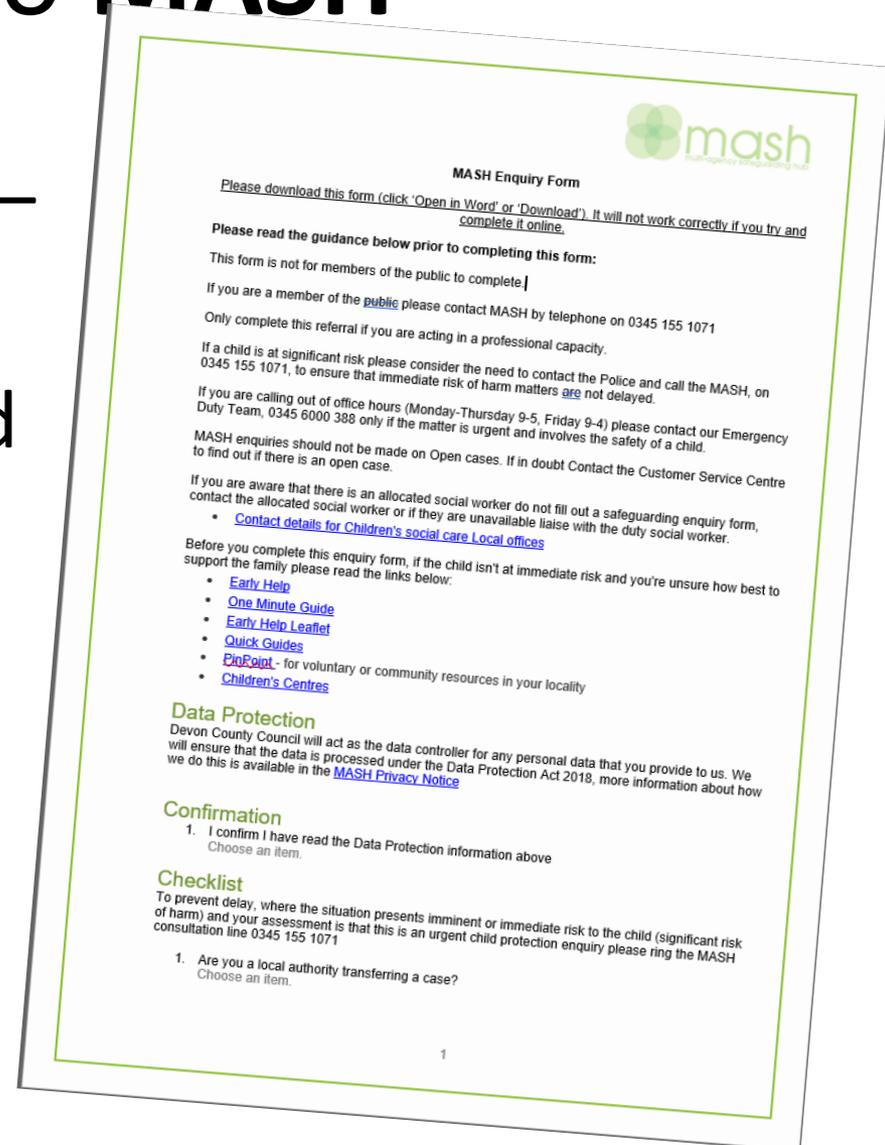
- Early Help Assessment (previously know as Devon Assessment Framework (DAF));
- Right for Children IT System;
- Early Help Support Staff;
- Early Help Practitioner Forums;
- Early Help Triage & Request for Additional Service tool;
- Children and Families Locality Partnership Meetings.

how we do it in Devon

THE CHILD PROTECTION PATHWAY

referring to MASH

- immediate danger or needs accommodation – **PHONE**
- Other cases – download the MASH enquiry form from **dcfp.org.uk**



The image shows a document titled 'MASH Enquiry Form' with the MASH logo in the top right corner. The logo consists of a green cross-like shape next to the word 'mash' in lowercase, with 'MASHING CHILD PROTECTION' in smaller text below it. The document contains the following text:

MASH Enquiry Form

Please download this form (click 'Open in Word' or 'Download'). It will not work correctly if you try and complete it online.

Please read the guidance below prior to completing this form:

This form is not for members of the public to complete |

If you are a member of the public please contact MASH by telephone on 0345 155 1071

Only complete this referral if you are acting in a professional capacity.

If a child is at significant risk please consider the need to contact the Police and call the MASH, on 0345 155 1071, to ensure that immediate risk of harm matters are not delayed.

If you are calling out of office hours (Monday-Thursday 9-5, Friday 9-4) please contact our Emergency Duty Team, 0345 6000 388 only if the matter is urgent and involves the safety of a child.

MASH enquiries should not be made on Open cases. If in doubt Contact the Customer Service Centre to find out if there is an open case.

If you are aware that there is an allocated social worker do not fill out a safeguarding enquiry form, contact the allocated social worker or if they are unavailable liaise with the duty social worker.

- [Contact details for Children's social care Local offices](#)

Before you complete this enquiry form, if the child isn't at immediate risk and you're unsure how best to support the family please read the links below:

- [Early Help](#)
- [One Minute Guide](#)
- [Early Help Leaflet](#)
- [Quick Guides](#)
- [ProPoint](#) - for voluntary or community resources in your locality
- [Children's Centres](#)

Data Protection

Devon County Council will act as the data controller for any personal data that you provide to us. We will ensure that the data is processed under the Data Protection Act 2018, more information about how we do this is available in the [MASH Privacy Notice](#)

Confirmation

1. I confirm I have read the Data Protection information above
Choose an item.

Checklist

To prevent delay, where the situation presents imminent or immediate risk to the child (significant risk of harm) and your assessment is that this is an urgent child protection enquiry please ring the MASH consultation line 0345 155 1071

1. Are you a local authority transferring a case?
Choose an item.

1

Adolescent Safety Framework

- The ASF is a strength based multi-agency safeguarding approach to managing risk that is primarily found outside of the home, thereby supporting young people aged 11-18 years (up to 25 years for Care Leavers) and their families to increase safety.
- The approach is focused on our collective capacity as professionals and communities – not just the family – to keep young people safe from exploitation and harm
- <https://www.dcfp.org.uk/child-abuse/adolescent-safety-framework-quick-guide/>

Adolescent Safety Framework

- Safer Me TAF
- Safer Me Child In Need
- Safer Me Child in Care Meetings
- Safer Me Plus

Adolescent Safety Framework

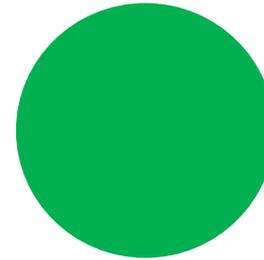
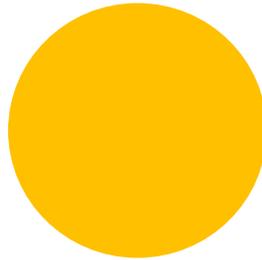
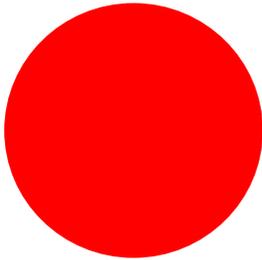
What do I do if I have concerns about a location/peer group & the risks are external to the home?

Concern about a peer group or location?

Persons of Concern?

the process

MASH enquiry



immediate

24 hours

3 working days for
information and
decision.

the process

MASH enquiry

strategy discussion

section 47 investigation

child protection conference

core group

Your
report

10
working
days

15
working
days

Devon Children & Families Partnership

Useful Resources

Website – www.dcfp.org.uk



MASH - <https://www.dcfp.org.uk/training-and-resources/multi-agency-safeguarding-hub-in-devon/>

Early Help - <https://www.dcfp.org.uk/early-help/>

South West Child Protection Procedures - <https://www.dcfp.org.uk/training-and-resources/south-west-child-protection-procedures/>

Child Protection Pathway - <https://www.dcfp.org.uk/training-and-resources/child-protection-pathway/>

Videos

[Taking a Strength Based Approach](#)

[Stronger Families - Safer Children; Child Protection Conferences in Devon](#)