

Nottinghamshire Multi-Agency Safeguarding Hub (MASH)

A guide for professionals

Working with



If you have a **NEW** safeguarding concern regarding a child, young person or vulnerable adult, or consider that a child is in need of specialist support from children's social care in line with threshold guidance, contact the Nottinghamshire MASH

How do I contact the Nottinghamshire MASH?

As a professional with a **NEW** safeguarding concern regarding a child, young person or vulnerable adult, you can:

Telephone **0300 500 8090**
during the following hours:
8.30 am - 5.00 pm - Monday to Thursday
8.30 am - 4.30 pm - Friday

Fax number: **01623 483 295**

To submit an on line concern form, log onto **www.nottinghamshire.gov.uk/MASH**

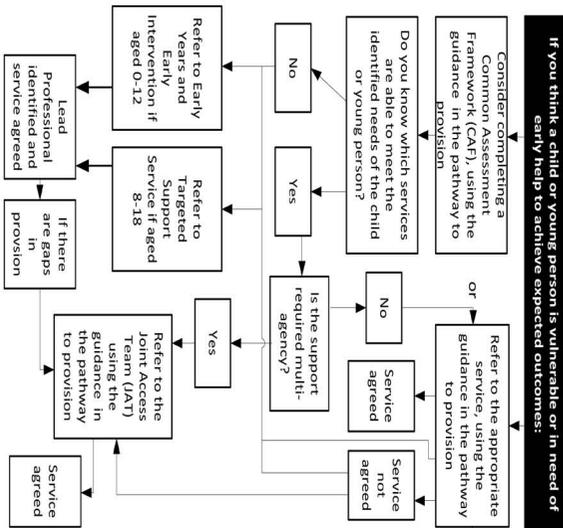
In an emergency, outside of these hours contact:
The Emergency Duty Team (EDT) on **0300 456 4546**

To access information on early help services, guidance and to download service request forms, please visit **www.nottinghamshire.gov.uk/pathway-to-provision**



NOTTINGHAMSHIRE CHILDREN'S TRUST PATHWAY TO PROVISION

CHILDREN'S EARLY HELP



SAFEGUARDING

If you have a new safeguarding concern regarding a child or young person or consider that a child is in need of specialist support from children's social care in line with the threshold guidance:*

If you have a safeguarding concern regarding a vulnerable adult in line with the threshold and pathway guidance for referrers:*

Contact the Multi-Agency Safeguarding Hub (MASH)
0300 500 80 90

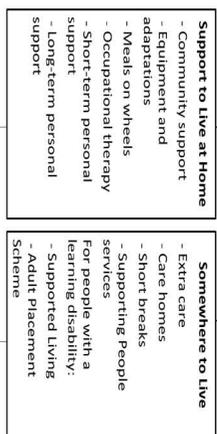
during the following core working hours:
8.30 am – 5.00 pm – Monday to Thursday
8.30 am – 4.30 pm – Friday
To submit an online form visit – www.nottinghamshire.gov.uk/MASH

Outside of the core hours, and in an emergency, contact the emergency duty team (EDT) on **0300 456 4546**

ACCESSING ADULT SOCIAL CARE SERVICES IN NOTTINGHAMSHIRE

ADULT SOCIAL CARE

If you think an Adult needs care and support because of their age, disability, health or the personal situation they find themselves in:



To access these services and more please visit:
www.nottinghamshire.gov.uk/caring/adultsocialcare
If you cannot find the information you need on our website please don't hesitate to contact us:
Telephone: **0300 500 80 80**
Email: **enquiries@notssc.gov.uk**



About the MASH

The MASH will deal with new safeguarding concerns, where someone is concerned about the safety or well-being of a child or adult, or thinks they might be at risk of harm. For example, a teacher may believe that one of their pupils is at risk of harm at home, or a doctor may think an elderly person is being neglected. In both cases they would raise their concern with the local authority or the police.

Within the MASH, information from different agencies will be collated and used to decide what action to take. As a result, the agencies will be able to act quickly in a co-ordinated and consistent way, ensuring that vulnerable children and adults are kept safe.

The MASH will involve representatives from the County Council, Police and Health working together in the same location. Virtual links will exist to other services and agencies such as probation, housing, mental health, early intervention and young people's services.

Where does the idea come from?

The MASH model originated in Devon, where the County Council, Police, Health and Education worked together to set up a MASH in 2010. Other areas have now replicated the approach including Staffordshire, Norfolk, Birmingham and Haringey, and there are plans to set up MASHs in every London borough. The project in Nottinghamshire is building upon best practice elsewhere in the country.

How does it work?

The MASH acts as the first point of contact, receiving NEW safeguarding concerns or enquiries and collating information from different agencies to build up a holistic picture of the circumstances of a case.

The agencies involved quickly share information on a case and make a swift decision on the most appropriate action needed. Better co-ordination between agencies will also lead to an improved service for children, adults and their families

The MASH also incorporates a telephone hotline providing advice and guidance for professionals with concerns about a child or vulnerable adult. This will help improve the quality of information provided and reduce the number of inappropriate referrals.

The MASH will replace a range of existing referral points and allow agencies to work together more closely – an approach which is already working elsewhere in the country.

What benefits will it bring?

The MASH will bring the following benefits:

- Faster, more co-ordinated and consistent responses to new safeguarding concerns about vulnerable children and adults.
- An improved 'journey' for the child or adult with a greater emphasis on early intervention and better informed services provided at the right time.
- Greater ability to identify potential vulnerability, enabling more preventative action to be taken, dealing with cases before they escalate.
- A more straightforward and responsive process for the professional or citizen raising a concern, with clear guidance and support.
- Closer partnership working, clearer accountability and less duplication of effort.
- A reduction in the number of children and adults inappropriately accessing costly services from social care, the Police and others.
- A reduction in the number of inappropriate referrals and re-referrals.

