



## One minute guide

# Multi-Agency Safeguarding Hub (MASH)



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## What is the Multi-Agency Safeguarding Hub (MASH)?

If someone is worried about a baby, child or young person, they can contact the Multi-Agency Safeguarding Hub (MASH). This is called a referral. Anyone can make a referral – this includes:

- Young people
- Parents or carers
- Family members
- Neighbours
- Professionals (like teachers, doctors, police officers, housing workers, or probation workers)

The service also offers information and advice to try to make sure families have the right support they need as quickly as possible.

The hub brings agencies together to try to help and protect vulnerable children. Everyone shares the information they hold to get a clear picture of what is happening in the child's life and any harm they may be experiencing or be at risk of experiencing. As a result, better decisions can be made about what action to take and support will be targeted at the most urgent cases first.

The MASH team works under the Nottinghamshire Safeguarding Children Partnership (NSCP) who set the rules and guidance for safeguarding. They also check to make sure safeguarding arrangements are working well. Find out more on the [Nottinghamshire Safeguarding Children Partnership](#) website.

## Who works in the Hub?

The hub consists of social workers, police officers, probation, education and health workers. In addition we have family help officers and early help advisors.

All workers are trained and skilled in analysing information to decide which decisions should be made to best keep the child or children safe and help the whole family.

## How to make referral?

If someone has a safeguarding concern, they should phone MASH to ask for help. A safeguarding concern means a child may not be safe. This could be because:

- They may be at risk of being hurt, abused, or neglected
- They are living in a situation where they are not being cared for properly
- A young person may be at risk of seriously hurting others
- There are complex needs linked to a disability that are not being safely met

Before contacting MASH, please think about whether the local [Family Hub](#) could offer the right support. They can help with advice and practical help for families who are facing challenges, but who do not need safeguarding involvement. If someone is unsure, it is always okay to ask for advice.

There are two telephone numbers to use to contact MASH from Monday to Friday, 8:30am to 5:00pm (4:30pm on Fridays):

- **0300 500 80 80** for members of the public
- **0300 500 80 90** for other professionals who are worried about a child they are working with. Practitioners should ask parents or carers for permission before calling, unless doing so would put a child at risk of serious harm.

Outside these times (weekends, night times and bank holidays) there is an Emergency Duty Team (EDT) who can be contacted on **0300 456 4546** if an urgent response is needed.

**If you believe a child is in immediate danger, please call 999.**

If something has happened in a home where there is a child, and the police or ambulance service have been called, the information is passed directly to the MASH and will be acted on within 24 hours.

## What happens next?

A MASH worker will take the call and ask a few questions. It is important to share as much detail as possible about the child, their family and where they live, as this will help to better understand and assess the concerns. Someone from Children's Social Care will look into what has been said. This may include speaking with the child or children, their parents or carers, teachers, health services or the police. They will also read the information already held on the recording system.

They will decide what needs to happen next. This may include no further action, signposting to early help services, or a referral for assessment by Children's Social Care. They will get in touch with the person who made the referral to let them know at the earliest opportunity what they have decided to do about the worries.

## For further information

Take a look at the website: [Multi-Agency Safeguarding Hub \(MASH\) | Nottinghamshire County Council](#)