

Norfolk MASH Service update - March 2012

Our MASH (multi-agency safeguarding hub) brings key professionals together, co-locating them physically and virtually, to facilitate early, better quality information sharing, analysis and decision-making, to safeguard vulnerable children, young people and adults more effectively. We keep the MASH at the 'front door' of our safeguarding service so that it can respond promptly, at the very earliest point of contact with a vulnerable child or adult and their family.

The Norfolk MASH went live in September 2011, dealing with the police C39d notifications and is delivered by Norfolk County Council Children's Services, Norfolk Constabulary and voluntary sector advocacy service providers. We also have a representative from the NHS as part of a three-month pilot which we hope will lead to a longer-term health practitioner post within the MASH.

MASH service latest developments: As of 19 March, the MASH will also deal with:

- NSCB1 forms (referrals that are completed when an agency or organisation has concern for the well-being and safety of a child)
- Police referrals and intelligence reports generated by community and police interactions
- E-safety alerts (originating from security structures in laptops supplied by Norfolk County Council to specific groups of children and young people, such as children who are unable to attend school and children in care)

What this means for children and families

Those at risk of significant harm will get a more responsive and timely service, as a result of better informed decision-making at the earliest possible stage of the safeguarding process.

What this means for agencies and their workers

The core function and purpose of the MASH continues to be:

- Providing a consistent information sharing structure at the point of entry [to the statutory safeguarding process] of actual or potential safeguarding enquiries and referrals.
- Reducing the number of referrals inappropriately directed to safeguarding duty teams, and removing duplication, through improvements in information sharing and analysis at the point of entry.

Important! If you work for one of the partnership organisations, please note these important changes in the management of NSCB1 forms and e-safety alerts.

NSCB1 forms

From Monday 19 March 2012 all completed NSCB1 forms must be sent to the MASH secure email box - mash@norfolk.gcsx.gov.uk

Or faxed to - 01603 762445

The Norfolk Safeguarding Children Board intends to review and update the format and content of the NSCB1 referral form this year. They will let all safeguarding stakeholders know when this updated form is published.

To make a safeguarding referral by phone, please ring – **0344 800 8014**.

E-safety alert changes

Schools whose e-safety alerts are managed by Norfolk County Council will be told about the alert by the MASH team if it is of sufficient concern to generate a safeguarding referral.

Schools with an individual contract with an e-safety alert provider will continue with their normal arrangements.

As with any safeguarding enquiry, schools will be asked to share all relevant information about the safeguarding needs of the child or young person, enabling the MASH to carry out the analysis and decision-making surrounding a referral in a timely and effective manner.

Future MASH development

The MASH continues to be a service in development. In summer 2012 the MASH will take on the full safeguarding enquiry/referral service for Children's Services, with implementation of the triage work area where MASH workers will deal with phone calls, letters and emails from the public. Later in 2012 we will start dealing with adult safeguarding provision.

For more information about the development of the MASH, contact us:

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