

## **Referrals & Consultation with MASH:**

Telephone 0344 800 8020; the call will be answered by a member of the Customer Services Centre (CSC) team and it is important you state clearly that you have a concern regarding a child/young person.

The call handler will ask you for the child's name and address. If the child already has an allocated social worker, you will be transferred through to team that holds the case.

If a child does not have an allocated social worker, the CSC will pass your call over to a Referral Co-ordinator within the MASH team. The Referral Co-ordinator will discuss your concerns with you. At the outset of any contact with the MASH Team, it is important that you make it clear whether you are calling with the knowledge and consent of the parents. If you do not have the knowledge and consent of the parent you will need to explain why this step has not been taken. We should seek to share with parents any concerns we may have about their child and our intention to make a referral to Children's Services unless to do so may place a child at increased risk of harm.

The MASH will undertake further information gathering with parental consent alongside other relevant agencies and use it to make a decision as to who might be best placed to offer support to the child/family at this time; this may include the need for a social work assessment.

Where the concerns for a child suggest there is or could be a likelihood of significant harm, the MASH information gathering process runs parallel to essential safeguarding action planning between Children's Services, the police and health.

If you feel your concerns are moderate, referrers can complete the [NSCB1 Referral Form](#) and send this through to the MASH via:

Email: [mash@norfolk.gcsx.gov.uk](mailto:mash@norfolk.gcsx.gov.uk)

Fax: 01603 762445

Post: The MASH Team Manager,  
Floor 5, Vantage House, Fisher's Lane,  
Norwich NR2 1ET

Refers may also be asked to complete a NSCB1 form after a phone referral.

It is important to remember that the MASH is an information gathering, analysis and decision-making service. The referrer will always be informed of the decision that has been reached by the MASH, even if there is no further action. Direct work with children and families comes from the Assessment and Family Intervention Teams (FIT). If the decision is made that a social work assessment is required, subsequent feedback on the outcome of this assessment will be given by relevant the Assessment or Family Intervention Team.