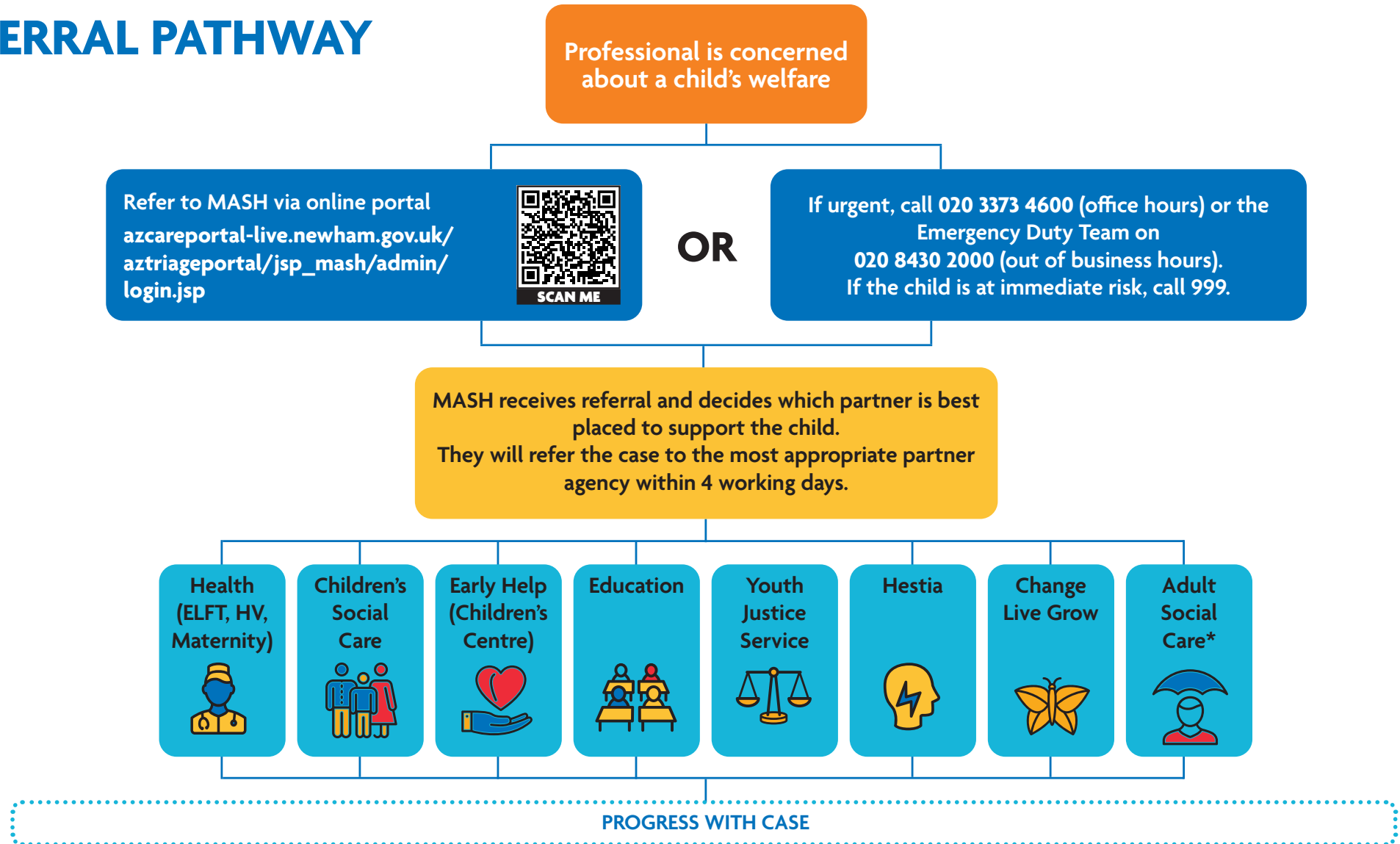


# NEWHAM'S MULTI-AGENCY SAFEGUARDING HUB (MASH)

To support and protect children and young people

## REFERRAL PATHWAY



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## WHAT IS MASH?

- Newham's single point of contact for all safeguarding referrals for children.
- Enables partner agencies to work together to safely share and analyse information that is held about the child.
- Aims to identify need and risk by building a full picture of the child and their family to inform decision-making about how to best support the child.

## WHO IS PART OF MASH?

There are 11 core partner agencies that work within the MASH, including:

Children's Social Care, Adult Social Care, Police, Health, Education, Youth Justice Service, Housing, Hestia, Change Live Grow, Early Help Service and Probation.

## WHEN SHOULD I REFER TO MASH?

- When you have safeguarding concerns for a child
- When you don't know how to help a child
- When you don't know who is best placed to help a child

## WHEN SHOULDN'T I REFER TO MASH?

- For universal offers of support
- Where there are no safeguarding concerns and the family is already allocated to early help services
- If you are unsure, please contact the MASH Consultation Line on 020 3373 4600

## WILL MASH NOTIFY ME OF THE OUTCOME OF A REFERRAL I MAKE?

Yes. MASH will send you an email notification to let you know which partner agency the child has been referred to. If a referrer has not heard from MASH within 4 working days of making a referral, they can follow up by calling 020 3373 4600 during office hours or 020 8430 2000 at any other time.

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## CASE STUDIES

### CHILD CARE ARRANGEMENTS

A pregnant single mother living in a contingency hotel has been booked in to Newham University Hospital for a caesarean section. She has two other children, aged 4 and 6, and is unable to find someone to look after the children whilst she is in hospital.



The professional working with this mother and her family made a referral to MASH asking for an assessment of the family's childcare needs. This was done as soon as the caesarean date had been confirmed, to provide MASH with as much time as possible to consider the referral and next steps. MASH contacted the mother and they spoke about whether or not she had any family or friends who could look after her children. When it was confirmed that she did not have any childcare support, MASH offered to find a foster carer for the time in which she would be in the hospital. MASH explained that this option was voluntary and that if she did find alternative childcare arrangements or changed her mind at any time, that this is her right.

### REFERRALS FOR UNIVERSAL OFFERS OF SUPPORT

A Family Navigator identified a family who needed support to buy children's clothes. They knew that Newham's children's centres are currently offering vouchers to spend on household needs (i.e. Household Hold Support Fund scheme). As these vouchers are a universal offer of support, the Family Navigator knew that the family did not need to be referred to MASH. Rather, they could be connected with the children centre directly and receive the support they needed quickly.



### NOT HEARING BACK FROM MASH

Newham Nurture referred a family to MASH 2 weeks ago and had not hear back from MASH. As it had been more than 4 working days since making the referral, they contacted MASH by calling 020 3373 4600. They made sure that they had the referral number/name/DOB of the family referred, ready to share. The MASH reviewed the referral and found out that a notification, which is normally sent via an email, was not sent to Newham Nurture informing them of the outcome of their referral. Newham Nurture also later received an email from the children centre to let them know that they were now connected to the family and working with them to support their needs.

