



Strategic Partnership Boards

SAFETY SAFEGUARDING WELLBEING

## **Bitesize video guide: Referrals**

Hi, my name is James Thompson and I am the MASH team manager. MASH stands for the Multi-agency Safeguarding Hub. My team is responsible for making all decisions on all referrals that require action. The team is made up of many disciplines, social care, early help, health and police to name a few and this multi-agency working helps when it comes to making decisions about a case.

The team screens the information provided to us and in many cases it's our job to identify if support or help is required or if the child is at risk of harm. We then make a decision as to which team is best placed to work with the family to enact change.

We have recently implemented a new referral form which we hope makes it clearer for the referrer to make an assessment on where the referral should go. We are also looking at a way for referrers to input the data straight into the system, removing the need to fax/email forms to the team and this will allow you to track the progress of the information you provided.

It's vital that the information provided on the referral form is clear and details as much background and historical information as possible as this helps with assessing if the current situation is a one off or another incident in a line of concerns. The form enables the referrer to make an assessment and try to analyse the information provided to help with the decision-making process.

Here are your 3 messages to take away:

1. Practitioners should clarify the purpose of the referral, for example is it a referral, sharing information and/or requesting information?
2. We endeavour to keep referrers informed about the outcome of their referrals and we are working hard to improve our feedback rate. If you don't hear from us, then please do give us a call
3. Finally, unless it puts the child at great risk, please gain consent from the carers before you refer