


East and North Hertfordshire 
NHS Trust

West Hertfordshire Hospitals 
NHS Trust


Herts Valleys
Clinical Commissioning Group

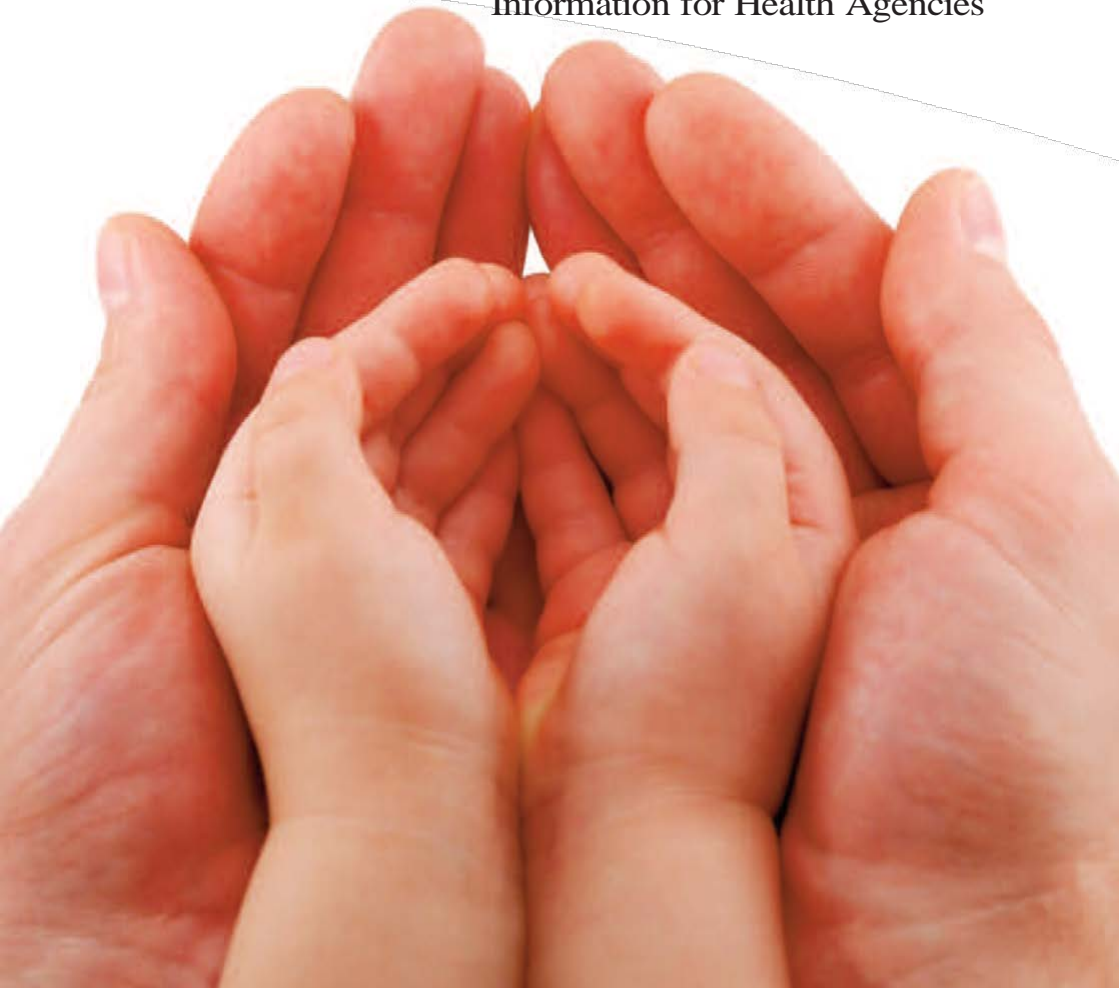

East and North Hertfordshire
Clinical Commissioning Group



Hertfordshire Partnership 
University NHS Foundation Trust

Hertfordshire Community 
NHS Trust

MASH *(Multi-Agency Safeguarding Hub)* Information for Health Agencies



What is the MASH?

- MASH stands for Multi-Agency Safeguarding Hub.
- The Hertfordshire MASH is in its infancy, and went live on 28 July 2015. It is based at Farnham House in Stevenage.
- Within the Hertfordshire MASH Children's Services and partner agencies will work closely to safeguard children at a fast pace, prevent delay for families and stop duplication.
- Agencies currently included in the Hub are Health, Police, National Probation Service, BENCH, Early Help Services, such as Targeted Youth Support, Thriving Families, eCAF coordinators, Missing Person Coordinator and Child Protection Schools Liaison Officers.
- MASH members will also work closely with satellite agencies such as Housing and Education.
- Currently Health is represented by Hertfordshire Community NHS Trust; Safeguarding Nurses. Over time it is hoped that more health agencies will be co-located.
- MASH will include an Early Help Provision, which replaces the Targeted Advice Service but will also receive the majority of safeguarding referrals, which will have a partnerships approach in terms of decision making and information sharing.
- The 0300 123 4043 number will continue to be available, therefore for partners the referral process has not changed in any way.
- MASH partners will work together to assess all high risk cases, rated RED, there will be a 4 hour time scale in place to make a decision about these cases. Information will be gathered from individual agency data bases, in order to make robust and informative decision making, which will provide a more robust and timely response for the families we work with.
- Information will be shared in line with the Multi-Agency Information Sharing Protocol.

How does MASH affect me?

- Referrers will continue to follow existing policies for making a referral to Children's Services.
- The Customer Service Centre will filter all referrals in and will forward the appropriate cases to MASH or directly to the receiving early help/targeted assessment team or the joint Child Protection Investigation Team.
- Cases will be given a RAG rating (Red/Amber/Green) by the MASH manager, to signify the level of risk. MASH team members will then collate and share information. A final RAG rating will be given and a plan of action agreed by the MASH manager.

What is the MASH RAG rating system?

- **Red:** urgent child protection cases where the child appears to be or is at risk of imminent danger requiring immediate action. Dealt with by the MASH within four hours.
- **Amber:** child protection cases where the child requires some targeted support. Dealt with by the MASH within 24 hours.
- **Green:** children that require support that can be offered via universal services or targeted support. Referred on or alternative services recommended for appropriate support services within 72 hours.

What are the benefits of a MASH?

- The MASH model means that information is shared quickly to help protect children from further harm.
- Health representatives in the MASH will strengthen partnership working across the health economy.

Look out for the E-Learning package coming soon.