

Reporting safeguarding concerns

If you are a **professional** and you want to report a safeguarding concern about:

- a child or young person in Hampshire, call **01329 225379** or email **csprofessional@hants.gov.uk**
- a child or young person on the Isle of Wight, call **0845 002 0095** or email **iowcsprofessional@hants.gov.uk**
- an adult in Hampshire, call **01329 225378** or email **adult.services@hants.gov.uk**

Further information about how **members of the public** can report a safeguarding concern is available online at:

- Hampshire County Council's Children's Services:
www.hants.gov.uk/child-protection
- Isle of Wight Council's Children's Services:
www.iwight.com/childrensservices
- Hampshire County Council's Adult Services:
www.hants.gov.uk/protection-from-abuse

For all emergency situations, call 999

Further information about the MASH

If you would like more information about the MASH, or would like this leaflet in another language or format, such as large print or Braille, contact:

Telephone: **0845 603 5638**

Email: **childrens.services.enquiries@hants.gov.uk**

Website: **www.hants.gov.uk/mash**

Partners



Multi Agency Safeguarding Hub For Hampshire and the Isle of Wight

Working together to make a difference



A guide for professionals

www.hants.gov.uk/mash



What is the MASH?

The Multi Agency Safeguarding Hub (MASH) provides triage and multi-agency assessment of safeguarding concerns in respect of vulnerable children and adults. It brings together professionals from a range of agencies into an integrated multi-agency team. The MASH team makes assessments and decisions depending on statutory need, child protection or early help. Quicker response times, a co-ordinated approach and better informed decision making ensures that vulnerable children and adults are protected.

The **MASH** consists of teams from the following agencies:

- Hampshire County Council's Children's Services
- Hampshire County Council's Adult Services
- Isle of Wight Council's Children's Services
- Hampshire Constabulary
- Hampshire NHS
- Hampshire Youth Offending Team.

There are also close links to virtual partners including:

- Borough and District Councils in Hampshire
- Hampshire Probation Trust
- South Central Ambulance Service
- Hampshire Fire and Rescue Service.

The **MASH** is based at Hampshire County Council's frontline contact centre, building upon the excellent work of the existing Children's Reception Team – the gateway to children's social care.

The **MASH** team shares information from every agency to decide the most appropriate intervention in response to the person's identified needs. This ensures that vulnerable children and adults are responded to quickly and efficiently by the most appropriate professional. Timescales are agreed depending on statutory need, child protection or early help.

Outcomes of the MASH

- A faster, more co-ordinated and consistent response to safeguarding concerns about vulnerable children and adults.
- An improved 'journey' for the child or adult, with greater emphasis on early help and better informed services delivering intervention at the right time.
- A clearer process for the professional or member of the public raising a concern about a vulnerable child or adult.
- Closer partnership working, clear accountability and improved multi-agency communications.
- A reduction in the number of inappropriate referrals and re-referrals.

Benefits to agencies of the MASH model

- Safeguarding of vulnerable children and adults is a collective priority.
- Efficiency savings – financial savings through economies of scale and avoiding duplication of work.
- Efficiencies through centralisation of business support/back office and accommodation and utilities.
- Quicker response times with a better co-ordinated approach to resources meaning each agency works more effectively and efficiently in their own field of expertise.
- A better understanding and appreciation of each others roles and responsibilities, leading to effective multi-agency working.
- Development of flexible working patterns and providing enhanced customer service.

