

Worcestershire Multi-Agency Safeguarding Hub information for parents and carers

The Multi-Agency Safeguarding Hub (MASH) is a partnership between Worcestershire County Council (WCC) children's social care, Worcestershire NHS Health Services, West Mercia Police and the National Probation Service working together to safeguard children and young people.

What does the MASH do?

When a professional, a family member or member of the public is concerned about a child or young person's welfare or safety, they can refer to The Family Front Door so we can look into it.

Will I be told if there is a referral about my child?

Yes. Usually you will be told before the referral is made.

The professional should tell you what their concerns are, and they will ask your permission to contact us, unless they feel that it will put your child in immediate danger by doing so.

Can information be shared without my permission?

Yes. In certain circumstances information may be shared without your permission if:

- Someone is being hurt or may be hurt in the future
- The information may help to stop or solve a crime
- Required by law.

What happens when a referral is made?

Partners in the MASH will share information to decide if:

- the child, or young person, has been hurt or could be hurt in the future
- the child, or young person, or you would benefit from support from other professionals or agencies who help children and families.

What happens after the referral?

Agencies will share information to identify what the child or young person's needs are, and who is best placed to help and support them. This may be a social worker or other services and professionals in the community.

If the child or young person is thought to have been hurt, or could be hurt in the future, then child protection enquiries may happen.

Information will also be given to the police if it is necessary to help stop or solve a crime.

Who will tell me what the MASH discussion agreed?

The Family Front Door Team will put the outcome in a letter to you within 10 working days of the MASH discussion taking place.

How will my information be used?

Your information will only be shared to decide whether:

- you or someone else is being hurt or may be hurt in the future
- you or your family would benefit from help and support
- a crime has been committed or could be committed in the future.

Your information will be held securely and electronically by Worcestershire County Council and partner agencies, who work as part of Worcestershire Safeguarding Hub, to inform the MASH discussion and outcome decision.

Can I see what is held about me?

Yes. The Data Protection Act 1998 lets you ask for a copy of the information held about you. If you would like to request this contact Worcestershire County Council.

Email:

Dataprotection@worcestershire.gov.uk

Write to:

Information Access Team,
Corporate Information Management Unit,
Worcestershire County Council,
County Hall,
Spetchley Road,
Worcester, WR5 2NP

Remember - If you would like to discuss this further please contact the family front door on 01905 822666.



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