



**Camden** Safeguarding  
Children Board

# Multi Agency Safeguarding Hub (MASH)

## **Operational protocol**

**September 2014**

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## 1 Introduction

Information sharing is a vital part of multi-agency working, as it enables professionals to make timely and informed decisions based on accurate, up to date information. This in turn ensures that families are referred to the most appropriate services and resources so that they receive help as early as possible.

Safeguarding children requires a high level of inter-agency co-operation and information sharing in order to build an accurate picture of the child's life and to identify risks and harm. Camden's safeguarding partners have developed the Multi-Agency Safeguarding Hub (MASH) in order to ensure that the borough is able to meet these objectives.

Camden has a duty to provide services for children and families in order to support parents and ensure good outcomes for children. To do this, Camden provides:

- an early help service that provides support where issues are first emerging **and**
- a statutory social work service providing a child in need service or children for whom there are concerns about significant harm.

On referral, Family Services and Social Work (FSSW) need to decide the level of risk and need for the child and the most appropriate services and interventions. The MASH can help to support good decision-making and improve interventions by speeding up information sharing.

## 2 Definition of the MASH

The MASH is a partnership of agencies that have a duty to safeguard children and who have agreed to share information they have on families and children and work within an integrated team in order to improve decision-making whenever there are concerns about a child.

A co-located multi-agency MASH team will share and analyse information from their agency's database in a safe, managed environment so that social work decisions on intervention can be made quickly and are based on the widest and most accurate information available.

MASH co-locates safeguarding agencies and their data into a secure assessment, research and referral unit for notifications and referrals on vulnerable children. By providing a fire walled facility (confidential unit), each partner can balance the need for privacy against the need to share information safely.

This is particularly important for children's social care, Police and Health services. By doing this, MASH aims to identify unknown risk by building a full picture on the child and their family, a consistent criticism of Serious Case Reviews. MASH will develop to consider vulnerable adults, as well as children.

The MASH will also be useful for the identification of risk and harm at a community level, enabling agencies to share information on specific risks, victims and perpetrators and allow a multi-agency response to address these risks.

### 3 Key aims of MASH

The MASH aims to ensure that:

- all safeguarding referrals are dealt with in a timely and effective manner
- decisions on referrals are of a high quality following good information sharing from agencies
- thresholds for services are consistently applied across agencies
- families are referred on to the most appropriate service at the first point of contact
- partner agencies are confident that they can share information safely and securely
- sharing information outside of MASH is a controlled activity done only with the agreement of the relevant agency
- decision-making for families is streamlined and transparent
- intelligence on community-based risk held by individual agencies is shared and analysed at an appropriate forum to ensure a multi-agency response to that risk.

### 4 Status of this document

This protocol describes the processes to be followed from July 2014 when the third phase of the MASH service becomes operational. Further updates of the protocol will be made available as the service is developed.

The document has been agreed by all MASH partners and should be read in conjunction with the following related documents:

- MASH Information Sharing Agreement dated December 2013
- MASH Governance Arrangements dated December 2012

## 5 MASH Partners

The following agencies are MASH partners and will provide information from their agency database. Some agencies will be co-located core members of the MASH team, others will be satellite members who are not co-located but will provide information from agency databases at the request of the MASH.

<b>Agency</b>	<b>MASH status</b>	<b>Name &amp; contact details</b>
Camden FSSW	MASH team member	Nicole Cameron Claire Mumby
Metropolitan Police Public Protection Desk	MASH team member	Joe Derilo Trevor Plumb Lorraine Brooks Angela Owens
Central North West London Camden Provider Services (health)	MASH team member	Stella Balsamo/Jonathan Freedman
Camden Families in Focus	MASH team member	Veronica Watt/Elaine Dunning
Children's Society	MASH team member	Carly Adams
Early years/Children centre services	MASH team member	Jane Hutcheson
Camden Integrated Youth Support Services	Satellite member	Eugene Griffin Khayrun Kalam
Camden Probation Service	MASH team member	Vadna Nicoletti/Mac Leckey
Camden Housing and Adult Social Care	Satellite member	Denise Pittaway Carmen Gardier
Camden Community Safety	Satellite member	Tom Preest
CRI (substance misuse services)	Satellite member	Mickey Browne

## 6 The MASH team

### 6.1 Team structure and responsibilities

All MASH team members, regardless of their originating agency, will have:

- the relevant professional qualifications, experience and levels of access to agency databases needed to carry out their MASH role effectively
- an up to date enhanced DBS check in place; it is the responsibility of the agency to ensure the enhanced DBS is continually renewed every 3 years in line with Camden's corporate policy.
- received safeguarding and child protection training at a level that is relevant to their role, normally group 3/4
- access to regular and effective supervision from their line manager that meets their needs as MASH team members.

**From July 2014** the MASH team will be made up of:

- A dedicated full-time MASH manager who will have equivalent qualifications and levels of experience of a FSSW social work manager and whose role is to oversee social work decision-making and inter-agency information sharing.
- Two full-time senior practitioners who deputise for the manager.
- One senior screening officer & 2.5 screening officers who will provide service support to the MASH team including processing all incoming referrals, checking and gathering information from key databases, screening of telephone calls and producing reports.
- Four full time social workers who will carry out information gathering and history taking on cases entering the MASH hub, and who will collate and analyse the information and make a recommendation on action to the MASH manager.
- Two full-time police officers and two full-time researchers will carry out checks on police computers and provide analysis of this information, including intelligence, identification of patterns, trends and relationships in order to inform early intervention.

- A full-time detective sergeant whose role is to manage the police team, and who will take an overview of the information shared and decide on further action by police where a crime has been committed.
- A part-time health visitor who will check the community health system (RIO) for information and liaise with other sections of the health service, where appropriate to gather all relevant health information on the child and family.
- A probation officer who will provide information from the Probation Service databases Delius and Oayses.
- Two representatives from Children's Society who will work in the MASH team. One representative's primary role is to support FSSW in offering direct support to young people over the age of 12 years who have been reported missing and to co-ordinate the arrangements for return home interviews. The second representative's primary role is partnership working around children who are the subject of child sexual exploitation referrals and CATSE plans.
- A MASE analyst who collates information on CSE activity in the borough and provides analytical, statistical and intelligence information and reports to the Multi-agency Sexual Exploitation (MASE) group in support of the group's strategic role in preventing and tackling CSE in Camden.
- A Children's Centre Family Support Worker who will provide information from their databases, be available for case consultations and complete referrals to their service when required.
- An Integrated Youth Support Service manager who will provide information from their databases, be available for case consultations and complete referrals to their service when required.
- A representative from CRI (substance misuse services) who will provide information from their databases, be available for case consultations and complete referrals to their service when required.

A structure chart of the team is shown at appendix 1.

## **6.2 Availability and cover arrangements**

- Full-time FSSW MASH team members are expected to be available between 9am and 5pm Monday to Friday.
- The health visitor will work part-time hours Monday to Friday;

- The Probation Officer will be based in the MASH team on Monday and will be the allocated link worker from Tuesday to Friday
- The Children's Society representatives will be based in the MASH team on Monday and will be the allocated link worker from Tuesday to Friday.
- The IYSS Manager will be based in the MASH team Monday, Wednesday & Friday from 9am-12:30 and will be link worker on Tuesday and Thursday.
- The Children's Centre Family Support Worker will be based in the MASH team one day a week.
- The CRI representative will be based in the MASH team one day a week and will be the allocated link worker for the rest of the week.

This will be reviewed as the longer term vision for the MASH is developed and partner agencies may be based in the MASH team for a longer timeframe.

Police personnel will be allocated to the MASH team on a permanent basis.

In the event of any partner agency member being unavailable on any day, their originating agency will be responsible for ensuring suitable cover is available. Any issues relating to cover should be reported to the MASH team manager.

### **6.3 Management, supervision and training of MASH team members**

Originating agencies remain responsible for the line management and supervision of individual MASH team members in line with the originating agency's own policies and as set out in the MASH Governance Arrangements. This includes identifying and meeting the worker's training needs.

Agencies are responsible for ensuring staff have received suitable training to enable them to carry out their MASH role. Core training should include:

- relevant training on computer systems, ie: Framework I, Northgate, I-Casework, Camden Residents Index, Impulse & Housing Needs Group
- child protection training for groups 3/4
- confidentiality and information sharing.
- Where applicable

## **7 Location and accommodation**

Until June 2014 the MASH team will be based in the Crowndale Centre in a secure office area that is only accessible by MASH team members and all members will have allocated desks within this space. There will be a further lockable room within this space for use by the Police team.

The lockable room will house the Police communications cabinet and server and 3 computer terminals. The room will be the primary location of the Police team except when they are actively engaged in other duties.

To ensure security of individual agency information, Police officers and the health visitor will sit separately from FSSW staff within the main MASH team area and the 3 Police computers will be in a separate locked room. The health visitor will be situated so that computer screens cannot be seen by FSSW staff.

## 8 IT systems and security

Co-located agencies needing access to their originating agency databases will do so separately from the council IT infrastructure to ensure the integrity and security of the system and data. Each service will have individual, dedicated lines and routers into the building that provide a link to service databases. Access to the health service system, RIO, will be via the N3 link.

No agency will be able to access another agency's database; information sharing will take place on request from FSSW, with the individual agency interrogating their own databases and providing a written summary of the information to the MASH manager.

Staff from all agencies will be expected to comply with their respective agency's IT code of conduct in terms of not sharing passwords, locking computers when away from desks etc.

MASH information that is shared with FSSW must be sent via the individual agency's secure email system so it is an expectation that every agency has a secure email system in place.

All agencies will comply with the MASH Information Sharing Agreement in order to keep information confidential and secure.

## 9 Referrals into the MASH team

The MASH team will deal with the following types of referral into FSSW for children aged 0-18 who are normally resident in Camden and for whom there are safeguarding concerns:

- all Police MERLIN reports where the child comes to the attention of the police;
- e-CAF referrals from professionals in Camden where there are child in need or child protection concerns meeting Level 3 and 4 of the Camden Safeguarding Children's Board Threshold criteria (see appendix 2);
- all requests for information from courts, local authorities and other services about whether a family are known to FSSW;
- EDT reports where family not known to FSSW;
- all telephone call referrals where there are child in need or child protection concerns;

EDT reports where the family is known will be sent to the allocated social worker by the EDT administrator. All other EDT reports will be sent to the MASH screening officer to create a CSF contact record and attach the EDT report for screening by the MASH manager.

Police checks will have been carried out by MASH Police Public Protection Desk officers prior to the Police MERLIN being sent to the MASH screening officer. This means social workers receiving a MERLIN via the MASH will not need to request any further checks from the Police CAIT.

For allocated cases, if the MASH team screening officer passes a MERLIN to an allocated social worker, then the worker will be responsible for carrying out further network checks as no other checks will have been taken out by the MASH.

## 10 Process for dealing with referrals

### 10.1 Stage 1: MASH criteria checks

#### ***Merlin Reports***

Each morning, the police will check all MERLIN notifications involving children. The Police Public Protection Desk (PPD) officers work from 07:30am to ensure that all Merlin reports with a RAG rating of Red or Amber are prioritized and passed to the MASH screening officer to process by 09:00am.

The PPD officers will carry out the necessary background checks on the main adults noted on the police Merlin report (see appendix 3). The information will include any known risks and issues that may impact on the child's safety and welfare, and the circumstances of the child, the household and the main carer or adult. The police will also make a recommendation on what level of risk is present based on the thresholds criteria shown in appendix 2.

The PPD officers will then allocate a RAG rating to the incident to highlight the level of concern from a police perspective. This RAG rating is then checked by the police sergeant who oversees the police team to check the information, agree the level of need identified and decide if any further police action needs to be taken in respect of any crime committed.

Once the police sergeant has checked the information then the PPD will pass the Merlin reports to the MASH screening officer who will then create a CSF contact record and attach the Merlin report to the CSF contact record.

The reports are distributed as follows:

- All closed cases or cases that are unknown to FSSW are passed to the MASH manager.
- If the case is open to FSSW, the MASH screening officer will forward the Merlin report to the allocated social worker, senior practitioner & team manager.
- All adult Police Merlin reports will be passed directly to adult services via secure e mail.

Police MERLINS involving crime or anti-social behaviour by a young person will be passed directly to One Point of Access for the IYSS to deal with unless there are safeguarding issues. In safeguarding cases, the MERLIN will be dealt with by the MASH team in the usual way, with close liaison with the named contact in IYSS.

Safeguarding cases are defined as those cases where the young person's criminal or anti-social behaviour poses a risk of significant harm to either the young person or other children, including younger siblings, or raises concerns about their parent's ability to protect them from harm. Further details can be found in thresholds criteria at appendix 2.

Police MERLINS concerning domestic violence will be checked to see whether there are children in the family and therefore whether there is a child protection concern. All domestic violence MERLINS will be sent to Camden Safety Net.

### ***e-CAFs and other written referrals***

e-CAF referrals will be sent to the MASH via the admin folder on Framework-i which will be checked on daily basis for incoming e-CAF referrals by the MASH screening officers. Written referrals will be sent securely to the [LBCMASHadmin@camden.gov.uk.cjism.net](mailto:LBCMASHadmin@camden.gov.uk.cjism.net) (MASH) mail-box which will be checked on a daily basis for incoming e-CAFs by the MASH screening officers.

The MASH screening officer will check to see if the case is already open to FSSW and if it is, pass the e-CAF on to the allocated social worker if necessary. If the case is closed or not known to FSSW, the MASH screening officer will complete a *CSF contact record* uploading the e-CAF onto the episode and record whether or not the family are already known to FSSW on the *contact record*. The *contact record* is then sent to the MASH manager.

## 10.2 Stage 2: Initial RAG rating

The MASH manager will review all *contact records* and give each case an initial RAG rating to see if it meets the criteria for the MASH; details of thresholds and criteria for RAG ratings are shown at Appendix 2.

All **Red and amber cases** where there are child protection concerns will be prioritised and MASH workers will always attempt to make contact with the family to get consent for network checks to be undertaken unless this will place the child at risk of further harm or cause undue delay. If parents do not consent to checks, the MASH manager will decide on whether or not to continue with checks based on the family's background history and available police information. If the decision is to go ahead with checks, the MASH manager will record the reasons for this on the CSF contact record.

All **Amber cases** where there is no risk of significant harm but where there are child in need concerns will be passed directly to the assessment team for a child and family assessment.

All **Green** rated cases will be passed on to the early help/CAF team for an early help service.

## 10.3 Stage 3: MASH information gathering and decision making

Only cases with a Red or Amber RAG rating where there is a risk of significant harm will enter the hub and be subject to information gathering by all MASH partners.

The MASH manager will liaise with the MASH screening officer to organise information gathering on the case from partner agencies using the MASH risk assessment matrix via CJSM email. At the same time the MASH workers will be

screening information about a family via FWI, YOIS, Northgate I and Impulse to gather information.

MASH partners will check their agency databases and send this information by secure email to the allocated social worker. There should be no limits to sharing information within the MASH and partner agencies will consider all information known by their agency and how it will help social workers in deciding what action to take to support and protect a child.

When sharing information, partner agencies need to specify whether or not they want the information to be shared with any agency to whom the case will be referred on to or with families.

Once all information is gathered, the social worker will analyse the information and record a summary of the information and a recommendation as to level of need and action required on the *MASH record*.

The *MASH record* will be passed to the MASH manager who will discuss the findings with the social worker, review the information and summary and allocate a final RAG rating which should be recorded on the *MASH record*.

#### **10.4 Stage 4: Referral on from MASH**

Once the final RAG rating has been given, the MASH manager will either refer immediately on to relevant services including transferring the case to the FSSW assessment team for a child and family assessment and social work service.

Referral to FSSW teams or the early help/CAF team will be by way of a CSF contact record followed by a telephone call to the service manager to share information. The MASH manager will record a note of what information was passed on the agency on the MASH record.

When making referrals, workers will share information by telephone conversation with the receiving service. Only information that is relevant to the referral will be shared, and only where the agency that provided the information has consented to sharing.

#### **10.5 Urgent child protection cases**

All cases with a red RAG rating and some cases with an amber RAG rating may involve urgent situations requiring immediate action to ensure the child's safety.

In these cases where a section 47 child protection enquiry will take place, consent is not required but will be sought unless this will place the child at further risk, interfere

with a criminal investigation or cause undue delay. There may be occasions where Amber rated cases may need to proceed through the MASH and checks are undertaken without parental consent. The MASH manager will make a decision on this and the reasons for sharing information without consent will be recorded on the CSF contact episode.

The MASH manager will communicate with the assessment team manager to alert them of the child protection case to prevent any delay in referring the case from MASH to the assessment team.

## **10.6 MASH meetings**

There is time allotted each working day for daily discussions to take place between the MASH manager, Assessment Duty manager and Early Help manager to discuss any cases where there is a query about the thresholds to ensure we get it “right first time”.

In general, cases proceeding through the MASH process will be dealt with via email and/or discussion between MASH partners. However, for cases that are borderline between RAG ratings (ie: red/amber or amber/green) the MASH manager may decide to hold a meeting between MASH team members to discuss the information in more depth before a decision can be made on the RAG rating.

This meeting will be attended by representatives of all the core MASH members and chaired by the MASH manager. The meeting should also agree what information agencies share can be shared outside the MASH.

## **10.7 Timescales**

- Red cases will be prioritized with information from MASH partners expected to be available within 4 hours.
- Amber cases will be dealt with within 24 hours of the referral into the MASH, including information sharing by MASH partners and referral on to the relevant service.
- Borderline CIN/CP cases where further checks are needed to establish the final RAG rating will be dealt with within 3 working days.
- Green cases will be referred on to the early help/CAF team for an early help service within 3 days, but there should be no delay in referring the case on so that the family can start to get the help they need as soon as possible.

## **10.8 Recording and retention**

- The child's NHS number will be used as the unique identifier within the MASH; the worker allocated to deal with a MERLIN should liaise with the health professional in MASH who can access this information from RIO.
- The case record number generated by Framework i may also be used by agencies to identify cases and cross reference with agency databases.
- The NHS number and Framework i case number should be quoted in all communications sent between agencies within the MASH and used in the email title rather than the child's name.
- Information gathered by partner agencies will be recorded using the MASH risk assessment matrix (see appendix 3).
- Details of MASH activities will be recorded on the MASH workflow on Framework I by the social worker and MASH manager.
- Summaries of information provided by MASH partners, the social work analysis of this information and the rationale for decisions made on RAG ratings and further intervention will be recorded on the MASH record.
- A Framework i case record must be set up for all referrals into the MASH where the family are not already known.
- Access to the workflow will be strictly limited to those FSSW staff members working within the MASH team.
- The MASH manager is responsible for ensuring that the workflow and associated records are complete by the end of the MASH process.
- Health services will ensure that the health records of children dealt with by the MASH are flagged up to identify their vulnerability.
- MASH records on Framework i will be retained in line with the CSF file retention policy. Children in need and child protection cases will be held for 25 years and cases requiring early help will be held for 5 years.

## **10.9 Managing the MASH**

The MASH manager is responsible for co-ordinating and directing MASH operations and ensuring that MASH team members carry out their respective roles so that the

process runs smoothly and the main objectives of the MASH are met. This includes meeting with the assessment team manager and the early help service manager on a daily basis to ensure the smooth transition of cases through the MASH.

To do this, the MASH manager should liaise closely with the police sergeant, health representative and the allocated Probation Officer. Issues relating to individual MASH team members should be raised with their originating agency.

## 11 Confidentiality and information sharing

The key purpose of the MASH is to share information about children and families in order to make high quality and timely decisions about interventions. At the same time, information sharing must be lawful and should maintain any duty of confidentiality owed to the family by an agency.

Information shared by MASH team members is likely to be sensitive in nature and will have been gathered for different purposes, but can only be shared within in the MASH in order to safeguard a child, and no further use of the information can be made of the information.

To make sure each agency feels safe in sharing confidential and highly sensitive personal information, there is a MASH data-sharing protocol in place that sets out the rights and duties of all MASH partners in relation to the information shared within the MASH.

In general, information may only be shared with a third party if the person to whom the information relates consents. However, information may be shared without consent if is in the public interest to do so, for example where there is a risk of significant harm to a child (child protection cases). Section 47 of the Children Act 1989 also places a duty on agencies to assist children's social care with any enquiries made relating to the protection of children.

This means the extent to which agencies can share information will depend on the RAG rating given to a case as this indicates the level of harm and risk. This is a social work decision that will be taken by the MASH manager.

Therefore, MASH information sharing processes will only be used for cases with a Red or Amber initial RAG rating where there are child protection concerns. Cases with an Amber or Green RAG rating where there are no child protection concerns will be referred on to the assessment team or early help/CAF team to gain consent for gathering information on a case by case basis.

When sharing information, agencies will only share information that is relevant to the concerns raised and that is proportionate to the level of risk to the child indicated on the referral.

The MASH manager will endeavour to seek consent for information sharing from families unless:

- the child is in immediate danger **or**
- approaching the parents for consent to network checks will put the child at risk of further significant harm or prejudice a criminal investigation **or**
- obtaining consent could lead to unjustifiable delay in enquiries.

It is possible that consent will not be sought for cases with a Red RAG rating where there is a high level of risk. Consent will be sought for cases with an Amber RAG rating unless this would cause unjustifiable delay. Consent for information sharing must always be sought for child in need cases a Green RAG rating.

All partner agencies agree that information shared in the MASH:

- should not leave the MASH except as agreed for the purpose of referring a family on for services and interventions
- must be used only for the purposes of safeguarding children
- should only be passed on to third parties with the consent of the agency who provided the information
- is highly confidential and should not be discussed outside of the MASH.

Agencies will use the MASH risk assessment template to gather and report relevant information held by the agency and will provide any specific information requested by the allocated social worker.

## 12 Evaluation and quality assurance of the MASH

- Each agency will be responsible for ensuring the quality and accuracy of information provided.
- Agencies remain responsible for the professional conduct and quality of work of their staff working within the MASH and should take action to address any capability or disciplinary matters.
- This protocol and the data sharing protocol will be reviewed annually by the MASH steering group.

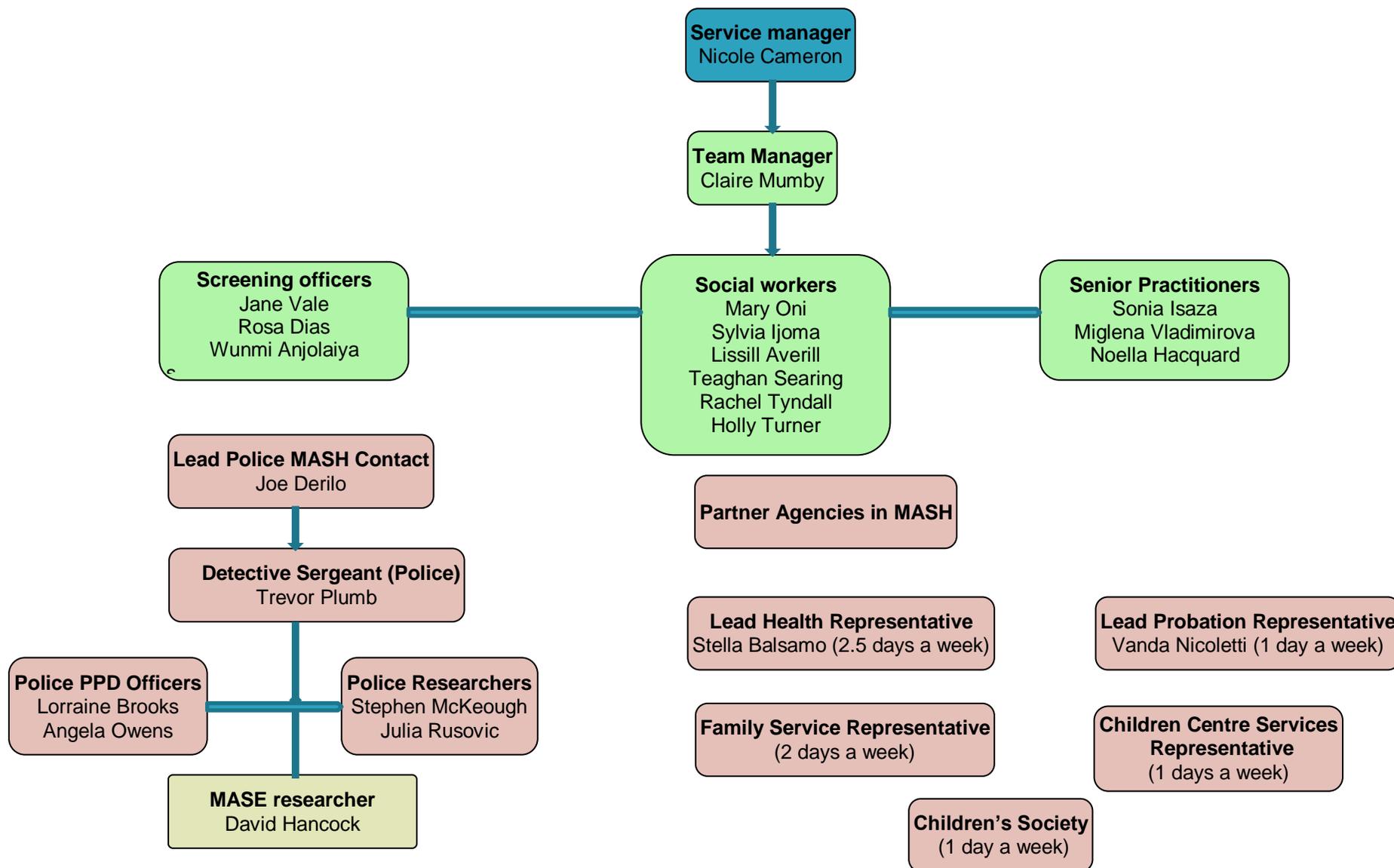
- The operation of the MASH will be evaluated on a quarterly basis by the steering group using management information provided by the FSSW Quality Assurance Unit.
- The MASH manager will provide a 6 monthly report to the staying Safe sub-group of the Camden Safeguarding Children Board outlining outcomes of cases dealt with by the MASH, timescales for decision making and any issues arising from multi-agency working, as well as details of any emerging issues or new risks identified within the community.

### 13 Resolving disagreements

This protocol aims to provide the framework for multi-agency information sharing that improves outcomes for children and families. In the event of any disagreements arising between partner agencies relating to MASH operations or decision-making, this will be dealt with in the first instance at local level through discussion with partner team members.

Where a resolution cannot be found at this level within a reasonable timescale, the matter should be referred to the FSSW service manager responsible for the MASH service, who may raise the issue with senior staff within the MASH partner agencies in order to find a solution. Advice may also be sought from the Child Protection Co-ordinator in cases involving thresholds for significant harm to children.

## Appendix 1 MASH Structure Chart



## Appendix 2 Levels of need description and indicators with corresponding RAG ratings

	Level of need	Indicators	Responses
<b>Universal</b>	<p><b>Level 1: Universal:</b> children whose needs are being met through universal services. This includes children with additional needs which can be met through a single universal service.</p>	<ul style="list-style-type: none"> <li>• Children in good physical health whose general development is age appropriate and who are making good progress academically.</li> <li>• Children living in stable families where parents are able to meet all the child's needs.</li> <li>• Children who need some support and who would benefit from additional universal services to improve outcomes.</li> </ul>	<p>All children should receive universal services such as health care and education, as well as early years and Integrated Youth Support Services.</p> <p>Professionals working with families should check if children are in receipt of universal services and take appropriate action where this is not the case or consider whether to step up to early help intervention.</p>
<b>Early help</b>	<p><b>Level 2: Low level needs or vulnerable to poor outcomes:</b> Children whose needs cannot be met from one service and where there are a number of factors preventing the child from achieving their potential. Two or more of the indicators listed here need to be present.</p>	<ul style="list-style-type: none"> <li>• Children with mild disabilities or health issues.</li> <li>• Children with special educational needs.</li> <li>• Children who are out of school or have regular unauthorised absences.</li> <li>• Young carers.</li> <li>• Children showing signs of engaging in anti-social or criminal behaviour.</li> <li>• Children growing up in difficult family circumstances where there are low levels of substance misuse, adult mental health difficulties or domestic violence.</li> <li>• Families affected by parental ill health, custody, homelessness, poverty, immigration or other problems.</li> <li>• Children showing early signs of developmental delay.</li> <li>• Families affected by social isolation, discrimination or harassment.</li> </ul>	<p>Professionals should talk to the family about carrying out a CAF assessment in order to identify appropriate services that could improve outcomes for the child. Where more than one agency is involved, a lead professional should be identified and the Team Around the Child should meet to devise an action plan that meets the child's additional needs.</p>

<p><b>Child in need</b></p>	<p><b>Level 3: <i>Complex needs</i>:</b> Children who have more complex and enduring needs requiring a statutory social work service.</p> <p>Parents may lack insight and may not engage with services to address problems.</p> <p>For youth offending cases, children who are involved in low level criminal activity and who have entered the criminal justice system.</p>	<ul style="list-style-type: none"> <li>• Children with lifelong disabilities.</li> <li>• Children whose growth and development is being impaired by the quality of care received.</li> <li>• Children exhibiting high levels of behavioural difficulties and risk-taking behaviour or who are out of parental control.</li> <li>• Pregnant women whose lifestyle may be affecting the development of the unborn child.</li> <li>• Parents experiencing difficulties in parenting capacity due to substance misuse, physical disability, learning difficulties, domestic or family violence or mental health problems.</li> <li>• Children with high levels of emotional difficulties who may need a service from CAMHS.</li> </ul>	<p>Professionals should talk to the family about making a CAF referral to FSSW for a child in need service. FSSW will carry out a child and family assessment and convene a child in need meeting to devise the child's CIN plan. The allocated social worker will be the child's lead professional.</p>
<p><b>Child protection</b></p>	<p><b>Level 4: <i>Acute needs</i>:</b> Children may be suffering significant harm, in need of a safe home and/or a legal order to safeguard and promote their welfare. Parents face difficulties that affect parenting capacity and may not engage with services.</p> <p>For youth offending cases, children who are involved in serious criminal activity, eg gangs, and who may be remanded into care or receive a custodial sentence.</p>	<ul style="list-style-type: none"> <li>• Children requiring accommodation because there is no-one who is able to care for them.</li> <li>• Children whom it is suspected are being physically, emotionally or sexually abused or neglected or living with high levels of domestic violence.</li> <li>• Children who may be at risk due to trafficking, sexual exploitation, forced marriage or FGM.</li> <li>• Unborn babies where a pre-birth assessment has shown them to be at serious risk of significant harm.</li> </ul>	<p>Professionals must make a referral to FSSW. If the matter is urgent, professionals can make a child protection referral to the MASH by telephone and follow up with a written referral within 48 hours. FSSW will carry out a child and family assessment and take appropriate action needed to safeguard the child under statutory child protection procedures. The allocated social worker will be the lead professional for the child.</p>

## Appendix 3

### MASH risk assessment matrix

*Information on this record is highly confidential and restricted to use within the MASH only. If agencies are giving information that they do not wish to be shared outside the MASH, this should be specified on the form. Housing and education staff should only complete the relevant information boxes unless they have direct contact with the family, in which case staff should complete all boxes.*

**Name of worker:**

**Agency:**

**Date completed:**

**Framework i number:**

**NHS number:**

### Agency involvement/contact with child and family

*Reason for involvement/contact; services provided or actions carried out; dates; level of engagement from parent/carer; any patterns of repeated presentation or service request;*

### Child's circumstances:

*Child's presentation; relationship with main carer; evidence of neglect, abuse, exploitation or trafficking; degree of vulnerability due to age, disability or learning difficulties; living with adults other than parents; emotional difficulties or self-harming behaviour;*

### Family's circumstances:

*Family composition and relationship to child; quality of family relationships; evidence of domestic violence or family dysfunction; quality of housing; state of home; level of income; immigration status;*

**Parent/carer's circumstances:**

*Relationship with child; parenting capacity and ability to meet the child's needs; own presenting issues; attitude towards agencies; history of violence or offending;*

**Presence of risk factors:**

*Substance misuse; learning difficulties; mental health issues; domestic violence; criminal activity; presence of people who pose a risk to children;*

**Information from housing:**

*Name of landlord; status and stability of tenancy; rent arrears; housing history; reports of domestic violence or anti-social behaviour; information about the child*

**Information from education:**

*Name of school; educational history; exclusions; level of attendance and any truancy;*

**Information not to be shared**

*Please give details of any information that must not be shared with the family or other agencies*

## Appendix4: Information to be shared within the MASH

Partner Agency	Information to be shared	System/Source	Name of officer authorised to interrogate system on behalf of the MASH	Nature of information (Personal or sensitive information)
<b>London Borough of Camden</b>				
Family Services and Social Work	Previous involvement with the family; services and interventions provided; historical concerns, allegations etc	Framework i		Personal and sensitive
Integrated Youth Service	Information about the service's involvement with the young person, historic and current; details of any current programme, ie: bail supervision or community sentence	YOIS		Personal and sensitive
Housing and Adult Social Care	Details of social care tenancies, details of tenant's history including rent arrears, reports of domestic violence and anti-social behaviour	Northgate		Personal
Integrated Early Years Service	Provision of nursery place or supported child-minding place; attendance; presentation; details of any concerns held	Synergy		Personal and sensitive
Education	Name of school, educational history, exclusions; attendance and truancy	Impulse		Personal
<b>Camden Police</b>	Names of household members and relationship to child; information relating to adults who pose a list; details of offences and criminal history of carers; presence of risk factors, ie: domestic violence;	Police National Computer		Personal and sensitive
<b>Central North West London NHS</b>	Children's health information; information held by GPs; information from hospitals on admissions and outpatient	RIO/EMIS		Personal and sensitive

	care; information from the London Ambulance Service			
<b>Probation</b>	Information on person's posing a risk who are known to the family and have contact with the child; family members subject to MAPPA	Delius Oasys		Personal and sensitive

## Appendix 5 MASH workflow

