

WHAT HAPPENS WHEN YOU MAKE A REFERRAL?



All professionals who make a MASH enquiry/referral about children should be aware that the referral **will not automatically result in a Child Protection investigation and/or Social work Assessment** and some situations that are potentially harmful to a child may be dealt with, initially, by offering support to the child and family.

On receipt of your referral it will initially be established if the child/young person already has an allocated Social worker.

If there already is an allocated Social worker involved with the family your information will be passed straight to them and their manager for review and consideration.

The allocated Social worker and/or manager are expected to make contact with you directly on receipt of your information.

Any other referrals will be dealt with by MASH initially.

The MASH will decide upon and record their next steps of action within one working day of receiving a referral. This will include making a decision on whether or not to share information with other agencies.

The MASH undertakes a risk assessment at this point under the following RAG rating:

- **Red - 6 hours;**
- **Amber - 2 working days;**
- **Green - 3 working days.**

The information gathering and decision-making process takes place within these timeframes. The decision about future action will take account of the referral information, consideration of information held in existing records and discussion with any other professionals or services as deemed necessary.

The outcome of the MASH Enquiry will be:

- That the child appears to be a **Child in Need** and there are concerns about the child's health and development which justify a **Social Work Assessment** but there are no present concerns about Significant Harm; or
- That the child appears to be a Child in Need and there are concerns about actual or potential **Significant Harm** that require a **Strategy Discussion, which may lead to a Child Protection Investigation;** and/or
- That **emergency protective action** should be taken to safeguard the child or children (this will usually be determined by an **immediate Strategy Discussion**); or
- That a referral to **Early Intervention/another agency** is made and/or the provision of **advice and information** is acted on; or
- That **no further action** is required.

Feedback on the outcome of a MASH enquiry/referral will be provided to the referrer in writing, including where no further action is to be taken. This should be received shortly after the final outcome decision has been made (the time scale for this depends on the initial rag rating as outlined above).

If a referral leads to a Child Protection investigation you will be informed of this by MASH. The allocated Social worker should then make contact with you directly within 1 working day.

If a referral leads to a decision that a Social Work assessment should be completed you will be informed of this by MASH. The allocated Social worker should then make contact with you directly within 3 working days.

If you have not received any feedback on your enquiry/referral or you would like to have an update sooner please do not hesitate to contact the MASH Team by telephone for advice.

In the event that an agency does not agree with the response and decisions about the referral by MASH, the referring agency should discuss their concerns directly with the MASH Team Manager in the first instance to seek resolution.