

## **MASH Consultation Service**

### **020 8921 2267**

**A telephone Consultation Service for professionals provided by  
Children's Social Care Multi Agency Safeguarding Hub (MASH) Team**

#### **Consultation Service aims to:**

- Offer quick access to Children's Safeguarding and Social Care advice
- Provide advice on Children's Safeguarding and Social Care thresholds
- Improve information sharing about universal and target services providing early help in the borough
- Allow professionals the opportunity to talk through situations that are raising concern to help determine what an appropriate response might be, without the need for formal referral.

#### **How the Consultation Service works:**

- Consultation will be offered by the MASH Duty Manager for all professionals seeking advice about a child or children who they are concerned about.
- Anonymity of the child or children will be maintained unless both the professional involved and/or the MASH Duty Manager have good reason to believe that there is a valid safeguarding reason to disclose further details.
- Written records of the consultation will not be kept by Children's Service unless a formal process is required, and the contacting professional is expected to follow the record keeping and information guidelines for their own agency.
- Professionals and their agencies are not obliged to follow the advice offered.
- This is not a short cut or referral route into Children's Services. If a referral is required, the usual [Inter-Agency Referral Form](#) will be completed by the contacting professional following the discussion.