

## What happens after the safeguarding concern?

If the child or young person is considered to have suffered harm or to be at risk of harm, a social worker will be allocated to carry out an assessment and will be in contact with the family immediately.

If the child or young person has not been harmed but we think they could benefit from extra help, we will talk with the family about this, and seek support through the Early Help Services. We will only do this with the consent of those with parental responsibility.

15 We will inform professional referrers in writing of the outcome of any referral they have made.

**Remember—if you are concerned about a child or young person and want to speak to someone, contact Wokingham Duty, Triage and Assessment Team on 0118 908 8002 and give us as much information as you can.**

**Or if it is an immediate Child Protection issue then contact the Police by calling 999**



## **Wokingham's Multi-Agency Safeguarding Hub (MASH)**

Information for parents  
and referrers

**DRAFT**

*In partnership with*



Berkshire Healthcare **NHS**  
NHS Foundation Trust

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### **What is the MASH?**

The Multi-Agency Safeguarding Hub (MASH) is a partnership between Wokingham Borough Council, NHS Health Services, Thames Valley Police and the Probation Service working together and sharing information to safeguard children and young people.

### **What does the MASH do?**

If a professional, family member or member of the public is concerned about a child or young person's welfare or safety, they should contact us so we can look into it. To help Social Care make the right decisions about what help or support a child may need, Social Care will speak to the parent/carer and may seek information from services who know the child(ren).

### **Will I be told that there is a safeguarding concern about my child?**

Yes. You will be told at the time the concern is raised unless, to do so, places the child at greater risk. If the safeguarding concern has been made by a professional, for example a social worker or a teacher they will tell you what their concerns are and will then ask for your consent to contact us.

### **Can information be shared without my consent?**

Yes. We will always seek your consent to share information via the MASH unless we consider to do so could result in someone being harmed or for legal reasons.

### **What happens when an enquiry is made?**

Partners in the MASH will share information to assist Children's Social Care in deciding next steps, which may include;

- Conducting Child Protection investigation to clarify whether a child is at risk of harm
- Carrying out an assessment to determine whether a child is in need
- Offering an Early Help Service
- No further action

### **Where can I get more information?**

**To find out more about Wokingham's Multi-Agency Safeguarding Hub (MASH) or Early Help Services visit**

**[www.wokingham.gov.uk](http://www.wokingham.gov.uk)**

**Or phone  
(0118) 908 8002**

**For more information about Early Help Services call the number above**

### **How will my information be used?**

Information held by the MASH will be kept and processed securely, in line with the Data Protection Act 1998. It will only be shared with other practitioners and/or other agencies on a 'need to know' basis, either:

- Where there are believed to be child protection issues
- Where the information is required to ensure your child receives the appropriate assessment or services
- Due to criminal activity; or
- Other legal reasons

### **Can I see what is written 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 Wokingham Borough Council.

Wokingham Borough Council  
[www.wokingham.gov.uk](http://www.wokingham.gov.uk)

