

▶ How can I make a referral?



The MASH and Early Help Hub is available from **25 January 2016**. All previous referral forms, including the CAF, will be replaced by the single '*Request for MASH and Early Help*' form, which is available on: **rbwm.gov.uk**

The 'Request for MASH and Early Help' form will not be required if you or your son or daughter wishes to refer directly into a self referral service. Examples include the Counselling Service, Young Carers or attending a group at one of our Children's Centres or Youth Centres.

▶ Data storage

We are committed to ensuring that personal and sensitive information that we hold about you is protected and kept safe and secure.

You are entitled to request copies of the information we hold about you or your child under the Data Protection Act.

If you are concerned about a child or young person and want to speak to someone, contact the MASH team on

01628 683150

and please give as much information as you can.

RBWM

Early Help and Safeguarding

for children and
young people



Information Guide
for Parents and Carers

RBWM



Royal Borough of Windsor and
Maidenhead
Town Hall, St Ives Road
Maidenhead SL6 1RF

Phone: **01628 683150**
E-mail: **mash@bwm.gov.uk**



▶ **What is the Early Help Hub?**

The Early Help Hub coordinates **all** the Early Help Services across Windsor, Ascot and Maidenhead to ensure the most appropriate plan and support is offered for children and families.

There is a 'single front door' for all requests for early help and safeguarding.

The Early Help Coordinator will keep the referrer and family informed at every step to agree the best way forward. The Early Help Hub only accepts referrals with parental/ carer/young person's permission.

▶ **What is MASH?**

**Multi
Agency
Safeguarding
Hub**

- a partnership with the Royal Borough of Windsor and Maidenhead and other key safeguarding teams such as police, probation, health services.

▶ **What does MASH do?**

MASH ensures that professionals and experts from all services work more effectively together, using their combined knowledge and information to safeguard vulnerable children and young people.

What will MASH do differently?

Instead of individual safeguarding services working alone, the MASH creates a single, 'front door' for all safeguarding concerns. It has been designed to provide a more timely, coherent and unified response and will do this because it is able to call upon information held by all the individual safeguarding services.

▶ **Will I be told if there is a safeguarding concern about my child?**

Yes. Usually you will be told at the time the concern is raised. 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 may ask your permission to contact us.

▶ **How will information be used and can it be shared without my permission?**

Your information will be used to decide whether you or your family would benefit from help and support. Your information may be shared without your permission if:

- ◇ someone is being harmed or may be harmed in the future
- ◇ the information may help to stop or solve a crime.

Your information will not be shared with other people unless they have a legal power to see it.

▶ **What happens when a MASH enquiry is made?**

MASH partner services share information to decide if your child, young person:

- ◇ - or you, would benefit from support from experts offering Early Help to children and families.
- ◇ - has been harmed or could be harmed in the future.

Brochure to be reviewed February 2016

