

## Briefing note

### Multi-Agency Safeguarding Hub (MASH)

**Move to a single contact number: 0161 770 7777**

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This briefing note provides information about changes to the operation of the Multi-Agency Safeguarding Hub (MASH), and the new arrangements for partner organisations and the public to contact the MASH.

**Please share this briefing with colleagues/partners you work with, so that they are aware of the changes. Please ensure the changes are updated on your organisation's website and other communication channels, as appropriate.**

## What is the MASH?

The MASH is Oldham's first point of contact for:

- Safeguarding referrals to protect children, young people or adults from harm, abuse or neglect
- Care and support services which help individuals or families to meet their long-term needs, prevent or delay needs becoming more serious, lead independent lives and reduce dependence on public services.

## What is changing and why?

From **Monday 25 July 2016**, there will be a number of changes to the MASH. The changes will make it easier for partners and the public to help individuals and families access appropriate care and support.

These changes will also help partners to deliver well informed, and better co-ordinated, decision-making allowing individuals and families to access the right services faster, with less re-referral between services at a later stage. The changes are:

### 1. Access to mental health services for children and young people

From 25 July, the MASH will be the point of access for children and young people experiencing mental health difficulties.

This includes both the specialist service delivered by Pennine Care NHS Foundation Trust's Healthy Young Minds Service in Oldham (formerly known as Child and Adolescent Mental Health Service (CAMHS) or the Reflections Service), and early intervention and prevention services.

You can refer via an online referral form, fax or post. Full details are provided below.

**Please note that from 25 July, it will no longer be possible to refer directly to the Healthy Young Minds Service, other than urgent referrals through accident and emergency and the paediatric ward.**

## 2. Changes to MASH processes

There will also be a number of internal changes to MASH operation and processes. These will involve a greater joining up of triage processes across services within the MASH.

Partners making a referral to the MASH should view this as a MASH referral, rather than a referral to a specific service. Within the MASH, referrals will be assessed by the multi-agency team and passed to the appropriate service – for example Children’s Social Care, Adult Social Care, Early Help or the Healthy Young Minds Service. Referrers will be notified of the outcome of this.

## How to contact the MASH

**Telephone:** **0161 770 7777**  
(this replaces 0161 770 3790 / 0161 770 3791 / 0161 770 1122)

**Email:** Children or families with children: [child.mash@oldham.gov.uk](mailto:child.mash@oldham.gov.uk)  
(this replaces [cat\\_duty@oldham.gov.uk](mailto:cat_duty@oldham.gov.uk))

Adults: [adult.mash@oldham.gov.uk](mailto:adult.mash@oldham.gov.uk)  
(this replaces [safeguarding.adults@oldham.gov.uk](mailto:safeguarding.adults@oldham.gov.uk) and [act@oldham.gov.uk](mailto:act@oldham.gov.uk))

**Fax:** **0161 770 1576** (unchanged)

**Post:** Multi-Agency Safeguarding Hub (MASH), Level 9, Civic Centre,  
West Street, Oldham, OL1 1UT.

### Online:

1. ***Referrals for early help and mental health services for children and young people (i.e. Healthy Young Minds Service and early intervention and prevention services):***

Self-referrals and referrals by professionals to these services can be made using the online referral form at: [www.oldham.gov.uk/early\\_help\\_referral](http://www.oldham.gov.uk/early_help_referral)

If you are a professional making a referral, please ensure you gain the service user’s consent to make a referral to the MASH and that they agree for their information to be shared with MASH services, as required and appropriate. Please reassure them that the process for sharing information is safe and secure.

2. ***Referrals relating to children’s safeguarding:***

Referrals by professionals can continue to be made using the online referral form: <https://apps1.oldham.gov.uk/childreferral/CRW01Referral.aspx>

## Further information

From 25 July, further information will be available on-line at: [www.oldham.gov.uk/mash](http://www.oldham.gov.uk/mash)

You can also contact Bruce Penhale at: [bruce.penhale@oldham.gov.uk](mailto:bruce.penhale@oldham.gov.uk) or on 0161 770 4196.