



Visit our Website

*For further information please
visit the MASH website:-*

www.norfolk.gov.uk/mash

How do I contact the Norfolk MASH?

As a professional with a safeguarding concern regarding a child, young person or adult at risk of abuse or neglect you can:-

Telephone 0344 800 8020

**If completing a NSCB1 – referral form
please return to:-**

Email: mash@norfolk.qcsx.gov.uk

Fax: 01603 762445

Post: The MASH Team Manager, Floor 5,
Vantage House, Fisher's Lane, Norwich NR2
1ET

For specialist **Police Advice** you can call the
Police on 101 and ask to speak to the MASH
or in an emergency always dial 999.

Alternatively

Norfolk Constabulary

Operations and Communications Centre
Jubilee House,
Falconers Chase,
Wymondham,
Norfolk,
NR18 0WW



**A guide for
professionals**

**Norfolk
Multi-Agency
Safeguarding Hub
(MASH)**

About the MASH

The Multi Agency Safeguarding Hub (MASH) brings key professional's together to facilitate early, better quality information sharing, analysis and decision-making, to safeguard children, young people and adults at risk of abuse or neglect more effectively.

Within the MASH, information from different agencies will be collated and used to decide what action to take. As a result, the agencies will be able to act quickly in a co-ordinated and consistent way, ensuring that children and at risk of abuse or neglect are kept safe.

Agencies in the MASH

The MASH is a partnership between :-

- Norfolk County Council Children's and Adult Care Services
- Police
- Leeway and Orwell, Independent Domestic Violence Advisory Services (IDVA)
- Magdalene Group, ROSE Project (CSE and Young Runaways), Barnardo's (National FGM Centre)
- Children Health services
- National Probation service

Virtual links exist to other agencies such as:-

- Housing
- Mental Health
- Education
- Adult Health Services

What does the MASH do?

The MASH acts as the first point of contact, receiving safeguarding concerns or enquiries relating to:

- Child Abuse referrals
- Adult Safeguarding referrals
- Domestic Abuse safeguarding
- Child Sexual Exploitation
- Adult Exploitation – Trafficking/ Modern Day Slavery/ Adult Sexual Exploitation
- Missing Person coordination
- Honour Based Abuse, Forced Marriage & Female Genital Mutilation Investigation

By collating information and intelligence across partners within the Norfolk MASH we provide the highest level of knowledge to ensure all safeguarding activity and intervention is timely, proportionate and necessary for keeping children, young people and adults at risk of abuse or neglect safe. This ensures each partner is in the best position to make effective decisions and the relevant agency takes on the referral.

Consultation Service

Within the MASH there are qualified social workers that specialise in child protection and adult safeguarding who offer a consultation service to professionals that are concerned about the welfare of a child or adult at risk of abuse or neglect. This will help improve the quality of information provided and reduce the number of inappropriate referrals.

Hotline number: 0344 800 8020

What benefits will it bring?

The MASH brings the following benefits:

- Better safeguarding decision making for children and adults at risk of abuse or neglect through a multi agency integrated approach to improve the protection and service delivery to the families
- Closer partnership working, clearer accountability and less duplication of effort
- A reduction in the number of children and adults at risk of abuse or neglect inappropriately accessing costly services from social care, the Police and others
- A reduction in the number of inappropriate referrals and re-referrals
- Improved communication and information sharing between agencies



NORFOLK MASH
Safeguarding is everybody's responsibility