

Keeping you safe from abuse



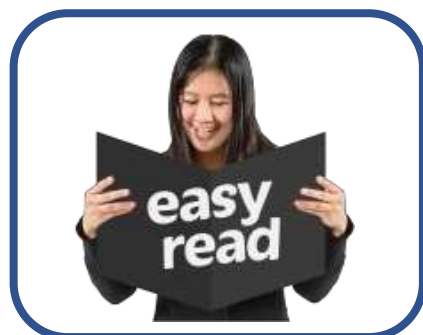
The MASH and Section 42 Enquiries

This booklet has information about
the MASH and Section 42 Enquiries

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You can find Easy Read documents on keeping safe from abuse on the Surrey Safeguarding Adults Board website.

www.surreysab.org.uk/resources/



You can read this booklet alone or with someone to support you.

Acknowledgements

This booklet was developed by Emily Chalmers, Safeguarding Advisor, and the Learning Disability and Autism Engagement Team at Surrey County Council. Thanks to the people at Surrey Choices' Fernleigh Activity Centre who improved this book.



June 2023



Reporting Abuse



If you are worried you or someone else is being abused or neglected, you should report it.



If someone else is worried you may be being abused or neglected, they might report it.



Abuse can be reported to the Multi Agency Safeguarding Hub. It is also called MASH.

What happens when you report abuse



You can contact the MASH by phone, text or email. The contact details are at the end of this booklet.



The MASH is a group of professionals who work together to keep people safe.

There are social workers, police and health workers.



The MASH will listen to you. They will ask about any danger that you or someone you are worried about may be in.



They may need to tell other professionals what happened to you to help keep you safe.



The MASH will aim to make sure everyone is safe.

What is a section 42 enquiry?



If the MASH think that you need help to stay safe there will be a section 42 enquiry. Sometimes this is called a safeguarding enquiry.

Section 42 is from the Care Act 2014 which is law.



The enquiry will find out if you have been abused or hurt or may be abused or hurt.



The enquiry will find out if you can protect yourself.



The enquiry will decide what should happen to keep you safe.

How does a section 42 enquiry work?



A professional from Adult Social Care will complete the enquiry.



The professional completing the enquiry will talk to you to find out what happened and what you think.



They will take action to make sure you are safe.



They will ask you what you would like to happen next.

How does a section 42 enquiry work? (Continued)



A family member or friend can help you say what you think.



An **advocate** can also help you share your views.

An **advocate** is a person who can help you to speak up.



They will talk to other people who may know about what happened.



There might be a meeting to talk about what happened.



They will take action to stop the person who did the abuse or neglect.

What happens when the enquiry is over?



Everyone should be working together to keep you safe.



There might be a Safeguarding Plan, it will have a list of things people need to do.



Sometimes there may be a police or hospital investigation as well.

How to report abuse



Tell someone you trust.



In an emergency

Dial 999 for the police.

If you can't speak and are calling on a mobile, press 55 to have you call transferred to the police.

9-5 on weekdays

Contact the MASH (Multi-Agency Safeguarding Hub):

Telephone: 0300 470 9100 (option 2, option 2)

Secure email: ascmash@surreycc.gov.uk

Evenings and weekends

Adult Social Care Emergency Duty Team:
01483 517898



Reporting abuse online

surreycc.gov.uk/safeguardingadults

If you would like this information in an alternative format or language, please contact us on:

Telephone: 0300 200 1005

Text (SMS): 07527 182 861 (for deaf or hard of hearing community)

Textphone (via Relay UK): 18001 0300 200 1005

British Sign Language: www.surreycc.gov.uk/bsl

Email: asc.infoandadvice@surreycc.gov.uk