

# Adults Multi-Agency Safeguarding Hub

Claudine Cox

Assistant Team Manager –  
Operational Lead

# What is the MASH?

- The Surrey Multi-Agency Safeguarding Hub (MASH) is the initial point of contact that aims to improve the safeguarding response for children and adults at risk of abuse or neglect through better information sharing and high-quality and timely responses.
- The Surrey MASH achieves this by bringing together Surrey County Council social care workers, Early Help Services, education, health workers, the Police, and a vast array of virtual partners across Surrey – all under one roof at Guildford Police Station.



# MASH



A MASH helps ensure that all the relevant information from various agencies is available and accessible in one place, and aids communication between all safeguarding partners. MASH helps to deliver three key functions for the safeguarding partnership:

- **Information based risk assessment and decision making**

Identify through the best information available to the safeguarding partnership those children, young people and vulnerable adults who require support or a necessary and proportionate intervention

- **Victim identification and harm reduction**

Identify victims and future victims who are likely to experience harm and ensure partners work together to deliver harm reduction strategies and interventions

- **Co-ordination of all safeguarding partners**

Ensure that the needs of all vulnerable people are identified and signposted to the relevant partner/s for the delivery and co-ordination of harm reduction strategies and interventions

# The challenges

- A difference in the types of referrals accepted within Children MASH and Adults MASH
- Differences in assessment of levels of need/risk
- Unplanned volume of referrals to MASH, particularly from police – average of 157 individuals per working day are referred to Adults MASH
- Resource shortfall, and the provision of a ‘screening’ service rather than richer information sharing and joint decision making



# Action to address the challenges

- Adult Social Care team in the MASH is now fully staffed with permanent staff
- Information sharing agreement is being reviewed to ensure shared understanding of the purpose and scope of Adults MASH and ensure compliance with GDPR
- Review of Level of Need guidance document and close work with MASH Police to embed this in practice
- Strengthening of alternative referral pathways and joint work with police to enable them to use them
- Joint triage of SCARF reports within MASH

# What this will enable us to do

- Decision under Section 42 will be made in the MASH
- MASH Social Workers will begin the Enquiry Plan, ensuring immediate risk is managed, and there is a communication strategy between all involved agencies
- This may include a formal MASH Enquiry to gather all relevant information from a variety of agencies
- Coordination of response to relevant interested parties to update on outcome of referral or progress of an Enquiry

# DATA PROTECTION

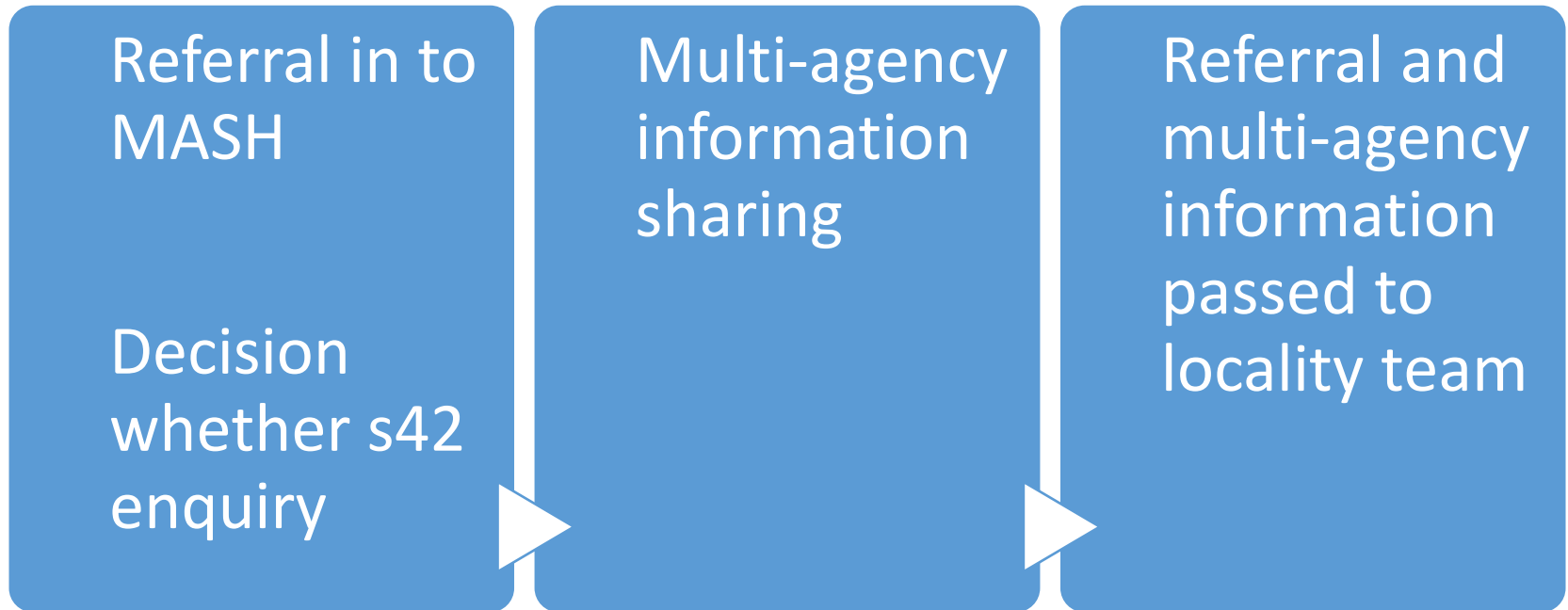
The General Data Protection (GDPR) and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping people safe. They serve to ensure that personal information is shared appropriately.

- Multi Agency Information Sharing Agreement
- MASH Information Sharing Agreement
- Best interests of the subject, if they lack capacity to make relevant decision/s
- Public interest
- Vital interests of the subject
- Legal basis for processing information





# Information governance risk mitigation



# MAKING SAFEGUARDING PERSONAL

Adult Safeguarding work should be person-led and outcome-focused.

- Telephone contact with the adult
- Expectation that professional referrer has discussed the concerns with the adult and found out what they want to happen
- MASH plans the enquiry, part of which is finding out from the adult what they want
- Part of this plan is considering how best to engage with the adult



# Safeguarding Adults Principles

## **Empowerment**

- Who is best placed to speak to the adult?
- What information do they need to share to enable the adult to make informed decisions?
- Do they need an advocate?

## **Prevention**

- What services could respond or could we signpost to?
- Is a situation escalating?

## **Proportionality**

- What are the risks?
- Who is at risk? Does this affect the method of engagement?

## **Protection**

- What are their needs?

## **Partnership**

- Who could form part of the solution? Who is already providing part of the solution?

## **Accountability**

- What information needs to be shared with the team in the community and with the adult?
- What are the roles of each professional/agency?

# Adults MASH – ASC Team

## Assistant Team Manager

- Claudine Cox

## Senior Social Worker

- Ann Marie Lawes – Lead for Domestic Abuse and Violence against women and girls

## Social Workers

- Jay Khunkhun – Lead for Drug & Alcohol
- Neil Thompson – Lead for Prevent and Self Neglect
- Rena Ndugga – Lead for Acute Hospitals
- Sophie Gardiner – Lead for Historic Child Abuse

## Senior Social Care Assistants

- Jill Pickett – Lead for concerns about Providers
- Sharon Bothwell – Lead for Scams and Financial Abuse