

Multi-agency Safeguarding Hub

(Dorset Police Safeguarding Referral Unit)



Operating hours: Mon-Fri 08.00am - 18.00pm

Telephone: 01202 222229

All communication to be sent via: MASH@dorset.pnn.police.uk

Strategy discussion requests

Headings to indicate NEW or OPEN case to CSC and RAG rating:

RED: Potential or immediate risk or threat of harm to a child or vulnerable adult and action is needed to ensure their safety (within **four** hours).

AMBER: Significant concerns, but immediate action not required. Decision or information required by end of working day (within **24** hours).

GREEN: Concerns regarding a vulnerable adults wellbeing - decision required within **eight** working days.

1. Prioritisation of contact - your email will be triaged by a decision maker with a review of RAG rating.
2. On open cases (where possible), a time slot for a strategy discussion will be sent to you.

Name checks

All requests for name checks should be sent via the MASH email address.

The prioritisation of the urgency should be highlights using the RAG rating system.

Prioritisation of contact

Your email will be triaged by a decision maker with a review of RAG rating. The referral will then be passed to a MASH team member to process.

Escalation of concern following a submission

Content should be re-emailed with the subject title reading '**ESCALATION**'.

Contact with the MASH by phone should occur **only** when no response has been received or if the matter is now urgent.



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Emails

Any **urgent or immediate threat** to a child should be dealt with via the control room using **999** or **101** service.

All other requests for strategy discussions / MASHing documents / name checks should be sent to **MASH@dorset.pnn.police.uk** via a secure email link.

The subject heading:

- State level of priority (**RED** / **AMBER** / **GREEN**)
- Nature of contact i.e. strategy discussion / name checks

Level of priority for emails

RED: Decision needed or information required within four hours or end of working day if sooner. If circumstances change and it leads to an increase in risk then telephone the SRU and treat it as an emergency.

Example: If you need to see a child before the end of a school day i.e. 2pm which is within three hours but does not necessitate taking immediate emergency action then indicate this in the subject heading.

AMBER: Significant concerns but immediate action to safeguard child not required – decision or information to be shared by end of next working day i.e. within 24 hours.

GREEN: Concerns regarding a child / vulnerable adults well being – decision required or information needed within three working days.

The emails should contain the following information if known:

- Details of referral / enquiry.
- Name, address and date of birth of the child at risk.
- Name, address and date of birth of siblings.
- Name, address and date of the child's parents / carers.
- Name, address and date of birth of alleged perpetrator of the abuse.
- Where the child is currently.
- Who the Police should contact for the Strategy Discussion and times of availability (give a number of options around individuals who can have the discussion).
- If other information is known such as school attended, GP etc. this should be provided.

An email receipt will be sent to you following your submission to the MASH.

Emails seeking name checks should give the following information:

- Consent from the adult(s) subject to the checks unless covered by statutory guidance e.g. section 47 of the Children's Act 1989 this **must** be recorded on the request to enable it to be processed along with the following information:
 - The purpose of the request should be noted e.g. wanting to place a child with someone today.
 - Name, date of birth and address of the child.
 - Name, date of birth and address of any adults involved