



Sandwell SPOC

(Single Point of Contact)

and

MASH

(Multi Agency Safeguarding Hub)

Process Maps

Sandwell and West Birmingham Hospitals 
NHS Trust

Staffordshire and
West Midlands
Probation Trust 

 **Black Country
Women's Aid**
we listen, we support, we care


Black Country Partnership 
NHS Foundation Trust



 **S Sandwell
S Safeguarding
C Children
B Board**

Sandwell and West Birmingham
Clinical Commissioning Group

 **Sandwell**
Metropolitan Borough Council

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Document Control

Title	Sandwell SPOC and MASH Process Maps
Date finalised:	4 th April 2017
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Date presented to xxxxxxxx board	
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Ownership of the document:	Melanie Barnett - Group Head

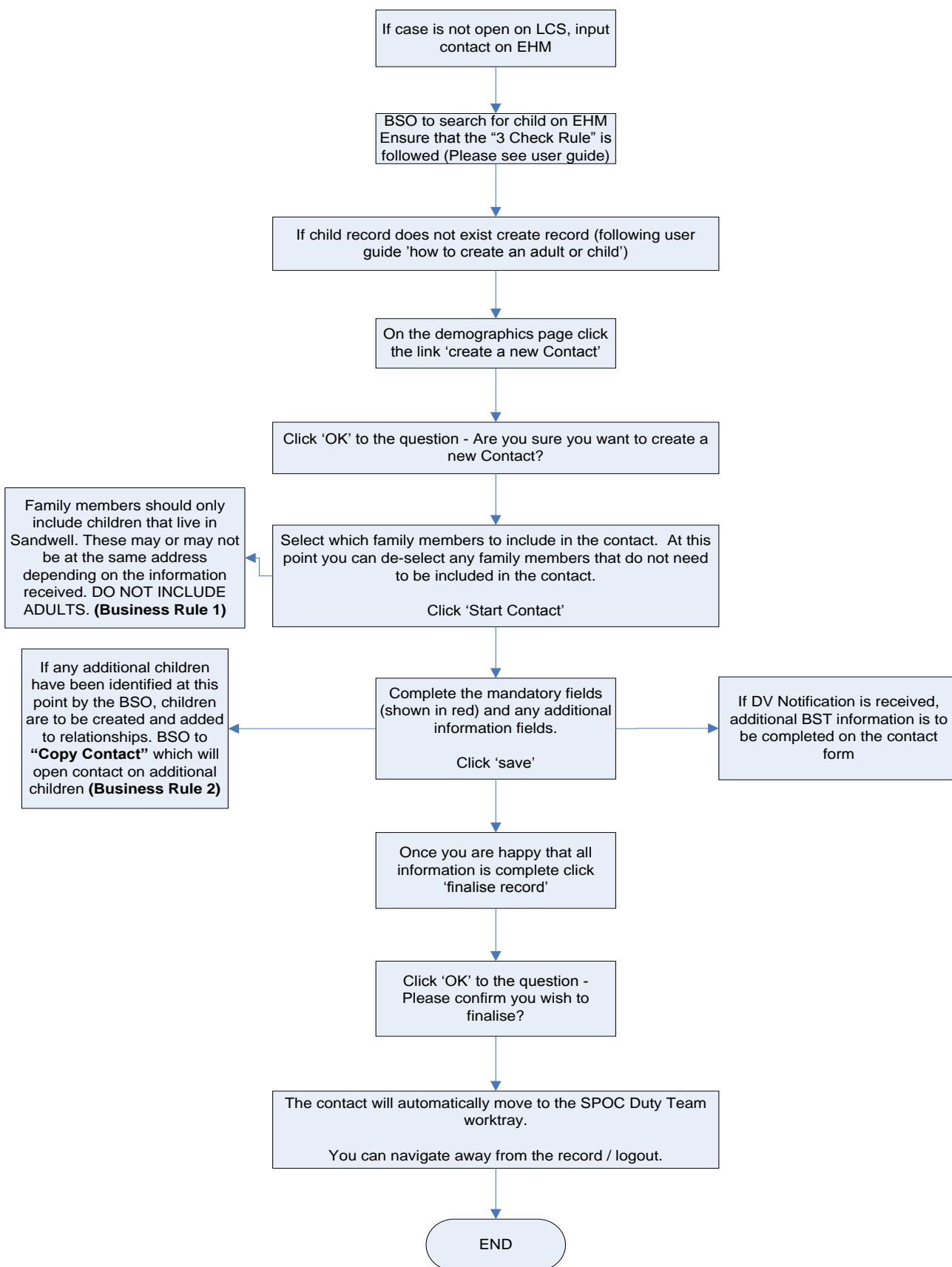
Document History

Revision Date	Editor	Previous Version	Description of Revision
4 th April 2017	Tanya Sandhu	N/A	Compilation of all SPOC/ MASH process maps
4 th April 2017	Melanie Barnett	V1_0	Approvals
5 th April 2017	Tanya Sandhu	V1_0	Amendment to DV Process

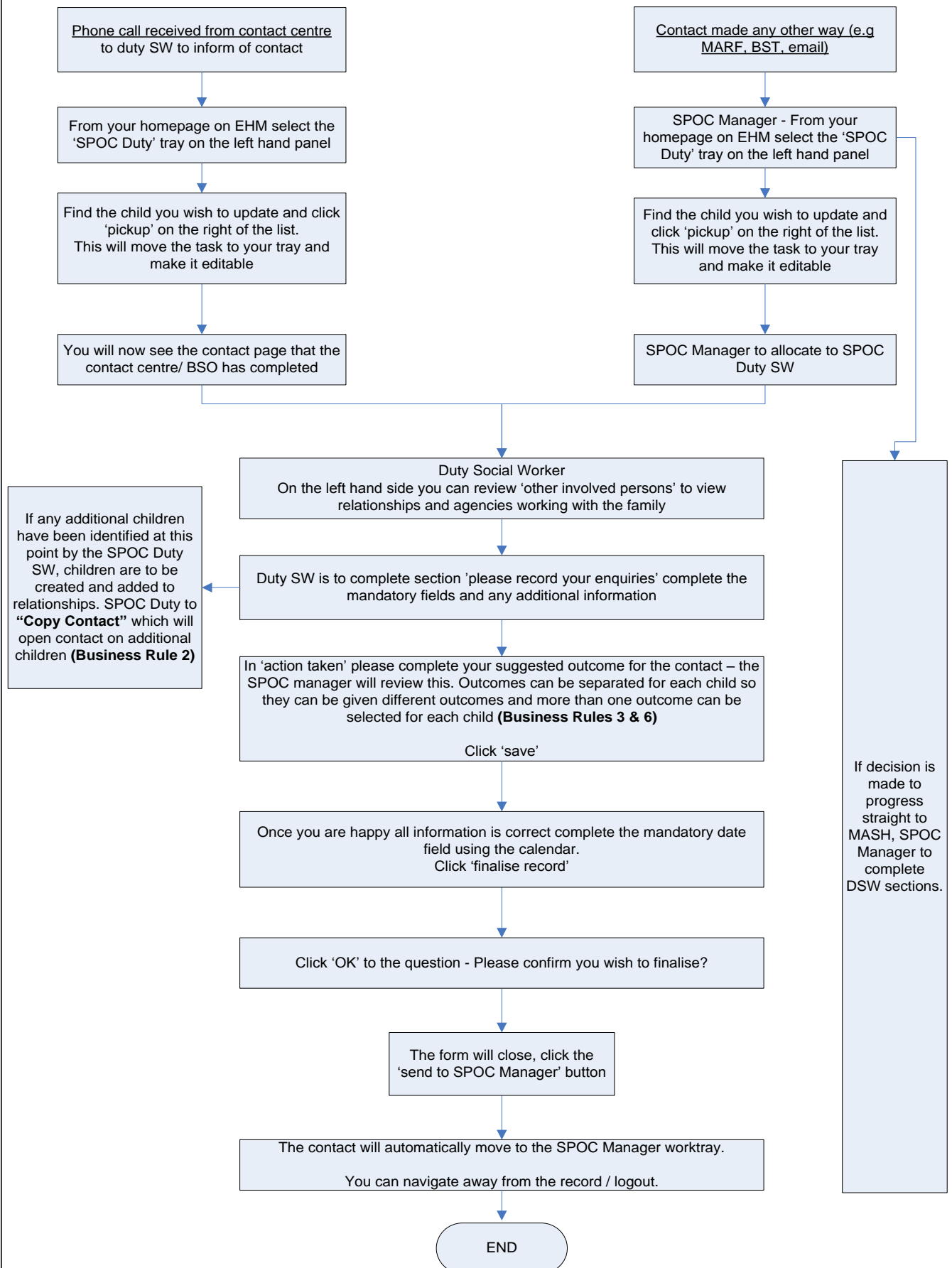
Abbreviations

BST	Barnardos Screening Tool	LCS	Liquid Logic Children's Social Care System
CAF	Common Assessment Framework	LSCB	Local Safeguarding Children's Board
CIN	Child in Need	MARF	Multi Agency Referral Form
COGS	Community Operating Groups	MASH	Multi Agency Safeguarding Hub
CSC	Children's Social Care	MARAC	Multi-Agency Risk Assessment Conference
CSO	Customer Services Officer	NSPCC	National Society for the Protection of Cruelty to Children
DA	Domestic Abuse	POT	Position of Trust
DASH	Domestic Abuse, Stalking and Honour Based Violence	PPRC	Person Posing Risk to Children
DASP	Domestic Abuse Strategic Partnership	RAG	Red, Amber, Green
DFE	Department for Education	SMBC	Sandwell Metropolitan Council
EDS	Emergency Duty Service	SMMM	Senior MASH Managers Meeting
EHCP	Education, Health and Care Plan	SPOC	Single Point of Contact
EHM	Early Help Module (Liquid Logic)	SSCB	Sandwell Safeguarding Children's Board
IDVA	Independent Domestic Violence Advocate	SSP	Safer Sandwell Partnership
LADO	Local Authority Designated Officer		

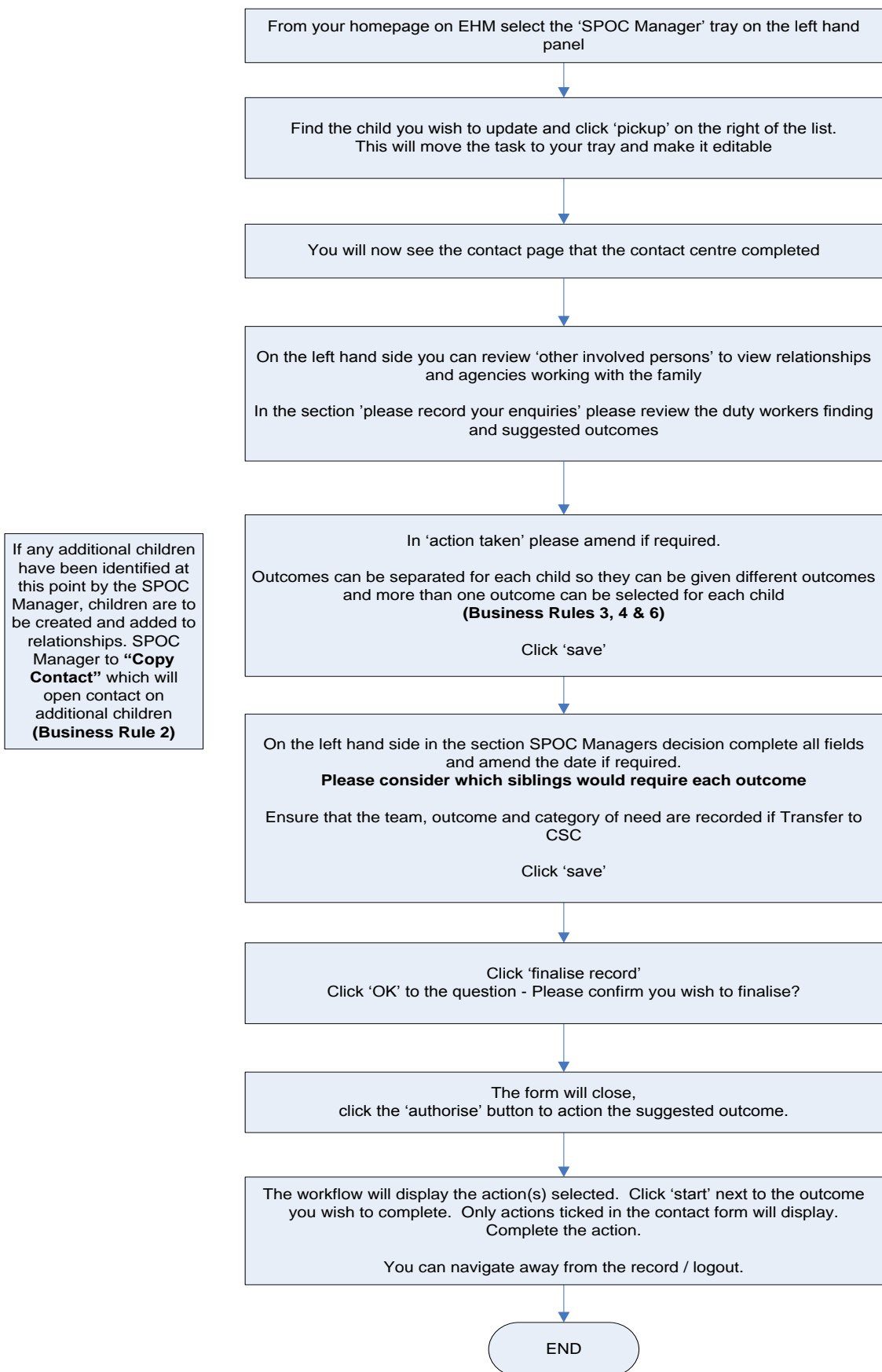
Contact v1_3 – Contact Centre / Service Support Assistant (stage 1)



Contact v1_3 – SPOC Duty (stage 2)

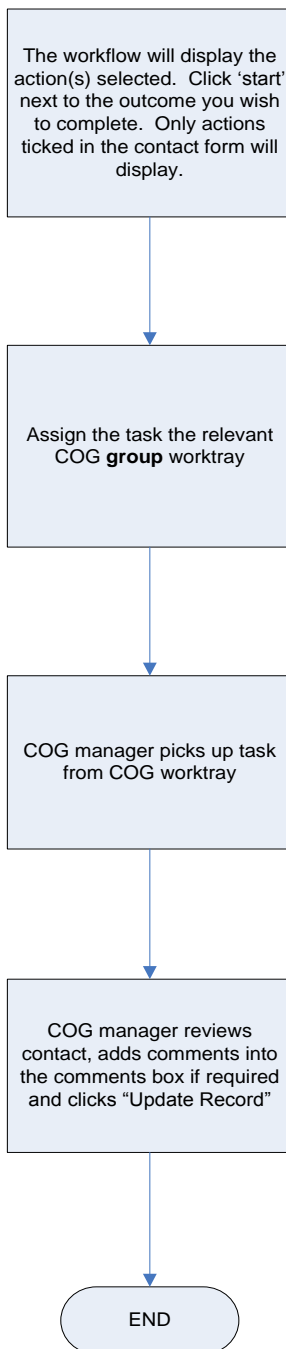


Contact v1_3 – SPOC Manager (stage 3)



If any additional children have been identified at this point by the SPOC Manager, children are to be created and added to relationships. SPOC Manager to **"Copy Contact"** which will open contact on additional children **(Business Rule 2)**

Contact v1_3 – Outcomes- Link to existing Early Help Episode



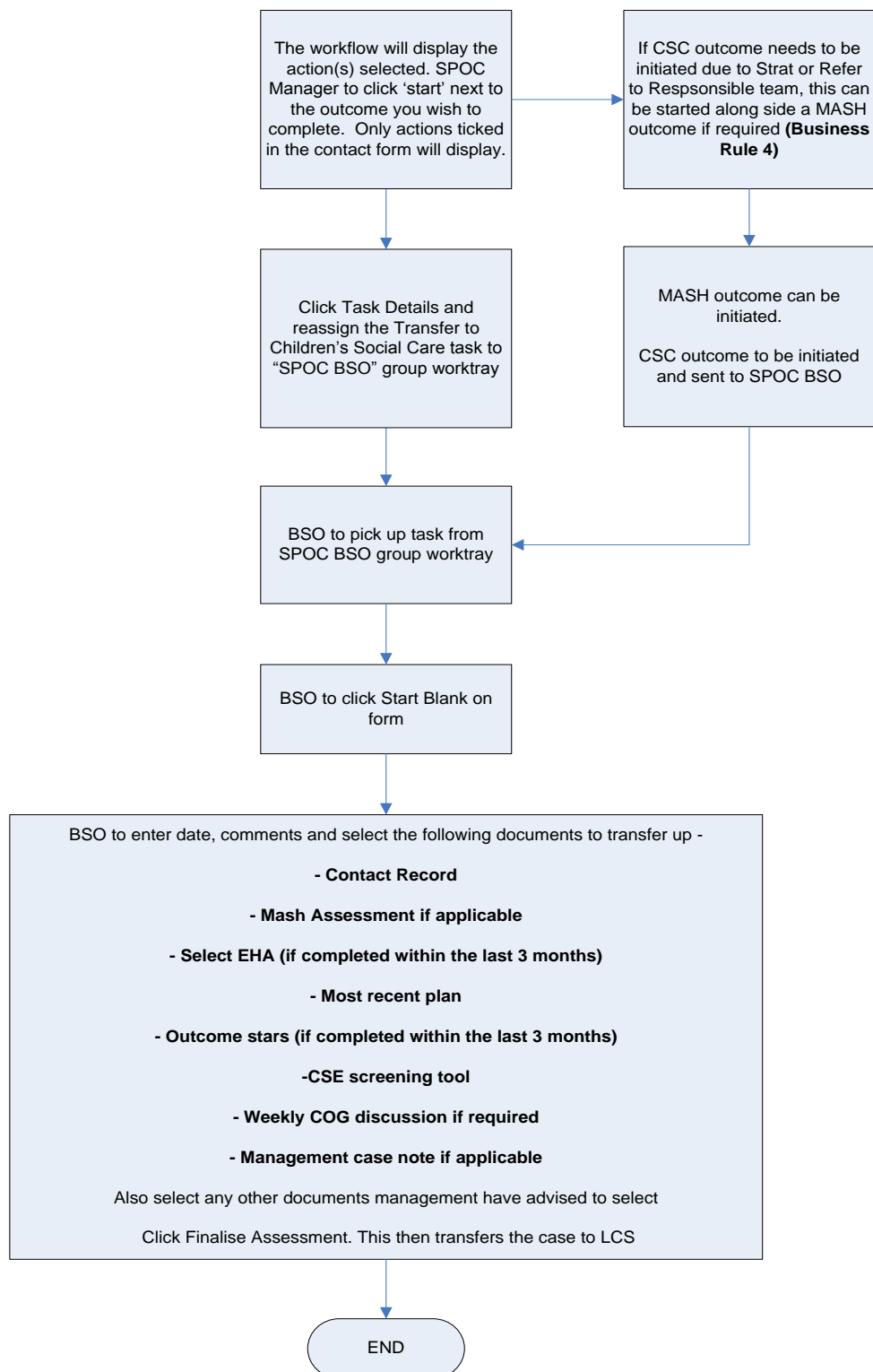
Contact v1_3 – Outcomes- No Further Action- Contact Completed

The workflow will display the action(s) selected. Click 'start' next to the outcome you wish to complete. Only actions ticked in the contact form will display.

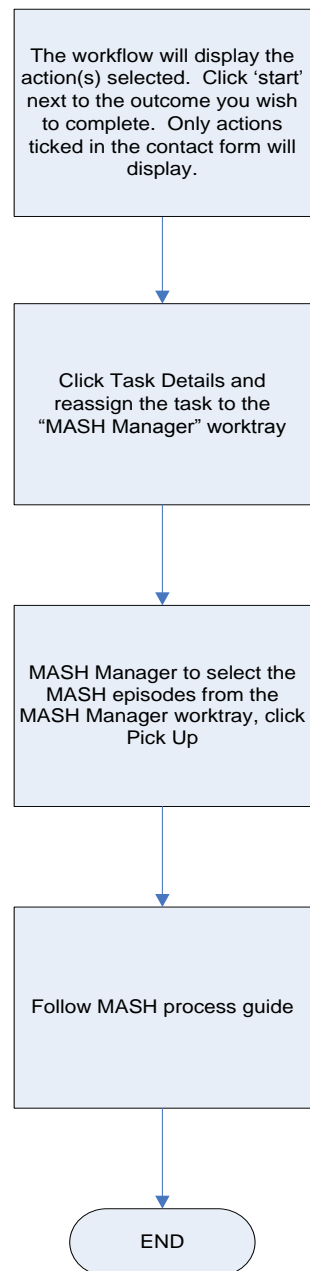
Insert Start Date and Details of work carried out then click Create Record.
This will then close and finalise the contact record

END

Contact v1_3 – Outcomes- Transfer to Children’s Social Care



Contact v1_3 – Outcomes- MASH Episode



MASH v1_3 – MASH Manager (stage 1)

Siblings can be manually added and consolidated to the MASH at this point
(Business Rule 5)

From your homepage on EHM select the 'MASH Manager' tray on the left hand panel

Find the child you wish to MASH and click 'pickup' on the right of the list.
This will move the task to your tray and make it editable

Click on the tab labelled MASH Episode

Click the link 'add priority' select the RAG rating from the list and click 'create'

This will add the RAG rating to the MASH record and display the relevant coloured MASH flag on the child's record

Click on the tab labelled Decisions

In other date type the word 'now'
Click the 'start' button

Click 'confirm' to begin the MASH process

On the flowchart select MASH Assessment

Click 'Start Assessment'
On the next page click the 'copy forward selected' button

In the MASH Assessment enter the date and the select the circumstances that led to the risk

The MASH Assessment has now been delegated to the statutory contributors to MASH discussions for their completion
You can choose to delegate the MASH Assessment to other agencies if you wish (see user guide)
Click 'save'
You can navigate away from the assessment

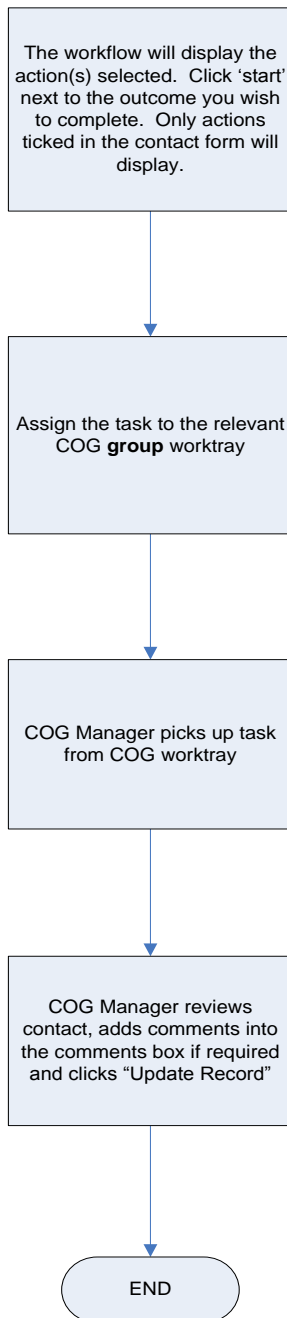
Await contributions from agencies

If required retract agencies that have not contributed from Delegation tab

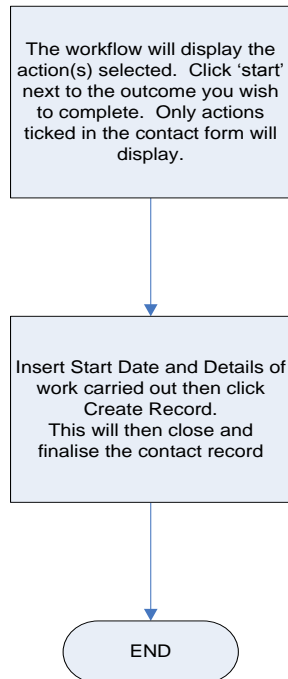
Once MASH discussion has taken place MASH Manager to complete MASH
Decision with outcome and reasons for decision then finalise assessment.
Ensure that the team, outcome and category of need are recorded if transfer to CSC
Outcomes can be separated for each child so they can be given different outcomes and more than one outcome can be selected for each child **(Business Rule 3)**

If other siblings have been identified within the MASH, BSO to check MASH decision and add to the referral in LCS

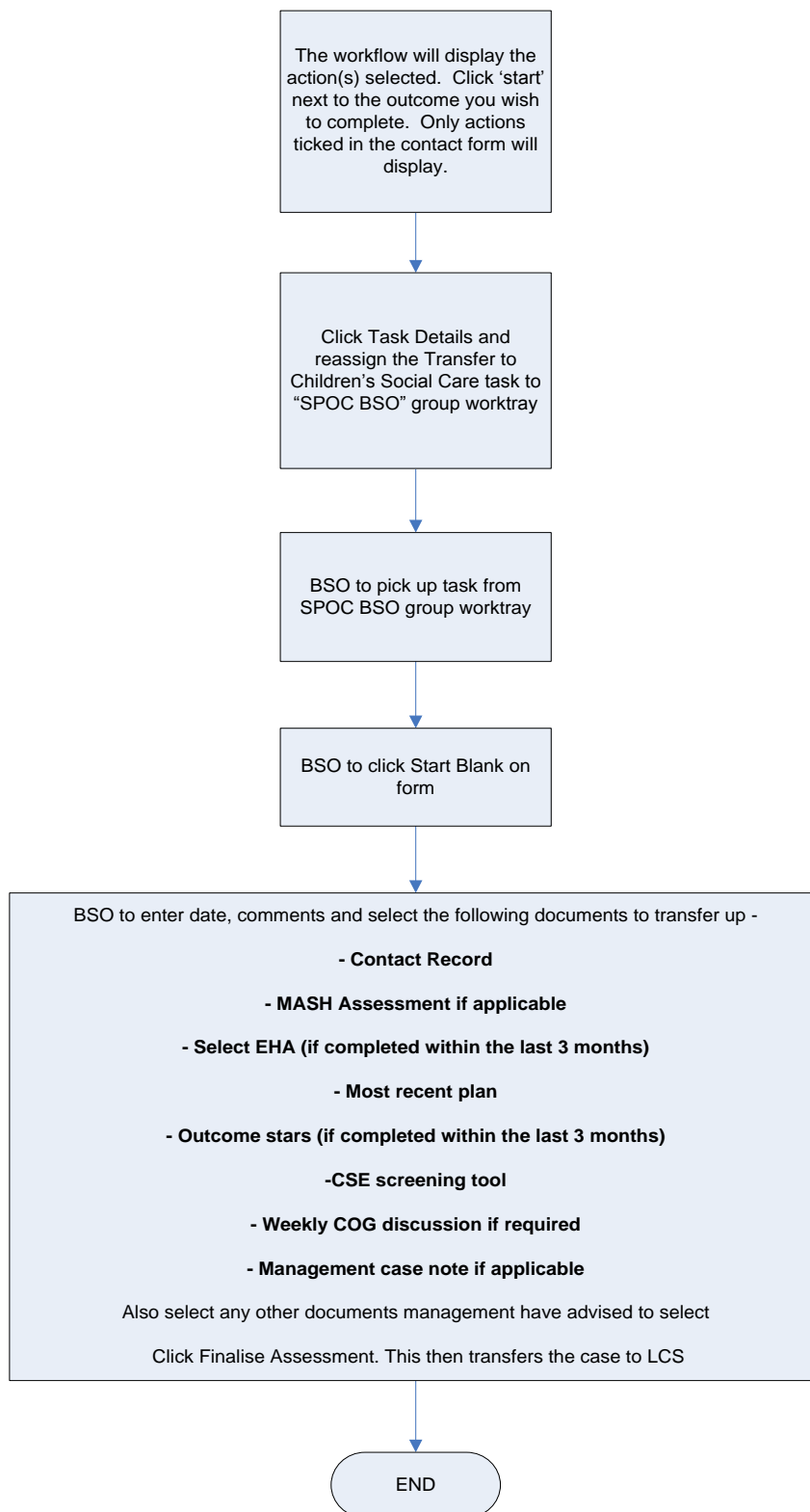
The workflow will display the action(s) selected. Click 'start' next to the outcome you wish to complete. Only actions ticked in the contact form will display.
Complete the action.



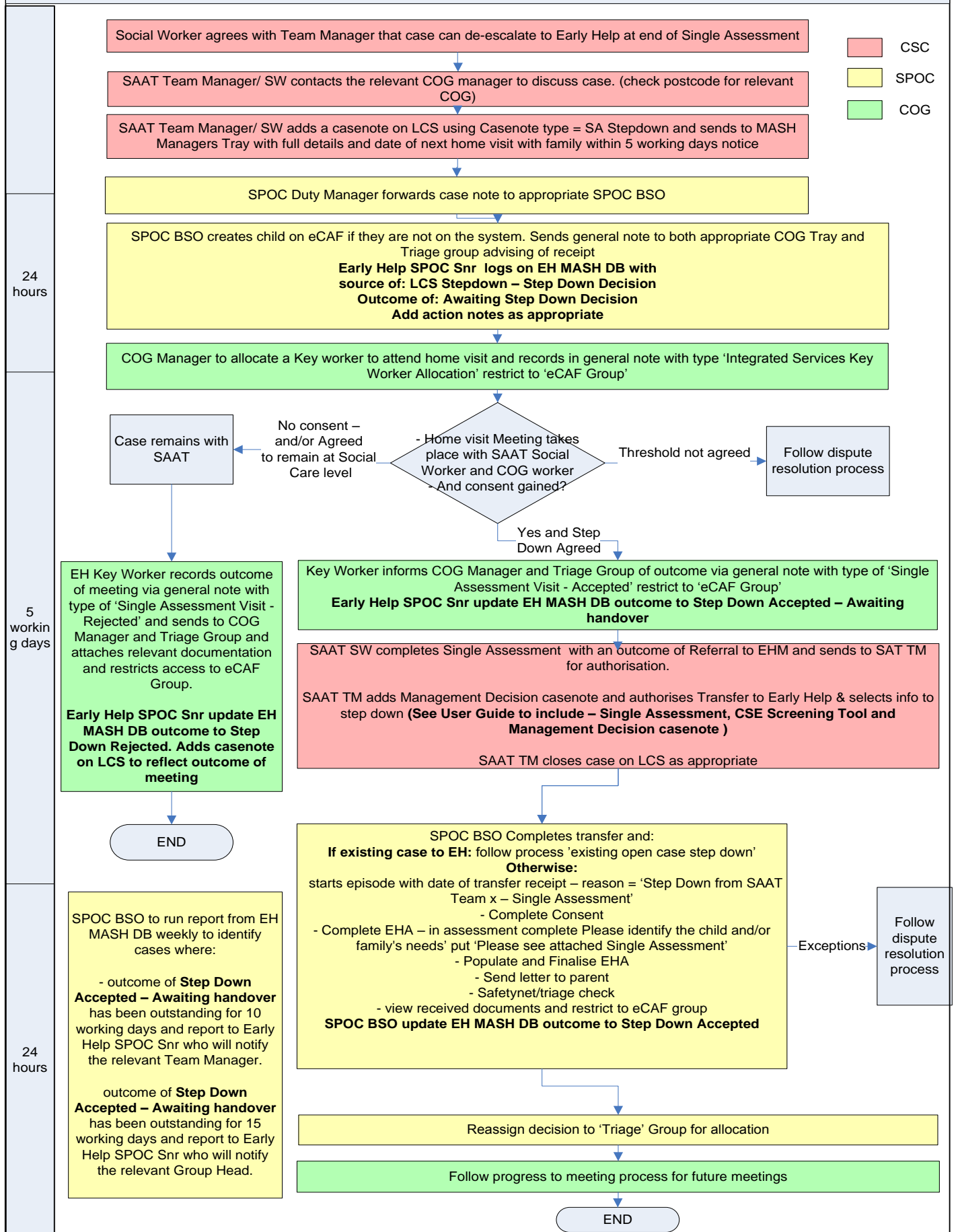
MASH v1_3 – Outcomes- No Further Action- Contact Completed



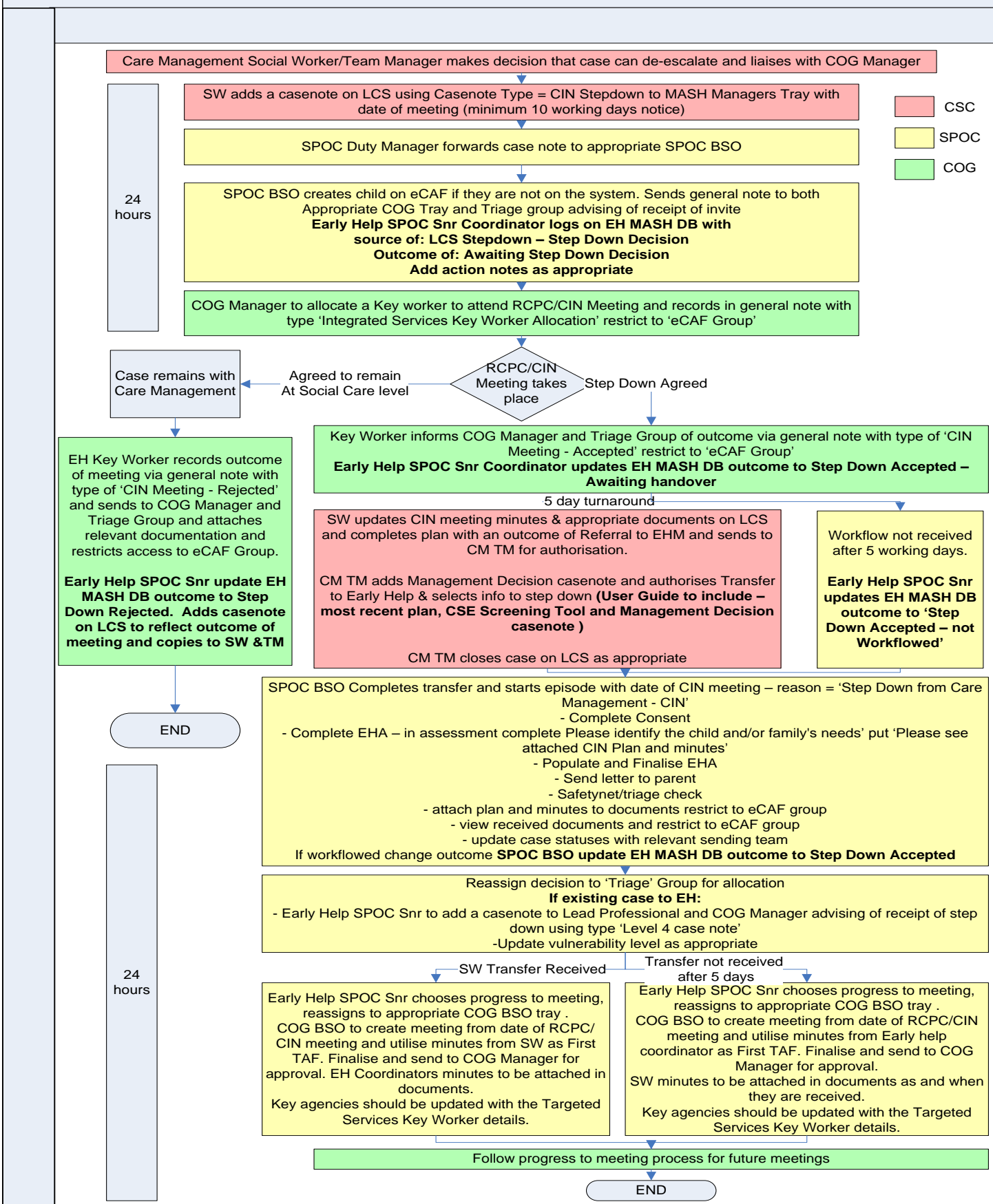
MASH v1_3 – Outcomes- Transfer to Children's Social Care



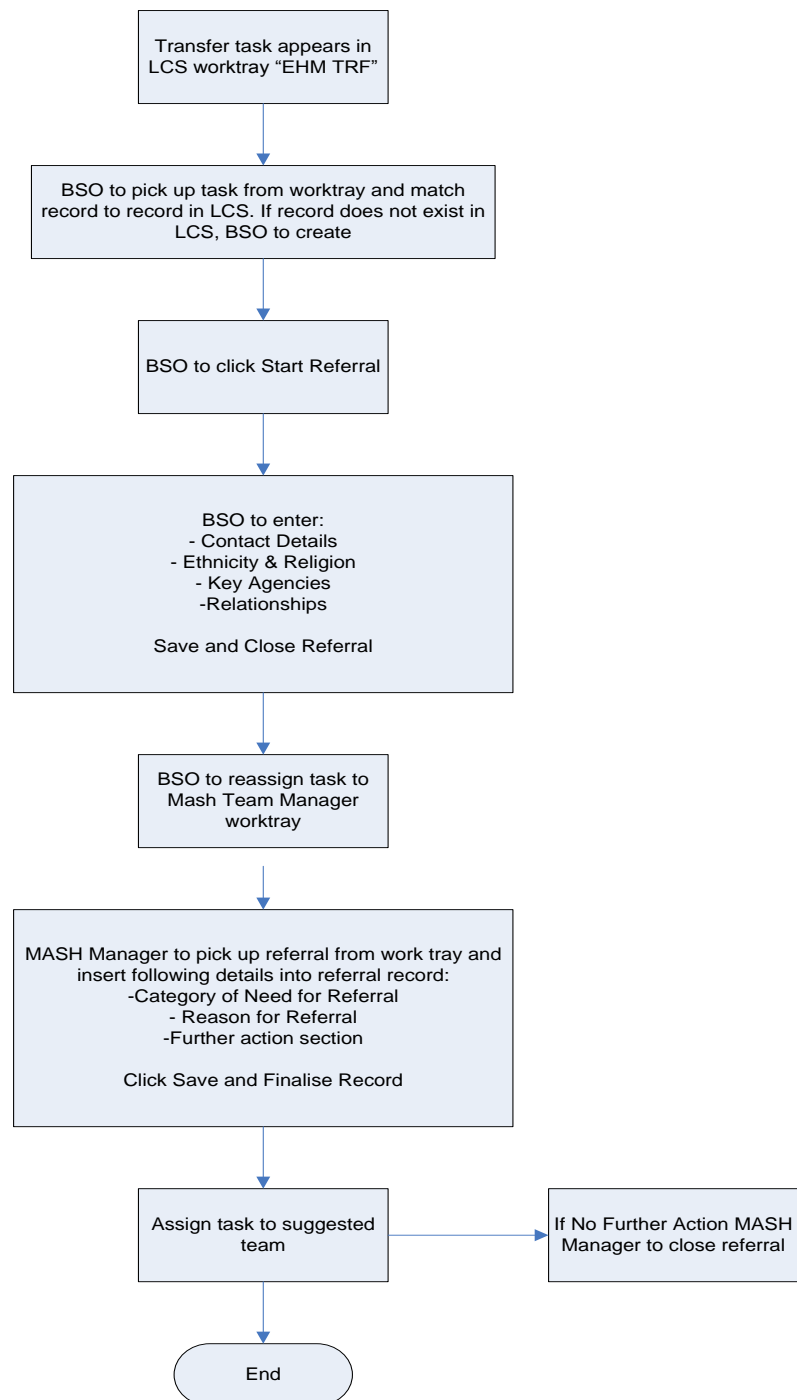
Step Down from Single Assessment – v7_2



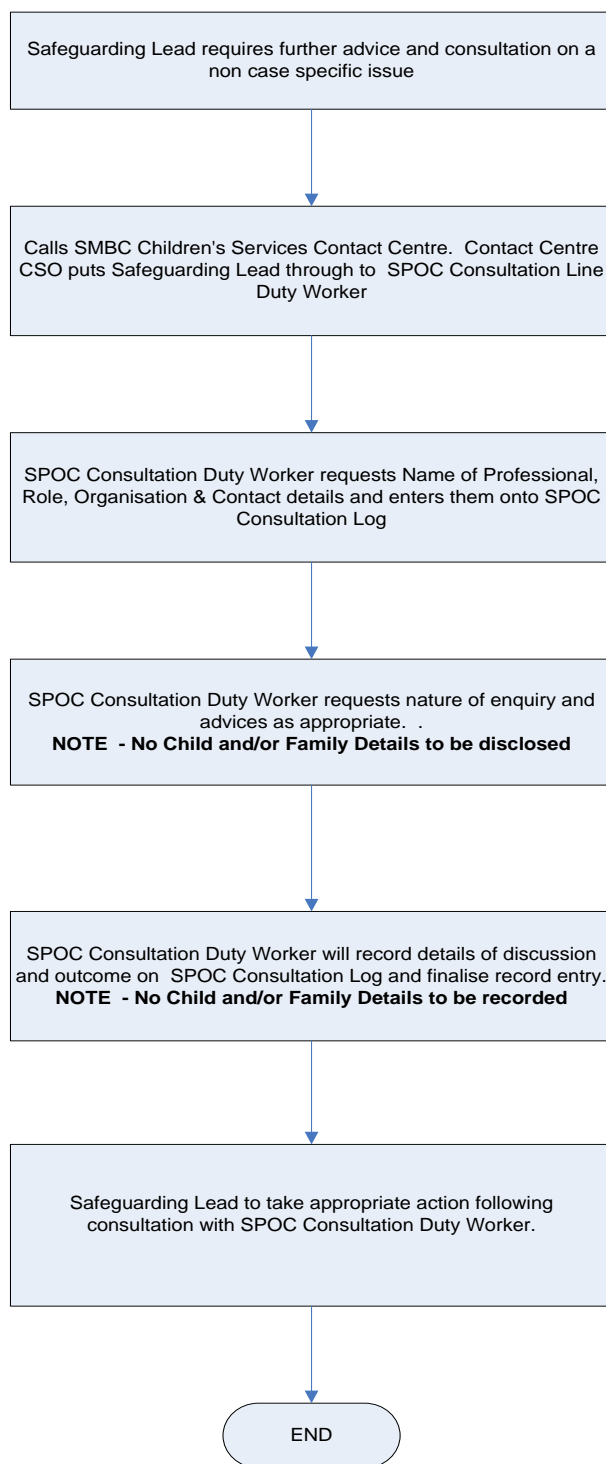
Step Down from Care Management CIN Plan– v5_1



Step up from EHM to LCS v1_1

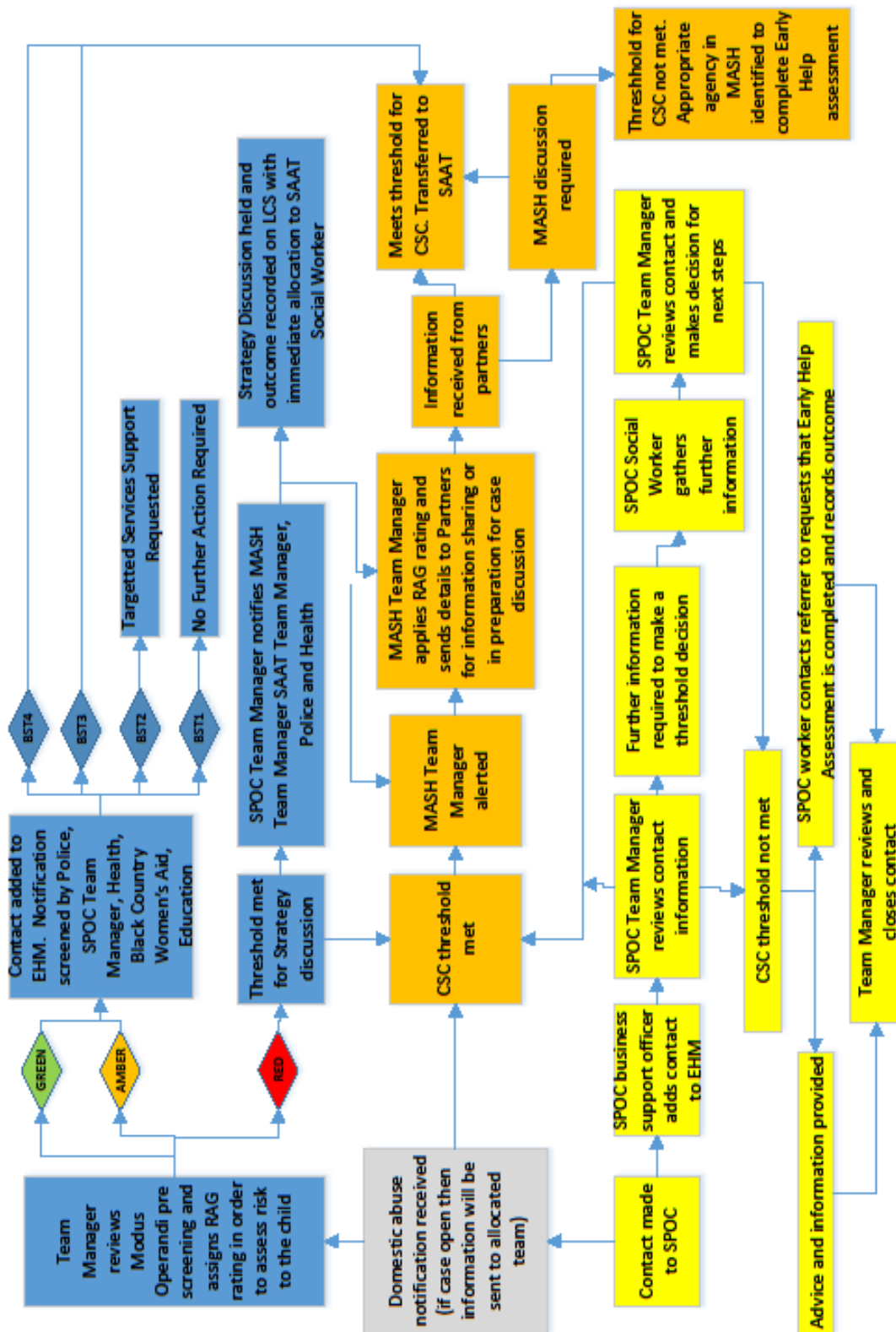


SPOC Professional Consultation Line Process v1_0



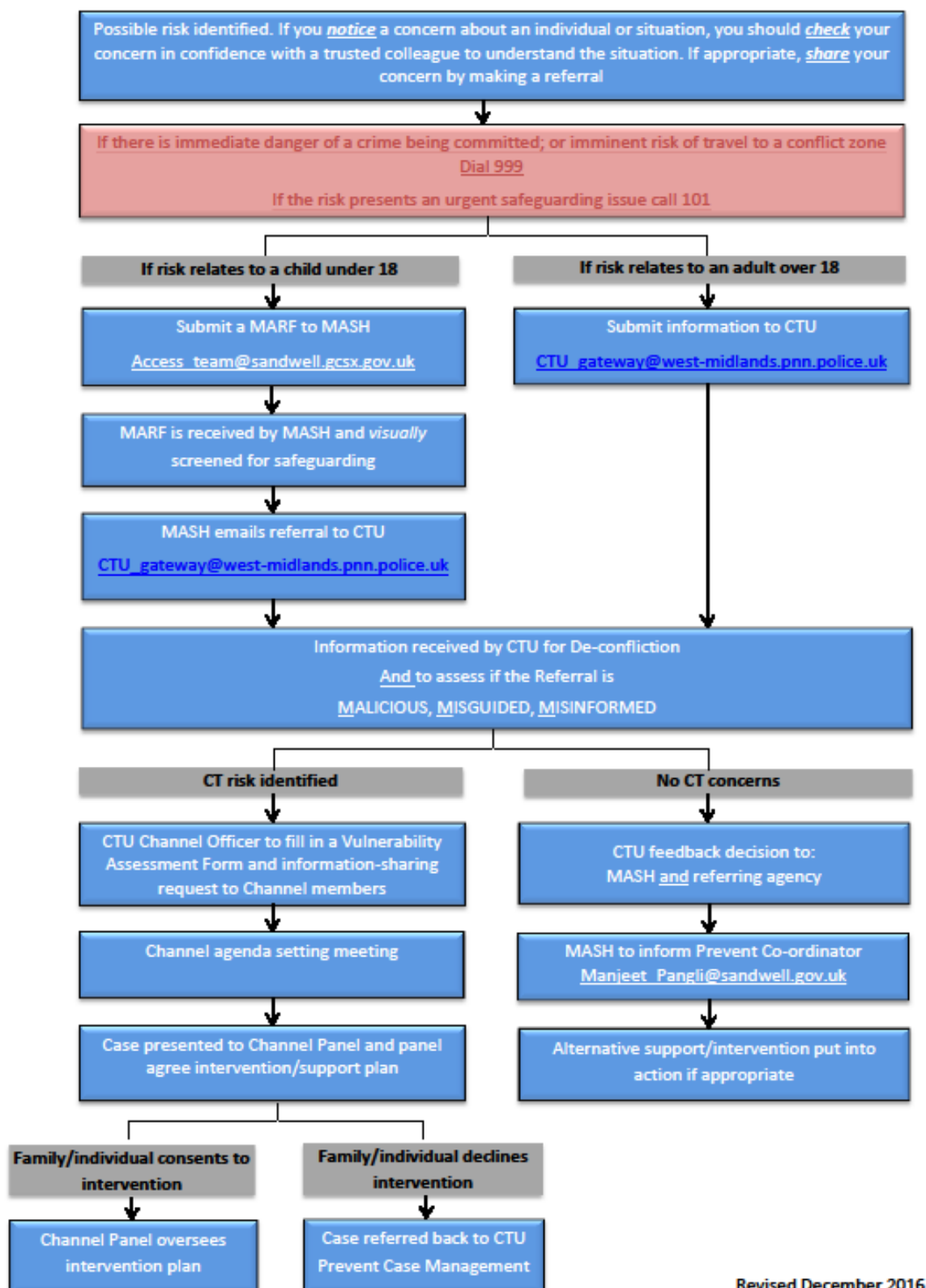
SPOC and MASH v4 (April 2017)

Phase



SPOC and MASH

Sandwell Prevent Referral Process



Revised December 2016
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User Guide Library

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Early Help System- MASH Manual v1.2	How to complete a MASH assessment Outcomes from MASH
Early Help System- Contacts User Guide v.1.1	How to complete a contact SPOC Duty SW contribution SPOC Management authorisation Outcomes from contact
LCS- Transfer to Children's Social Care LCS User Guide v1.1	How to complete transfer to Children's Social Care on LCS
LCS- Step Down to EHM from Single Assessment User Guide v1.0	How to step down from Single Assessment to EHM on LCS
Early Help System- Contacts User Guide for EDS Staff	How to complete a contact EDS Duty SW Contribution
Early Help System- Transfer to Early Help from LCS EHM User Guide v1.0	How to transfer to Early Help from LCS on EHM
Step down to EHM from Care Management CIN Plan Checklist v.1 230317	Checklist for Care Management Managers/ SW's for Step Down to EHM
Step down to EHM from Single Assessment Checklist v1.1 230317	Checklist for SAAT Team Managers/ SW's for Step Down to EHM
Service Support Assistant Checklist- Step Up LCS v.1 20032017	Checklist for Service Support Assistant how to step up to LCS
Service Support Assistant Checklist- Contacts EHM v.1 20032017	Checklist for Service Support Assistant how to create contacts on EHM
Service Support Assistant Checklist- Step up from EHM to LCS v1 20032017	Checklist for Service Support Assistant how to step up from EHM to LCS
Early Help System- Business Rules Consolidation v1.1 060317	Business Consolidation Rules how to consolidate at different stages of contact/ MASH
3 Check Rule user guide v1.0	3 checks to complete when creating a contact
How to start MASH and Strategy Discussion from a Contact v2	Quick reference guide how to start MASH and Strategy Discussion from a Contact
How to complete a MASH	Quick reference guide how to complete a MASH