

Surrey's Multi-Agency Safeguarding Hub (MASH) and Early Help referral pathway



This referral pathway should be used in line with the Surrey Safeguarding Children's Board (SSCB) **Levels of Need document**

I am worried about a child or young person in need of help

I am confident an Early Help Level 2 response is required

I am not sure what level of response is required

Telephone the area Early Help Co-ordination Hub

Contact the MASH
0300 470 9100

Where appropriate you should gain the consent of the family

Early Help Co-ordination Hubs
North East Hub - Spelthorne, Elmbridge and Epsom & Ewell - 01372 833 133
South East Hub - Tandridge, Reigate & Banstead and Mole Valley - 01737 733 944
South West Hub - Guildford and Waverley - 01483 519 722
North West Hub - Runnymede, Woking and Surrey Heath - 01932 795 522

Professionals should use the Multi-Agency Referral Form (MARF)

- Referrals to the MASH may result in the provision of:
- Level 1** - information or advice via Surrey Family Information Service (FIS)
tel: 0300 200 1004 or go to www.surreycc.gov.uk/fis
 - Level 2** - early help via the Early Help Co-ordination Hub
 - Level 3** - assessment under s.17 Children Act
 - Level 4** - child protection investigation s.47 Children Act, which may then lead to child in need or child protection interventions.

Referrers to the MASH and Early Help Co-ordination Hubs will be provided with feedback as to the services provided in response to the child's assessed level of need.