**Do’s & Don’ts - reporting a safeguarding concern about a child to Nottinghamshire’s Multi-Agency Safeguarding Hub**

**DO:**

* Use the [Pathway to Provision](http://www.nottinghamshire.gov.uk/caring/childrenstrust/pathway-to-provision/pathway-to-provision-documents/) to identify the child/young person and/or family’s level of need and the most appropriate service to provide support
* Consult with your safeguarding lead if you are unsure whether to make a referral to the MASH. The [NSCB safeguarding children online procedures](http://www.nottinghamshire.gov.uk/nscb) provide detailed guidance
* Consult with other professionals involved with the family, who may be able to allay concerns or add information to inform your assessment
* Complete an [Early Help Assessment](http://www.nottinghamshire.gov.uk/caring/childrenstrust/pathway-to-provision/early-help-assessment/) to help you, and the family, be clear about your concerns
* Take advice from the Early Help Unit, (0115 804 1248) who may be able to signpost you to other services, with parental consent and/or consent from the young person if they are Gillick competent
* Consider taking the child’s situation to the local [Complex Case Resolution Meeting,](http://www.nottinghamshire.gov.uk/caring/childrenstrust/pathway-to-provision/complex-case-resolution-meetings/) with parental consent, where the case is more complex or there is a lack of progress and there is already a completed Early Help Assessment and a Team Around the Child in place
* Inform the parent/person with parental responsibility that you have concerns
* Obtain parental consent to making a MASH referral, unless you think a child is suffering or likely to suffer significant harm, in which case parental consent can be over-ridden. In cases where it is appropriate to obtain consent, the parent/person with parental responsibility should have sufficient information provided to them to be able to make an informed choice about the sharing of the child’s personal data for the purposes of making the MASH referral. This should include an explanation of :
* What information is being shared;
* Why the information is being shared; and
* The agencies the information is being shared with
* Use the [secure on-](http://www.nottinghamshire.gov.uk/caring/childrenstrust/pathway-to-provision/mash/reporting-a-safeguarding-concern-childrens-social-care/)[line form](http://www.nottinghamshire.gov.uk/care/safeguarding/childrens-mash/report-a-new-concern-about-a-child)to make your referral
* Have as much essential information as possible, on all members of the household to hand if you are making a telephone referral, e.g. date of birth, ethnicity, religion, language spoken, which school the child attends



* Confirm your referral in writing within 24 hours when making a safeguarding referral, as required by the [Nottinghamshire Safeguarding Children Board](http://www.nottinghamshire.gov.uk/caring/protecting-and-safeguarding/nscb/) procedures.

**DON’T:**

* Contact the MASH to ask about a child who has an allocated Social Worker. Use the direct number for the Social Worker or call Customer Services on 0300 500 80 80.
* Contact the MASH if you are trying to find out if a person is known to children’s social care - the [Safeguarding Children Information Management Team](http://www.nottinghamshire.gov.uk/care/safeguarding/childrens-mash/safeguarding-children-information-management-team-scimt) (SCIMT) may be able to help. Remember the consent of the subject is required (unless data protection exemptions apply) and only limited information can be released by the SCIMT.
* Contact the MASH about Looked After Children, even for new disclosures or allegations; contact the allocated social worker or ask for the LAC Service Duty Officer
* Contact the MASH before considering whether the child’s needs could be met by another service or services.