

Multi Agency Support Hub

What is MASH?

The Multi Agency Support Hub is a multi-agency team of professionals who are responsible for making decisions on referrals and requests for services to ensure that children and families are provided the most suitable services and support depending on their level of need.

Who is in the MASH?

The MASH is a partnership between:

Children and Family Community Services

Education Services

Guernsey Police

Probation Service

Youth Justice

Health Services

Housing

Drug & alcohol Services

Youth Commission

Action for Children

Safer

Referrals

How do I make a referral if I'm concerned about a child or young person?

Call us

Email us

Fill in the Multi Agency Referral Form (MARF)

Details can be found on the Contact Us page

Who can make a referral to MASH?

Safeguarding the children and young people of the Bailiwick of Guernsey and Alderney is **EVERYONE's** responsibility.

Anyone can get in contact with MASH.



Guernsey & Alderney Multi-Agency Support Hub (MASH)

An Integrated Front Door Approach to Early Help & Safeguarding



Bringing together Children & Family Community Services with the aim to ensure children and young people receive the right support at the right time

Contact Us

TELEPHONE

01481 223182

ONLINE

(MARF location)

EMAIL

multiagencysupporthub@gov.gg

ADDRESS

Perruque House
Rue De La Perruque
Castel
GY5 7NT

If you think a child is at immediate risk of harm call the police on 999

Referrals

What happens when a referral is made?

The Multi Agency Referral Form (MARF) will be screened in the MASH.

The MASH team will always endeavour to contact parents/carers to discuss this.

Further information will not be requested or shared by MASH until the parent/carer has been contacted and consented to this, unless this was felt to increase the risk to the child.

Referrals meeting Level 1 or 2 of the threshold may be passed on to Family Support Services via the Early help Coordinator and Team Around the Family Advisor.

Referrals where the threshold level is not clear from the initial screening, or concerns are at Level 3 or 4 will be triaged to the Duty Response Team within the MASH.

The MASH will ensure that all enquiries and contacts are triaged upon receipt and directed to the appropriate services to support with the query or concern.

This will provide a seamless process with children and young people receiving a service proportionate to their needs in a timely way.

What happens with your information?

Information held by the MASH will be kept and processed securely, in line with the Data Protection (Bailiwick of Guernsey) Law, 2017

If professionals refer your child to the MASH for advice and/or support, they will need to discuss it with you first, unless this was felt to increase the risk to the child

Information will only be shared with other people if they need to know in order to provide assessment or support services