National Drivers for Change

• Serious case reviews continue to identify missed opportunities for information sharing and communication between agencies.

• Home Office report 2014 recognises other models of multi-agency engagement – A MASH is the preferred model because it improves outcomes.

• Inquiry into CSE and Gangs 2013 – police and local authorities identified inability to share information as the greatest barrier- MASH seen to be an encouraging development.

• HMIC 2014 – All force inspection of Domestic Abuse supporting MASH

• Ofsted reports on ‘Good’ local authorities - ‘a properly established MASH adherent to Home Office principles provide the best front door for vulnerable children and adults’
In the last 3 months there were 10149 contacts

- Police: 33% (3399 contacts)
- Public & family: 12% (1260 contacts)
- Education: 14% (1380 contacts)
- H/V & School nurses: 2.2% (227 contacts)
- A&E: 5% (507 contacts)
- G.P.: 1.7% (169 contacts)
- E&P: 1.5% (137 contacts)
In the last 3 months there were 1225 referrals.

- Police: 21% (257 referrals)
- Public & family: 9.5% (116 referrals)
- Education: 22% (267 referrals)
- H/V & School nurses: 3% (34 referrals)
- A&E: 4% (48 referrals)
- G.P.: 0.9% (11 referrals)
- E&P: 1.2% (23 referrals)
- E&P: 22% (21 referrals)
- E&P: 9.5% (9 referrals)
- E&P: 0.9% (3 referrals)
- E&P: 3% (4 referrals)
- E&P: 4% (2 referrals)
- E&P: 1.2% (1 referral)
Challenges within current front door

- Duplication & Wastage 60%
- Threshold document not understood by agencies
- Police, Health, Children’s Social Care, Education not integrated
- Decisions in FREDt made on incomplete information.
- Delay in response - on average 17 days
- Agency representation in FREDt is inconsistent
- 14 front doors in Early Help - leads to inconsistency
- High number of N.F.A 93% of police referrals
- Practice regarding strategy meetings is outside Working Together Guidance
- Disproportionate response 615 C.P Investigations 34% Child Protection Plan.
The Integrated Front Door

• Single point of entry for all notifications regarding safeguarding and promoting the well-being of children.
• Golden number for professionals.
• Consultation available.
What is the Early Help Hub

• It is the single point of contact where access to targeted services in Cambridgeshire is coordinated.

• A revised Early Help Assessment will be used for all Early Help Requests and will be reviewed by an Early Help Hub Coordinator and will result in one the following within 48 hours:
  • District Early Help Service(s) to be offered which may include further assessment.
  • Support provided to existing Lead Professional to review Early Help Plan.
  • Signpost to service/intervention outside of the Early Help Hub (e.g. Voluntary Organisation). An Early Help Hub Coordinator will offer to liaise if required.
  • Advice and information provided about a wide range of services available for families requiring preventative or targeted help.
When to access targeted services?

- Who is most concerned?
- Are you clear what the needs are?
- Has appropriate support been put in place by universal services?
- Have you discussed and agreed with young person and family?
- Are you sure there are no safeguarding concerns?

YES

Request more help via Early Help Hub
District Early Help Service(s) to be offered.
Support provided to Lead Professional to review Early Help Plan.
Signpost to service/intervention outside of the Early Help Hub.
Advice and information provided.

EH Coordinator telephones referrer and family to feedback decision and name of lead professional. Email/letter sent to lead professional.

Lead professional arranges meeting with family and services to be involved to complete Early Help Plan.

MASH - Core Elements:

• A co-located team of professionals from core agencies delivering an integrated service with the aim to research, interpret and determine what is proportionate and relevant to share.

• The hub is fire walled, keeping MASH activity in a secure and confidential environment, separate from operational activity and providing a confidential record system of activity to support this.

• An agreed process for prioritising, analysing and assessing risk, based on the fullest information picture and providing proportionate and relevant information to the most appropriate agencies. Eg use of agreed risk ratings - BRAG.

• Facilitating early intervention to prevent the need for more intensive interventions at a later stage. Essentially this is a partnership giving itself the best opportunity to make effective and efficient decisions through having the most complete information at the earliest stage and being able to deliver interventions earlier with families to improve outcomes.
MASH BRAG rating definitions

• **Red**: There is a potential child protection issue (e.g. serious injury to the child). Requires immediate action, and information from all MASH navigators within 4 hours.

• **Amber**: There are significant concerns but immediate action is not required (e.g. ongoing domestic violence issues in the household). Requires information from all MASH navigators within 6 hours.

• **Green**: There are concerns regarding a child’s wellbeing but these do not meet statutory requirements (e.g. poor school attendance). Requires information from selected MASH navigators within 24 hours or pass to Early Help Hub.

• **Blue**: There is no safeguarding concern and the issue can be dealt with by a Universal service. No MASH response required. Advice or referral to a Universal service may be provided.
MASH AND EARLY HELP HUB
- Single point of entry for all notifications regarding safeguarding & promoting the welfare of children.
- Golden numbers for Professionals
- MASH and Early Help.

MASH referral

Request for Early Help

Information & Advice
- Single Service
- Districts X 5

MASH gathering episodes

Agency research to be carried out proportionate to the referral information.

MASH episode completed and reviewed by the MASH manager.

BRAG reviewed throughout the MASH process

If already allocated information sent to the Social worker

Information and Advice given

S47 Required
Fast Track to First Response and MASH research takes place in parallel

First Response S47
Units Single Assessment S17
14-25 Team
Universal Services
Early Help Hub
Benefits for all

- Improved robust decision making
- Avoids duplication of process
- Greater efficiencies in process can mean re-allocation of resources to other areas
- Increase in uptake of Early Help Assessments and a reduction in NFA
- Reduction in repeat referrals
- Reduce risk of borderline cases
- Better information sharing – agencies take information out as well as bring information in
- Improved engagement with multi-agency partners
- Improved knowledge management of each other
- A better focus on co-ordination of intelligence re CSE, FGM and Radicalisation
Timeline for CAMBS MASH and Early Help Hub

Aug - Oct 2016
- Task and Finish groups defined
- Planning Workshops and Business Profile Mapping (6 Sept)
- Task and finish groups report to the first Front Door Implementation Group (20 Sept)
- Task and finish group present final documentation to the Front Door Implementation Group (4 Oct)

Nov - Dec 2016
- Presentation of key documents including new Threshold Document and Early Help Documentation to Children’s Change Programme Board and LSCB
- Testing IT arrangements to support integrated response to Referrals, Requests for Early Help Hub and MASH and Early Help Hub Data Set.
- Workforce development for existing FREDt team and Navigators
- Consultation commences
- Welcome multi-agency navigators in the room

Jan - Apr 2016
- Recruitment to posts
- IT in place to support MASH and Early Help Hub process
- Accommodation sourced and future proofed
- Workforce development within MASH and Early Help Hub
- Commence new shadow arrangements
- Go Live April 2017