

MASH consultation line – a guide for professionals

Tel: 0115 977 4247

Monday	9.00am – 4.00pm
Tuesday	9.00am – 4.00pm
Wednesday	10.30am – 4.00pm
Thursday	9.00am – 4.00pm
Friday	9.00am – 3.30pm

What is the MASH consultation line?

However experienced you are, there may be times when you are not sure what action you should take, or you just need support and guidance. The MASH consultation line is for professionals working with children, young people and families to obtain advice from a Social Worker when you are unsure whether a safeguarding referral is required and discuss signposting or what other support may be provided by wider agencies.

What to do before you ring the consultation line

You should follow your organisation's safeguarding processes before calling the consultation line for advice. This should include speaking to your named/designated safeguarding lead, referring to the [Pathway to Provision](#), speaking to parents about the concerns that you have where it is safe to do so and giving consideration to [Early Help services](#).

How does the consultation line work?

The purpose of the consultation line is to provide advice and guidance about a hypothetical situation without making a referral. You should not use the name of the child or family or discuss any identifying details.

The MASH consultation line will:

- Provide advice and guidance about the situation you wish to discuss
- Recommend alternative support and signposting where appropriate

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& Rutland
Community Rehabilitation Company



- Give clear guidance if the information shared indicates a safeguarding referral is required
- Explore what support and action has already been taken and what needs to happen next
- End the call with a clear plan or recommended support and actions for a family

The MASH consultation line will not:

- Record the name of the child, details of the discussion or recommendations made
- Replace the need to make a referral
- Transfer calls to relevant services or allocated workers
- Provide information from case files including updates
- View any electronic records
- Confirm whether a child is known or open to social care
- Hold child specific discussions

The consultation line does not replace any existing safeguarding procedures, it has been developed as a supportive mechanism to assist with the decision making of partners. If you feel that a safeguarding referral is required please continue to use the [online form](#) or for urgent referrals that require an immediate social work response on the day call the MASH on 0300 500 80 90.

More information about the MASH can be found at www.nottinghamshire.gov.uk/MASH

Please note this line is only for use in daytime hours and the Emergency Duty Team will not be offering this service and should not be contacted for discussions.

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