



Important Information About The Multi Agency Safeguarding Hub (MASH) Referral Form

From Monday 19th August, West Sussex County Council will be releasing a new online form for the public and professionals to report adults and children's safeguarding concerns. I wanted to give you advance notice and tell you what this will mean for you and why we are doing it.

Why we are introducing a new online form

- Most importantly, the design of the form will help us to gather the right level of information so that we can take the most appropriate action for a better outcome for the adult or child.
- It will allow us to be more efficient and effective with the management of this important responsibility.
- The transfer of sensitive information will be more secure.

The changes you will see

- The first change you will notice is that this is a joint referral form for both adult and children cases. This will help to ensure that the referral is directed to the right service immediately.
- You will be asked the age of the person being referred and will then be asked only relevant questions.
- It will be easier for you to refer cases as you can access the form on a laptop, a smartphone or tablet.
- This facility will provide you with a downloadable and printable copy of your submission for your files.

The form has undergone testing by a number of professionals who currently report on adults and children's safeguarding issues. Their feedback has been valuable in making sure that this improvement supports us and you, and most importantly those we need to safeguard.

As part of this change, Adult services have developed guidance around what constitutes a reportable safeguarding concern and thresholds you need to consider. Threshold guidance in relation to children is available on the following link.

<https://www.westsussexscp.org.uk/professionals/working-together/west-sussex-continuum-of-need-threshold-guidance/>

We are also providing a direct phone line for you to consult our adults team if you are unsure whether your concern reaches reporting thresholds. In respect of enquiries relating to children, referrers can still contact MASH via telephone to alert the team of an urgent situation or seek advice about threshold.

The form and guidance can be accessed via our website from Monday 19 August:

For adults click [here](#)

For children's click [here](#)

The form will be available from **Monday 19th August** and we would encourage you to use this method of reporting concerns. We aim to shift all reporting to the online facility in the near future.

If you have any concerns or specific queries, please contact:

Adults – Russell.Hite@westsussex.gov.uk

Children's – Clare.Poyner@westsussex.gov.uk