




## How will my information be used?

Your information will only be used to decide whether:

-  a child or young person in your care is being harmed or is at risk of being harmed in the future.
-  you or your family would benefit from help and support.
-  a crime has been committed or could be committed in the future.

Your information will be held in a safe place and will not be shared with other people unless they have a legal power to see it.

## Where can I get more information?

To find out more about the MASH, go to

[www.herefordshire.gov.uk/MASH](http://www.herefordshire.gov.uk/MASH)

Remember - if you are concerned about a child or young person in Herefordshire and want to speak to someone, contact the MASH on 01432 260800 and give as much information as you can.

# Herefordshire MASH (Multi-Agency Safeguarding Hub) Information for parents and carers



# Herefordshire MASH

## (Multi-Agency Safeguarding Hub)

### What is a MASH?

A MASH is a partnership between the local council (children's social care), police, health, probation, education and Women's Aid. It provides a single point of contact for all safeguarding concerns. It is a confidential unit in which information is shared securely in order to make sure children and young people in Herefordshire are kept safe.

### What does the MASH do?



When a professional, family member or member of the public is concerned about a child or young person's welfare or safety, they can contact us so that we can look into it. This is called making an enquiry.

### Will I be told if there is an enquiry about my child?

Yes. Usually you will be told at the time the enquiry is made. If the enquiry has been made by a professional, for example a health professional or a teacher, they will tell you what their concerns are and may ask your permission to contact us.

### What happens when an enquiry is made?

Partners in the MASH will share information to decide if:

-  the child or young person has been harmed or is at risk of being harmed in the future.
-  the child, young person or yourself would benefit from support from other people who help children and families.

### What happens after the enquiry?

If the child or young person is thought to have been harmed or could be harmed in the future, we will refer them to the council's social care assessment team. Information will also be given to the police if it is necessary to help stop or solve a crime.

If the child or young person has not been harmed, but we think they or you would benefit from extra help, then we will pass your details on to our early help services who will make sure you get the support you need.

We will also write to the child or young person and you, explaining the outcome of the enquiry as soon as possible but within ten working days.



### Can I see what is written about me?

Yes. The Data Protection Act 1998 lets you ask for a copy of the information held about you. To do this, you need to contact the Data Protection Officer at Herefordshire Council, Plough Lane, Hereford HR4 0LE, telephone: 01432 260500.

The information will be provided within 40 days, subject to any part having to be withheld for legal reasons. You will need to provide proof of identity and pay a £10 administrative charge.