

Making comments, compliments and complaints

Comments and Complaints Service

Law and Governance

Directorate for Resources

Oxfordshire County Council

County Hall

OX1 1ND

Tel: 01865 323589

commentsandcomplaints@oxfordshire.gov.uk

Where can I get more information?

To find out more about the Multi Agency Safeguarding Hub (MASH) visit

www.oxfordshire.gov.uk/mash

Oxfordshire Multi Agency



Safeguarding Hub

Information for Parents and
Carers

Drug and Alcohol Services

Education

Any other relevant services that you may be involved with.

What does 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 we can look into it.

Will I be made aware a referral has been made?

Yes. Usually you will be told at the time the concern is raised. If the MASH enquiry has been made by a professional, for example a probation worker or a teacher, they will tell you what their concerns are and will inform you they are contacting us and information will be shared between agencies.

If there is a concern that telling you may place your child at risk of harm then you will not be told prior to the referral being made.

Can information be shared without my permission?

Yes. Information may be shared without your permission if:

- someone is being harmed or may be harmed in the future
- information may help to stop or solve a crime

Also to ensure we have a good understanding of the issues raised we may request relevant information from our partner agencies; we also have a statutory duty, if required, to share information about you / your child with partner agencies who might include:

Police

GP/Other NHS Services

What happens when a referral is made?

Partners in the MASH will share information to decide if:

- the child or young person has been harmed or could be harmed in the future
- the child or young person or you would benefit from support from other people who help children and families.

Your information will only be used to decide whether:

- you or someone else is being harmed or may be 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.

Can I see what is written about me?

Yes. You have rights under the General Data Protection Regulations (GDPR) to request and amend the personal information we hold about you.

Anyone can make a request for information that we hold about them. You will not be able to ask for copies of information about someone else unless you have their permission to do so.

More information can be found on the county council website.

What happens after the MASH referral?

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 Oxfordshire County Council family safeguarding plus 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 their name, address, reason for the enquiry and outcome will be passed onto the most appropriate service so that you and your family get the support you need.

We will also write to you and where appropriate the child or young person, explaining the outcome of the MASH enquiry within 10 working days.