

Southwark Schools Safeguarding Forum: Social Care update

Lizebeth Samuels – MASH team manager

Thursday 4th December 2025

Safeguarding
in Schools

Southwark
Council

Referring to MASH – best practice



- **Request a MASH consultation when guidance is required to determine whether a referral is the right course of action, or whether support could be offered through other means**
- Details of the child / family are NOT shared during a consultation, therefore prior parental consent is not required.
- However, if the information shared indicates immediate risk, the consultation will be converted into a referral and details will be requested.
- Advice and details of the discussion will be recorded and shared with the caller via a 'MASH Consultation Form'.
- Consultations are available Mon-Fri 9am-5pm via the MASH Contact Number: **0207 525 1921**.

[Do not use the consultation service to seek an update on an existing referral or case already open to Children's Social Care]



Don't delay: refer to MASH immediately if concerned child is at risk of harm



- Use [the online form](#) to make a referral to MASH.

Referring to MASH – best practice

What information should be included?

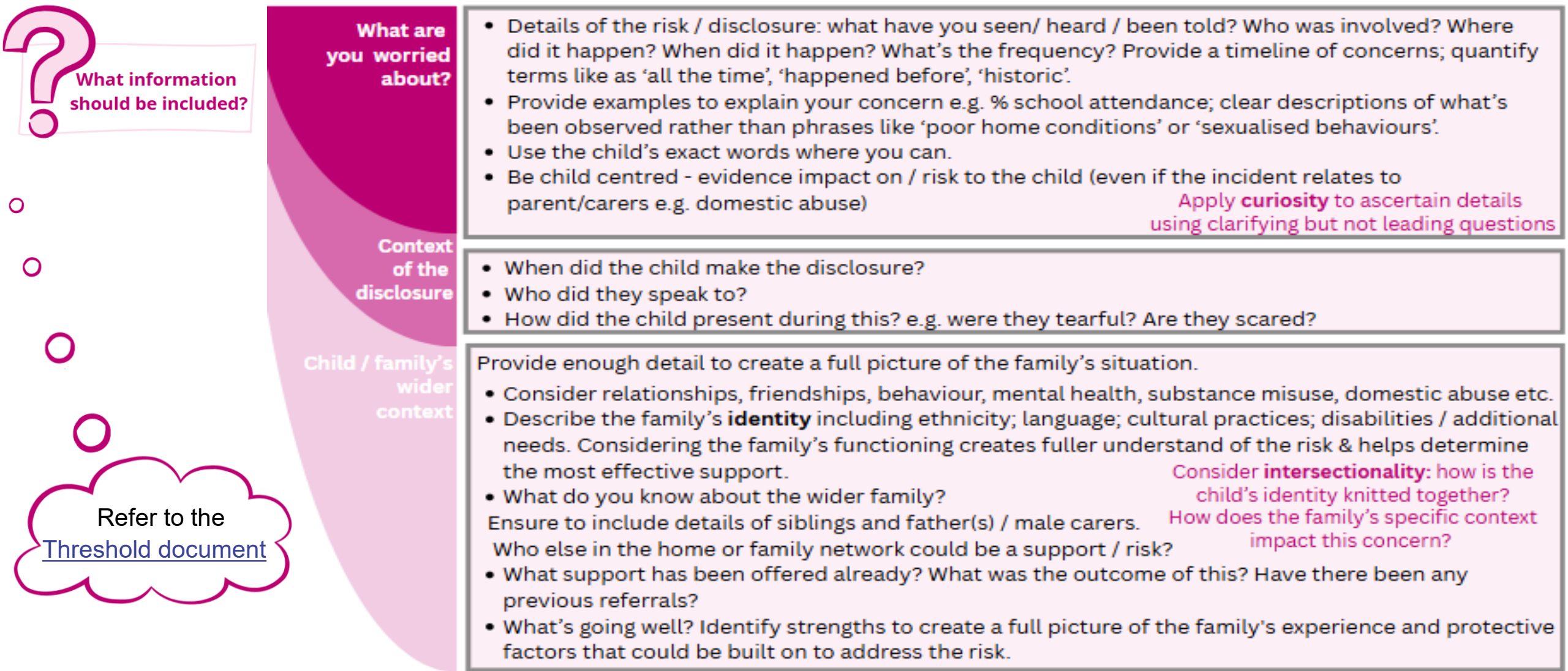
Refer to the [Threshold document](#) in the [London Safeguarding Children Procedures](#) and specify which of the **4 Levels of Need on the Continuum of Help and Support** you think the referral relates to



Use **full names** of family members and job titles of professionals.
Ensure accurate and consistent spelling.



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- MASH managers will read the referral, allocate a RAG rating based on the severity of the concern, and seek information from relevant partner agencies (including Health, Police, Education, Probation, Housing etc.) to determine what needs to happen next.
 - This is done within 24 hours.
- MASH should always inform the referrer of the outcome within five days.
- If you do not agree with the outcome of the referral, you can pursue [Southwark's escalation policy](#).



Remember: your involvement doesn't end once you've submitted a referral – **safeguarding is everybody's responsibility**, you can continue to play a role in contributing to the safety & wellbeing of the child / family.