

Schools Safeguarding Forum

2nd July 2026

Safeguarding
in Schools

Southwark
Council

Social Care: MASH

Avion Grant,

Service Manager, MASH

Referring to MASH

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

- ☐ In line with the Families First Partnership principles, you are encouraged to consider whether the family's needs can best met in the community through Best Start Family Hubs; Local Offer and Community Services
- ☐ Request for completion of UPN Numbers for all children at the school



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.*

Use of the Consultation Line



- **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**
- Consultation is not a prerequisite to a referral
- 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

ESCALATION of Reviews

- WHO DO YOU SPEAK TO IF YOU DISAGREE WITH THE OUTCOME DECISION?
- - Request a review by the Duty Manager who made the decision;
- Escalate to the MASH Service Manager – avion.grant@southwark.gov.uk for a review decision;

Listening to you: Positive Feedback for MASH

- Communication with the MASH is usually good;
- The online referral form being easy to complete;
- MASH are very responsive, especially when compared with other Local Authorities;
- Very responsive to Referrals;

Listening to you: KEY Challenges MASH

- Improvement required with the functionality of the Online Form;
- Some Difficulty contacting MASH –Full Voicemail
- Delays in provision of Referral Outcome Decisions so that Referrers are not aware of actions taken