



*Visit our Website*

*For further information please  
visit the MASH website:-*

**<http://www.norfolk.gov.uk/mash>**

***How do I contact the Norfolk MASH?***

As a professional with a NEW safeguarding concern regarding a child, young person or vulnerable adult you can:-

**Telephone 0344 800 8020**

**If completing a NSCB1 –referral form  
please return to:-**

**Email:** [mash@norfolk.qcsx.gov.uk](mailto:mash@norfolk.qcsx.gov.uk)

**Fax:** 01603 762445

**Post:** The MASH Team Manager, Floor 5,  
Vantage House, Fisher's Lane, Norwich NR2  
1ET

For specialist **Police Advice** you can contact  
the Duty Detective Sergeant within the MASH.

**Email :-**

[MASHSupervisors@norfolk.pnn.police.uk](mailto:MASHSupervisors@norfolk.pnn.police.uk)

**Call :- Direct dial 01603 27(6151)**



A guide for  
professionals

**Norfolk  
Multi-Agency  
Safeguarding Hub  
(MASH)**

## About the MASH

The Multi agency Safeguarding Hub (MASH) brings key professional 's together to facilitate early, better quality information sharing, analysis and decision-making, to safeguard children, young people and vulnerable adults more effectively.

Within the MASH, information from different agencies will be collated and used to decide what action to take. As a result, the agencies will be able to act quickly in a co-ordinated and consistent way, ensuring that children and vulnerable adults are kept safe.

## Agencies in the MASH

The MASH is a partnership between :-

- Norfolk County Council Children's and Adult Care Services
- Police
- Leeway and Orwell, Independent Domestic Violence Advisory Services (IDVA)
- Magdalene Group, ROSE Project (CSE and Young Runaways)
- Children Health services
- National Probation service

Virtual links exist to other agencies such as:-

- Housing
- Mental Health
- Education
- Adult Health Services
- Norfolk Recovery Partnership

## What does the MASH do?

The MASH acts as the first point of contact, receiving NEW safeguarding concerns or enquiries relating to:

- Child Abuse referrals
- Adult Abuse referrals
- Domestic Abuse safeguarding
- Child Sexual Exploitation
- Missing person coordination
- Honour Based Abuse & female genital mutilation Investigation

By collating information and intelligence across partners within the Norfolk MASH we provide the highest level of knowledge to ensure all safeguarding activity and intervention is timely, proportionate and necessary for keeping children and vulnerable adults safe. This ensures each partner is in the best position to make effective decisions and the relevant agency takes on the referral .

## Consultation Service

Within the MASH there are qualified social workers that specialise in child protection who offer a consultation service to professionals that are concerned about the welfare of a child. This will help improve the quality of information provided and reduce the number of inappropriate referrals.

**Hotline number: 0344 800 8020**

## What benefits will it bring?

The MASH brings the following benefits:

- Better safeguarding decision making for children and vulnerable adults through a multi agency integrated approach to improve the protection and service delivery to the families
- Closer partnership working, clearer accountability and less duplication of effort
- A reduction in the number of children and vulnerable adults inappropriately accessing costly services from social care, the Police and others
- A reduction in the number of inappropriate referrals and re-referrals
- Improved communication and information sharing between agencies



**NORFOLK MASH**

Safeguarding is everybody's responsibility