

Multi-Agency Safeguarding and Support Hub (MASSH) to Children's Social Care Transfer Protocol



Protocol Summary

This protocol sets out the process and best practice guidance for transferring referrals received by the MASSH to children's social care

Quality Assurance

Reviewed every 2 years

Version	Date	Authors	Issue Reason	Revision date
1	1/2/22	KC / PW	Re-design into footprint teams	

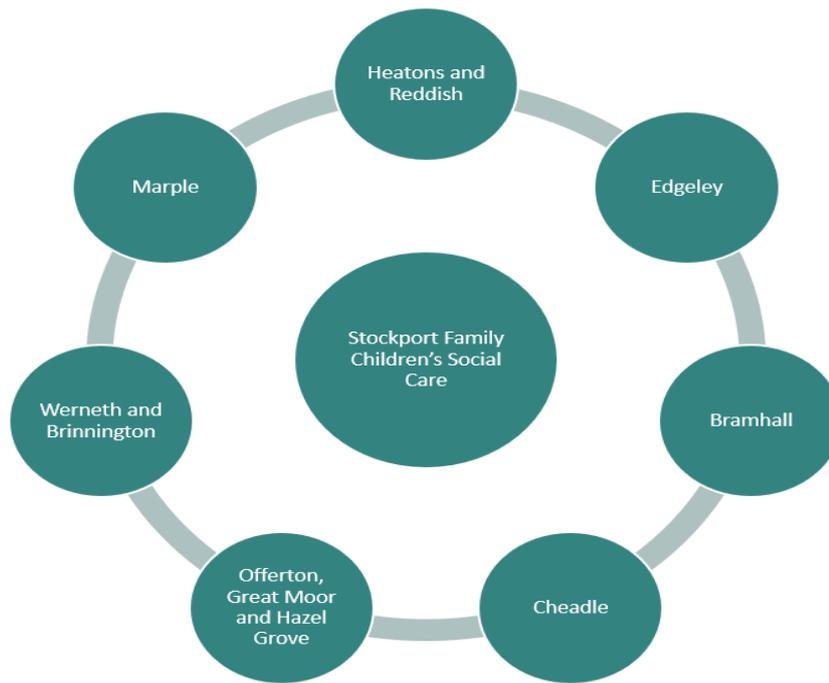
Introduction

We want Stockport to be the best place for children to grow up happily, healthily, with confidence, ambition and surrounded by love, care, and kindness. We want them to have the absolute best start in life and to thrive throughout their childhood whilst growing up and beyond. We want families to be supported where necessary to provide this care and we believe that families are the best place for most children to grow up.

We know that for some families an urgent response from children’s social care is required to ensure that children’s needs are met. This protocol focuses on the interface between the MASSH and children’s social care to ensure a seamless process for new referrals for children identified in need of support or protection.

The way social care teams organise how they respond to new referrals for s17 and s47 work has been called “duty” for many years in Stockport. This protocol replaces existing transfer protocols as Stockport Family move into working in seven geographical footprints from September 2021.

Each of the seven geographical footprints has a named social work team. Some footprints have two teams. The notable change is that each footprint social work team will receive new s17 and s47 referrals each day for their footprint. It is the team leader’s responsibility to allocate the referrals for children who live in their footprint to their team(s). This replaces the previous model where a group of teams covered this function on a rotational basis for a wider locality.



The Multi Agency Safeguarding and Support Hub (MASSH)

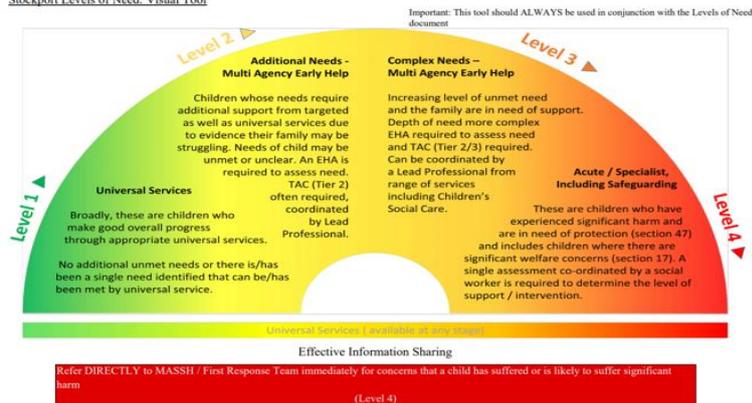
The MASSH is a co-located team of professionals that brings together agencies (and their information and expertise) working with children and families to effectively:

- Support and advise parents/carer and professionals when need emerges in relation to early help, special education needs, disability (SEND) non-urgent emotional wellbeing & mental health needs for children and young people (0-18)
- Respond appropriately to referrals for children in need of support and/or protection

In some circumstances this will lead to a referral to children's social care. This is because a child is identified as requiring 'more help' (Level 2) or requiring an 'urgent response' (Level 4). This would become a 'transfer to children's social care.'



Stockport Levels of Need: Visual Tool



MASSH team leader and senior practitioner role and responsibility in transferring children to children's social care (urgent response / potential s47)

It is the role and responsibility of the MASSH team lead and/or senior practitioner to ensure:

- that when the MASSH identify emergency action may be necessary to safeguard a child they act with speed to send the referral to the relevant footprint team highlighting that a strategy discussion is required – this is recorded within the 'step up to social care' form on liquid logic and will appear in the footprint duty tray. The MASSH team lead will alert the footprint team lead within 1 hour of this recommendation being reached.
- that the relevant social care team lead is informed of a referral that requires an immediate/emergency response by phone call and/or email.
- to clearly record on liquid logic (children's recording system) the reason and rationale for the decision and the evidence for why they have identified that emergency action may be necessary to safeguard a child.
- and escalate any referrals that require an immediate response to the footprint service leader in event that there has been no confirmation from the footprint team leader that have received the referral within one hour of it being sent.

Children's social care team leader role and responsibility (urgent response / potential s47)

Each children's social care footprint team has a team leader, 1 or 2 senior social work practitioners and a team of social workers.

The footprint team leader's role is to ensure:

- That when they or their delegated deputy is alerted to an immediate safeguarding referral they respond and confirm safe receipt of the referral to the MASSH.
- There is an identified s47 social work lead for each day, and this is recorded on the duty SharePoint page.
- Review the footprint tray in liquid logic for children waiting to be allocated to a social worker for assessment (both s17 and s47).
- Outcome the referral record for children and family assessment (CAFA) to ensure that a child has named social worker within 24 hours of referral being received.
- If a team leader(s) is not able to identify a social work capacity within their team or other teams within the footprint this must be escalated to the service leader who will help find a solution and ensure any appropriate timely action is taken.

Children's social care: role and responsibility of the S47 social work lead

The S47 social work lead must be available to respond to any safeguarding enquiry / investigation that has been referred to their team by the MASSH.

It is best practice that the S47 social work lead:

- Has a clear diary with no planned meetings and visits on their S47 lead day.
- Inform their team leader at the earliest opportunity if for any reason they will be unable to be available so that alternative arrangements can be made by their team leader.

MASSH team leader and senior practitioner role and responsibility in transferring children to children's social care (more help / s17)

It is the role and responsibility of the MASSH team lead and/or senior practitioner:

- When the MASSH identify that there is need for a family to be assessed and supported by children's social care this is recorded within the 'step up to social care' form on liquid logic and will appear in the footprint duty tray.

- To clearly record on the 'step up to social care form' the reason and rationale for the decision and the evidence for why they have identified that the child/family needs social care support and assessment.

Children's social care team leader role and responsibility (more help / s17)

The footprint team leader's role is to ensure:

- Step up to children's social care requests from the MASSH are processed in Liquid Logic and a named social worker is assigned to the child/ren within 24 hours of it being received.
- If a team leader(s) is not able to identify a social work capacity within their team or other teams within the footprint this must be escalated to the service leader who will help find a solution.

Mutual decision making, disputes and escalation

- It may be that the advice and view of a social care team lead is beneficial at the MASSH enquiry stage, and this advice may inform the eventual outcome. This is particularly relevant for those MASSH enquiries where evidence of harm is not clear but concern for welfare remains, consent from parent/carer has not been achieved or when there is no evidence of early help support in place and s17 support is being considered.
- In the event a social care team lead receives a referral from the MASSH and does not agree with the decision for a referral, they should in the first instance discuss with the MASSH team leader and seek resolution. If resolution cannot be achieved through this conversation the social care team lead must discuss with their service leader.
- The footprint service leader will review the case and if they identify a suggested alternative action is more appropriate, they will review the referral with the service leader for the MASSH to reach an agreed decision about the appropriate action.
- An agreed action must be reached within 24 hours of the referral being created.

