

# Brent Family Front Door and MASH in context

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# Brent Family Front door (incorporating a MASH) will:



- Act as a single point of contact for professionals and members of the public where there are concerns about a child or young person and their family that requires a co-ordinated response.
- Simplify pathways into services and provide an accessible and more creative approach to pathways out.
- Take a multi-agency/disciplinary view across the whole family to build a fuller picture of family circumstance and levels of need
- Result in better informed and speedier decision making about the level of support required and improve the safeguarding of children in Brent.
- BFFD/MASH 'went live' - 1 July 2013

# BFFD/MASH – the team (so far) Brent

- 1 x team manager
- 2 x practice consultant
- 4 x senior social workers
- 4 x MASH Practitioners/ SWA
- 4 x business support officers
- 1 x Senior business support officer

# Partners in the BFFD/MASH



- Co-located:
  - Police Public Protection Desk (PPD)
  - Health professionals
  - NRPF Team (No Recourse To Public Funds)
  - Family Solutions Team
- Working closely alongside:
  - Adult Safeguarding Team (Safeguarding Adults Manager and Safeguarding Liaison Officer on duty )
- Liaising/providing information:
  - Housing
  - Education Welfare Services
  - Youth Offending and Integrated Youth Services
  - Probation

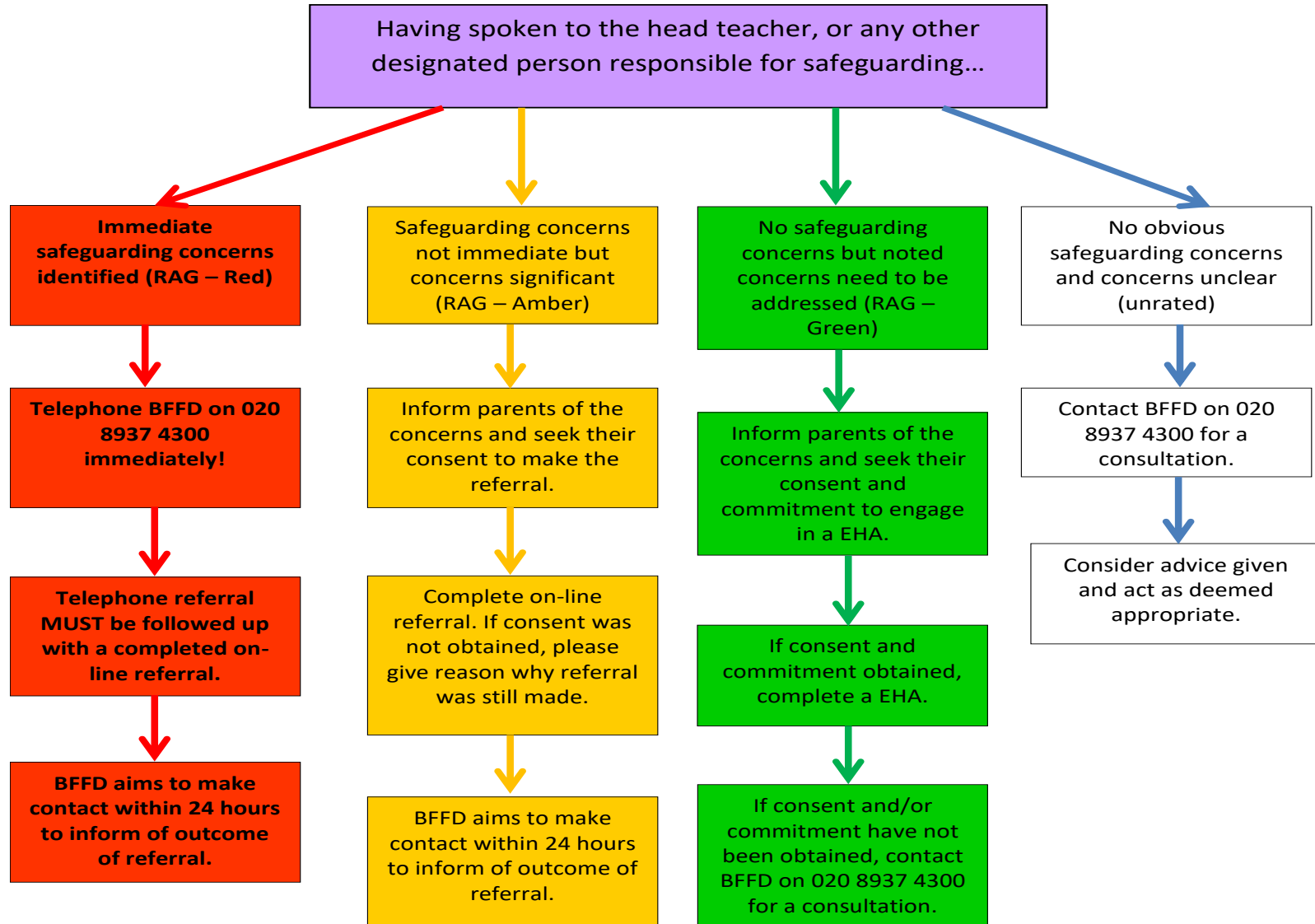
# MASH – what we do (in brief)



- Initiate the information-gathering process (with consent on non CP cases) within a secure environment about all family members where concerns have been raised about a child's welfare.
- Apply RAG rating and, within agreed timescales, make decisions in line with Brent's 4 Levels of Need.
- Offer Consultations to Professionals if they have a concern about a child/young person and their family via the Consultation Line

# Safeguarding flowchart

## Referrals to Brent Family Front Door (incorporating MASH)



**Contact Received**  
BSO to upload contact ensuring that all demographics are updated e.g. School, address, GP etc., link all relationships with family members. All contacts to be checked on client index

What are we concerned about?  
What is going well?  
What needs to happen?

If there are immediate safeguarding concerns notify TM/DTM immediately

Manager to review contact and RAG rate.

**RED**  
If immediate action is required SSW directly refers to Locality team.

Manager to allocate Contact/Referral/Task to SSW/SW/SWA

SSW/SWA to contact parents & confirm that consent has been given

No consent. Contact referrer and request consent is secured

Consent Secured. Proceed.

**RED (Max 4 hours)**

**AMBER (Max 48 hours)**

**GREEN (Max 72 hours)**

Progress straight to Locality team within maximum 4 hours timescale

Complete SharePoint request for information

Consent secured

No Consent. NFA

Review history of case involvement

Additional concerns identified

Enquiries with school and any other relevant organisation

MASH enquiries as per **AMBER** subject to management direction

Contact school direct and any other relevant agencies

Signpost to relevant resource

Collate information, write analysis and make recommendation

What are we concerned about?  
What is going well?  
What needs to happen?

Forward referral to BFFD duty for management authorisation

Confirm outcome once signed off

Outcome letter to be sent to Parents. Outcome letter/email to be sent to referrer

# Referral Contact No's:

## **Email**

- [Family.Frontdoor@brent.gov.uk](mailto:Family.Frontdoor@brent.gov.uk)

## **Online**

- Public [https://www.brent.gov.uk/services-for-residents/children-and-family-support/child-protection-and-care/child-protection/Brent Family Front Door](https://www.brent.gov.uk/services-for-residents/children-and-family-support/child-protection-and-care/child-protection/Brent%20Family%20Front%20Door)
- Professional <https://www.brent.gov.uk/firmstep/forms/childrens-social-care-referral-form-for-professionals/>

## **Early Help Assessment**

- <https://www.brent.gov.uk/services-for-residents/children-and-family-support/early-help-and-support-available/getting-an-early-help-assessment/>
- EHA's can be emailed to [EHA@brent.gov.uk](mailto:EHA@brent.gov.uk)

## **Telephone**

- 020 8937 4300 (Option 1)
- 0208937 2228 Consultation line

## **Emergency Duty Team line**

- 020 8863 5250



Any Questions?

