

# Oxfordshire Multi Agency Safeguarding Hub

Information for parents  
and carers

## What is the MASH?

The Multi Agency Safeguarding Hub (MASH) is a partnership between Oxford City Council, Oxfordshire County Council, Thames Valley Police, The National Probation Service, NHS health services, South Central Ambulance Service and Drug and Alcohol Services.

## What does MASH do?

When a professional, family member or member of the public is concerned about a child or young person's welfare or safety, they can contact us so we can look into it. This is called reporting a MASH enquiry.

## Will I be told that there is a MASH enquiry about my child?

Yes. Usually you will be told at the time the concern is raised. If the MASH enquiry has been made by a professional, for example a social worker or a teacher, they will tell you what their concerns are and will ask your permission to contact us and share information between agencies.

## Can information be shared without my permission?

Yes. Information may be shared without your permission if:

- someone is being harmed or may be harmed in the future
- the information may help to stop or solve a crime

## What happens when an enquiry is made?

Partners in the MASH will share information to decide if:

- the child or young person has been harmed or could be harmed in the future
- the child or young person or you would benefit from support from other people who help children and families.

## How will my information be used?

Your information will only be used to decide whether:

- you or someone else is being harmed or may be harmed in the future
- you or your family would benefit from help and support
- a crime has been committed or could be committed in the future.

Your information will be held in a safe place and will not be shared with other people unless they have a legal power to see it.

## Can I see what is written about me?

Yes. The Data Protection Act 1998 lets you ask for a copy of the information held about you. If you would like to request this, contact:

Oxfordshire County Council  
Subject Access Requests (SAR)  
FIS  
PO Box 876  
Oxford  
OX1 9PB

## What happens after the MASH enquiry?

If the child or young person is thought to have been harmed or could be harmed in the future, we will refer them to the Oxfordshire County Council social care assessment team.

Information will also be given to the police if it is necessary to help stop or solve a crime.

If the child or young person has not been harmed but we think they or you would benefit from extra help, then their name, address, reason for the enquiry and outcome will be passed onto the most appropriate service so that you and your family get the support you need.

We will also write to you and where appropriate the child or young person, explaining the outcome of the MASH enquiry within 10 working days.

## Making compliments, comments and complaints

Freepost RRYR-XTBE-GBTZ  
Comments and Complaints  
4th Floor, County Hall, New Road,  
Oxford, OX1 1ND

Tel: 0845 050 7666

Text: (or phone) 07717 420 419

Fax: 0845 6054165

Email: [commentsandcomplaints@oxfordshire.gov.uk](mailto:commentsandcomplaints@oxfordshire.gov.uk)

## Where can I get more information?

To find out more about the Multi Agency Safeguarding Hub (MASH) visit  
**[www.oxfordshire.gov.uk/mash](http://www.oxfordshire.gov.uk/mash)**

Remember – If you are concerned about a child, young person or vulnerable adult and want to speak to someone, contact the Oxfordshire MASH on

**0845 050 7666**

and give as much information  
as you can.

*Working with*

