

Brent Family Front Door (BFFD) MASH consultation line for professionals

0208 937 2228

Monday - Friday between the hours of 9am- 12.30pm and 1.30 pm - 5pm

In 2013 Brent Council and partners established the BFFD incorporating a Multi-Agency Safeguarding Hub (MASH). This is a team of professionals from agencies including; Social care, Police, Health, Probation, Family Services, Early Help Services, Housing and Education, all co-located in one place, to ensure **child safeguarding** concerns in Brent are dealt with in the most effective way.

To help professionals make the most informed decisions the Brent Family Front Door (MASH) have created a consultation line to help guide referrals to the most appropriate area within social care

This service should be used alongside your own local child safeguarding processes.

- A qualified Senior Social Worker from Brent MASH will provide advice.
- Advice and guidance will be given without recording the name or details of the child.
- Therefore parental consent is not required for consultations.
- The Social Worker will reference the Brent Level of Needs- where the threshold for social work intervention is not met the referrer may consider that an Early Help Assessment (EHA) is undertaken with an Early Intervention Services (EIS) referral made if necessary.
<https://www.brent.gov.uk/services-for-residents/children-and-family-support/early-help-and-support-available/>
- If we feel the child is at risk we will advise that you make a BFFD referral via our online referral form:
<https://www.brent.gov.uk/firmstep/forms/childrens-social-care-referral-form-for-professionals/>
- **Where there are significant concerns we may request you also make telephone contact with Brent Family Front Door: 0208 937 4300.**

During and prior to Consultations professionals should:

- Outline their concerns and any issues they wish to discuss.
- Consider and outline any advice already sought from other colleagues,
- Identify any actions or interventions already implemented and their outcomes.
- *Consider if the child is at potential risk of harm and that their voice is being heard.*
- Where a referral is necessary ensure parental consent is sought unless there are clear reasons as to why consent is not being obtained.

During Consultations the Brent Family Front Door will:

- Discuss concerns; offer advice and record detail of discussions and decisions made (but not the name or details of the child).
- Assist in identifying the service or intervention that is most appropriate for the child and family.
- Provide you with a reference number to allow follow up if necessary.