

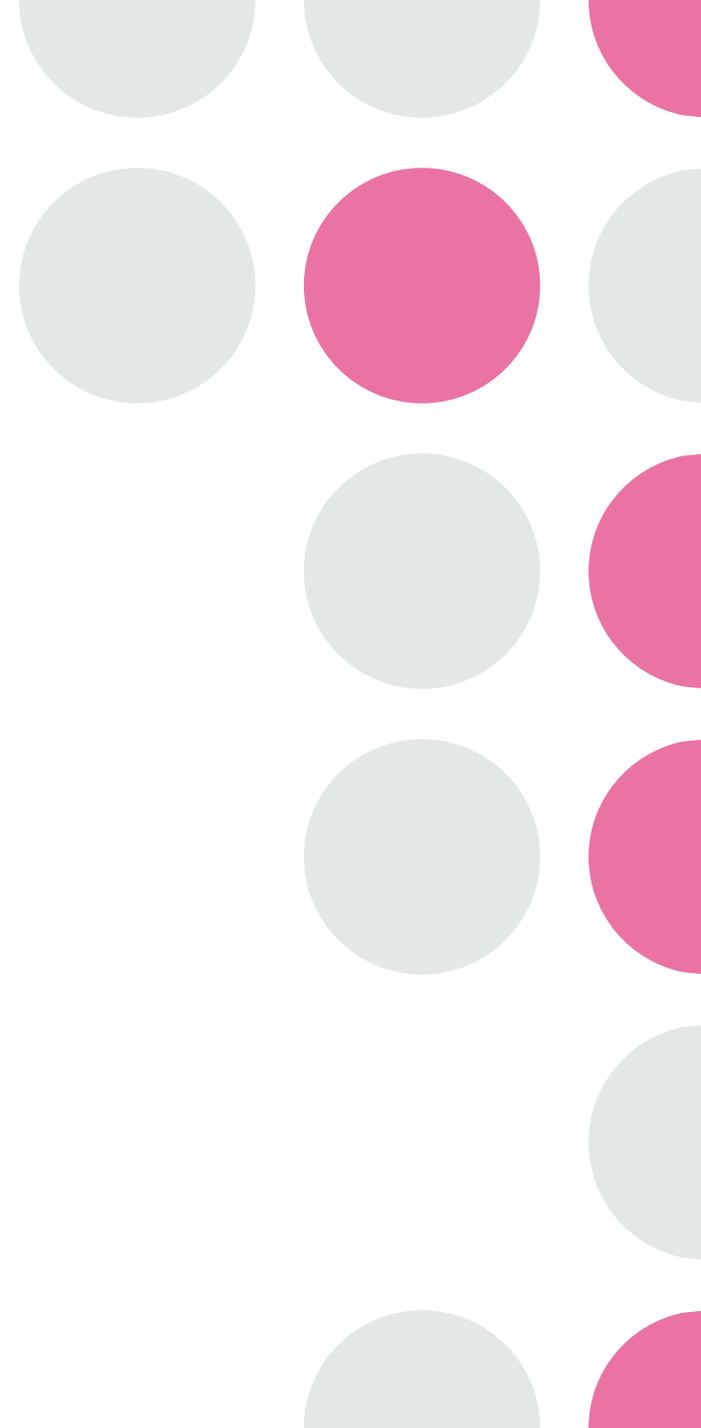


Stronger families Hub (SFH) and MASH

Hillingdon Children's Services.

What is Stronger Families Hub?

A single point of contact for children, young people and families in Hillingdon to access a wide range of support services 24/7 and offer a helping hand to become a stronger family.



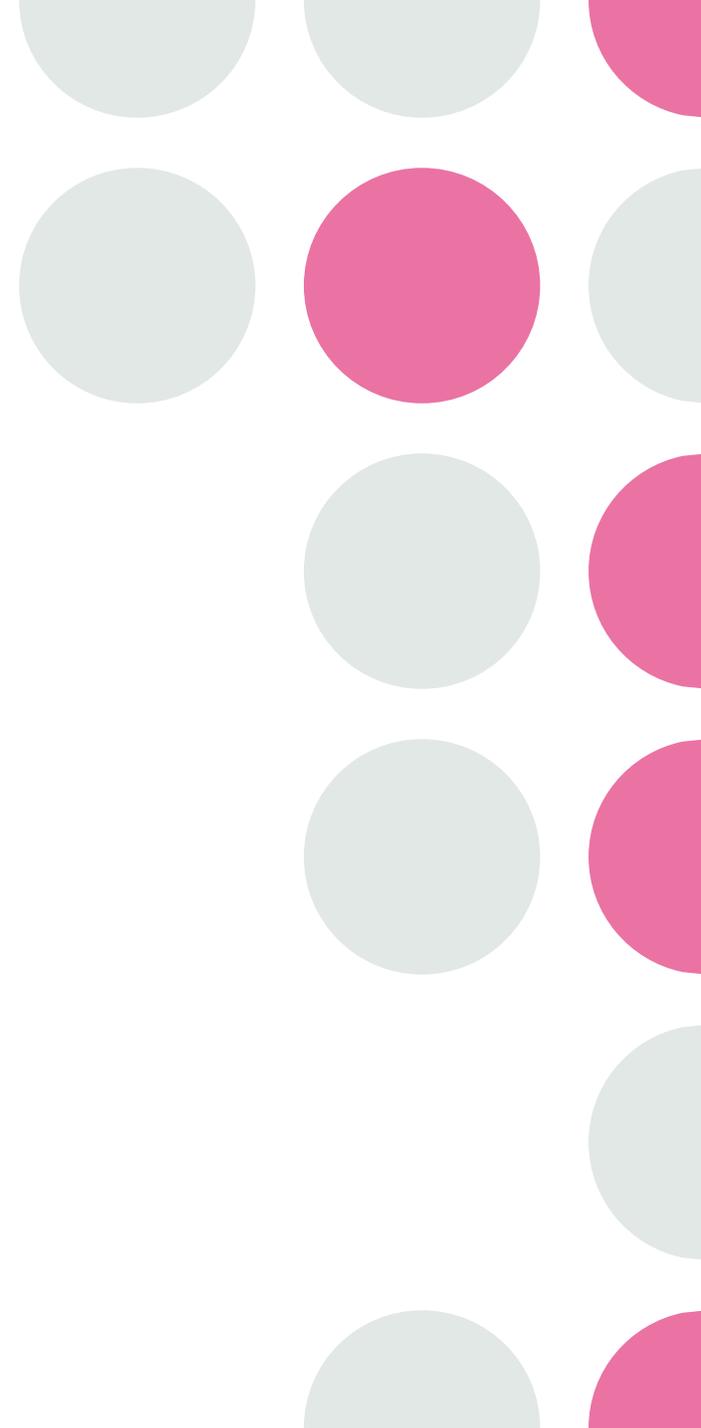
The Team

SFH

- Team Manager
- 10 Triage officers

MASH

- Team Manager
 - 10 senior practitioners
 - 1 advanced practitioner
 - Partner agency representatives
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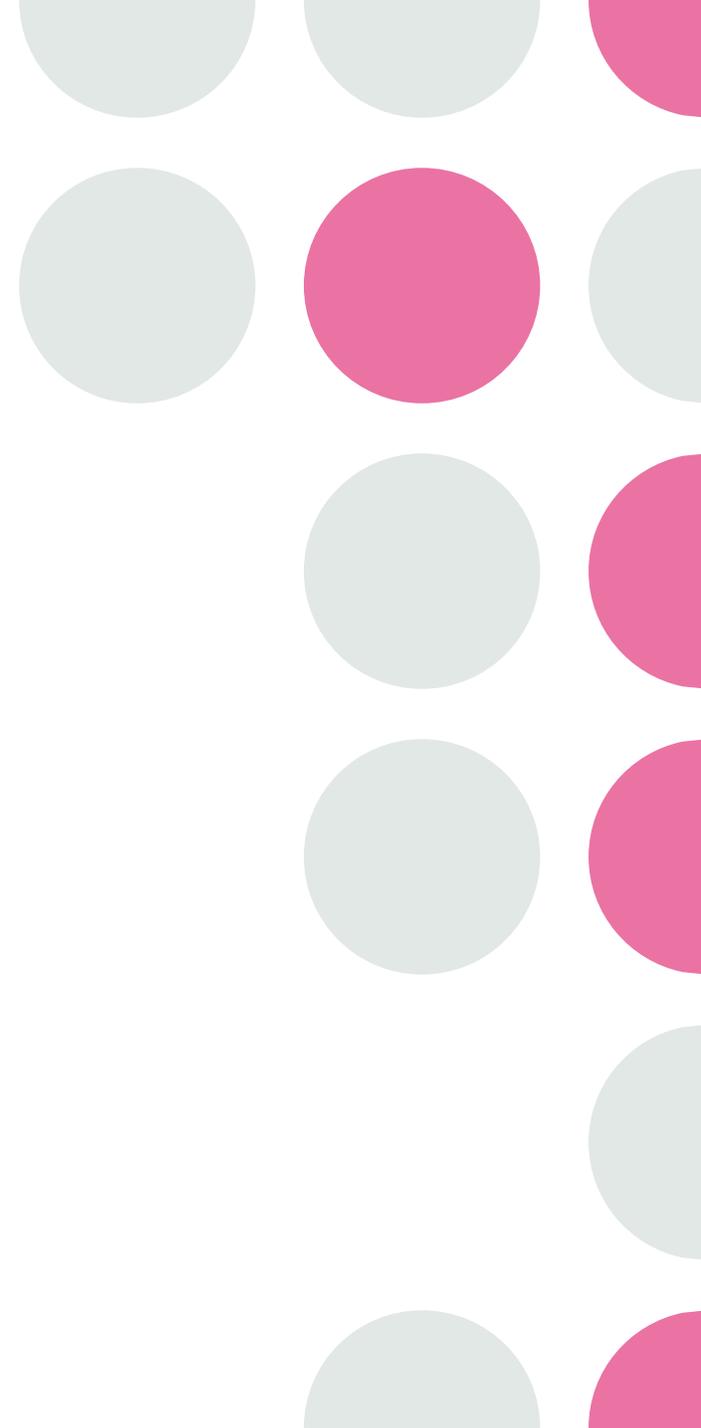
How to refer to SFH

- Professionals to refer via the portal

[Stronger Families - Hillingdon Council](#)

-Where there is concern around a child having suffered/suffering or at risk of suffering significant harm it is advised that the referrer contact SFH to consult with a senior practitioner for further direction

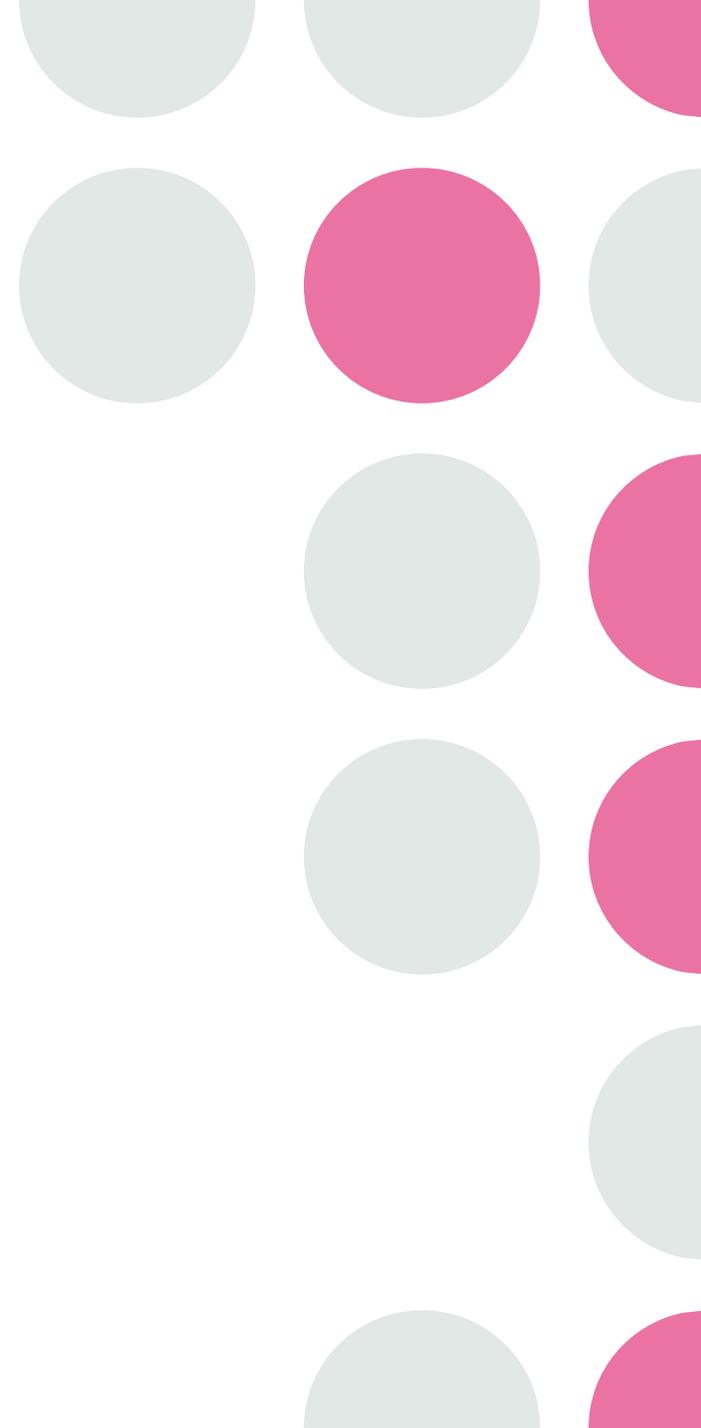
- Members of the public via telephone/email
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Consent

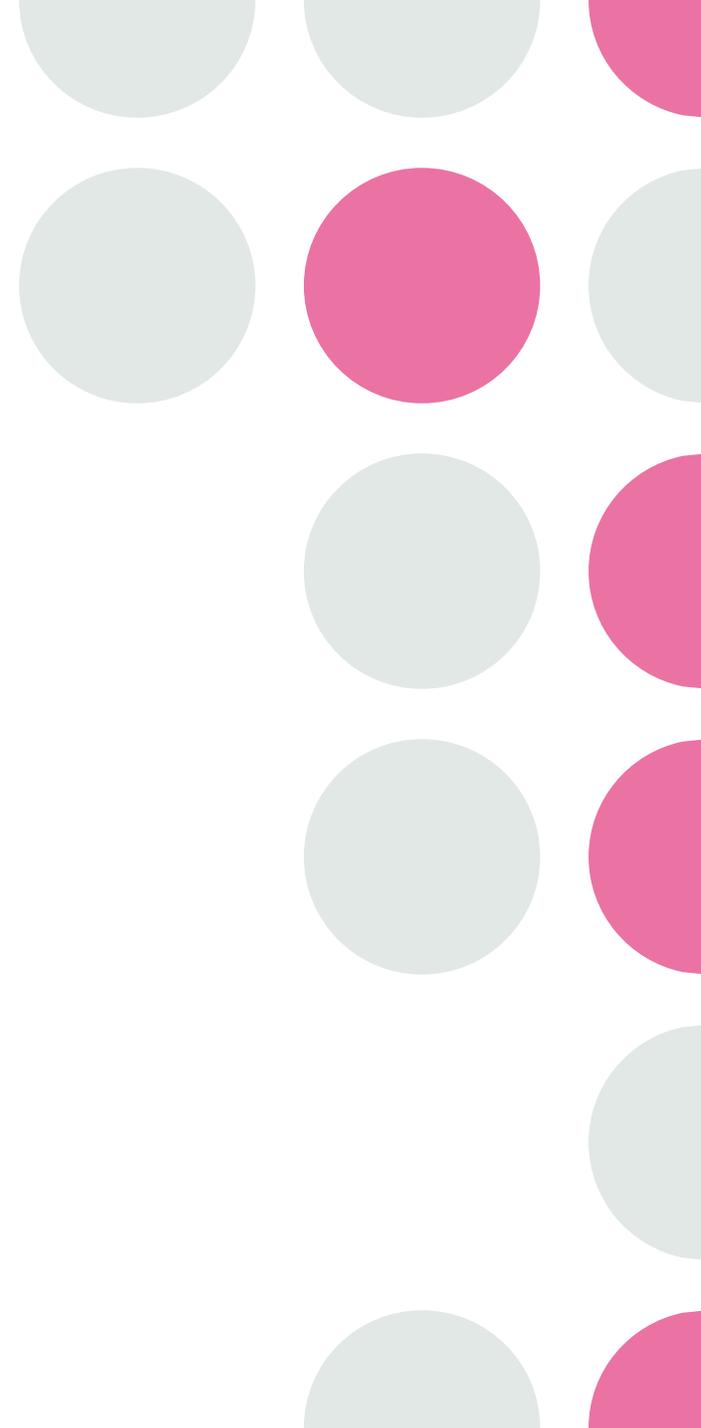
Professionals are to ensure that they have obtained consent for the referral and completed the Early Help Assessment efficiently with the family where possible.

Consent can **only** be overridden where a child could be placed at risk if the parent/ carer is contacted. Unless there is this concern, referrals will be rejected without consent.



What is a good referral?

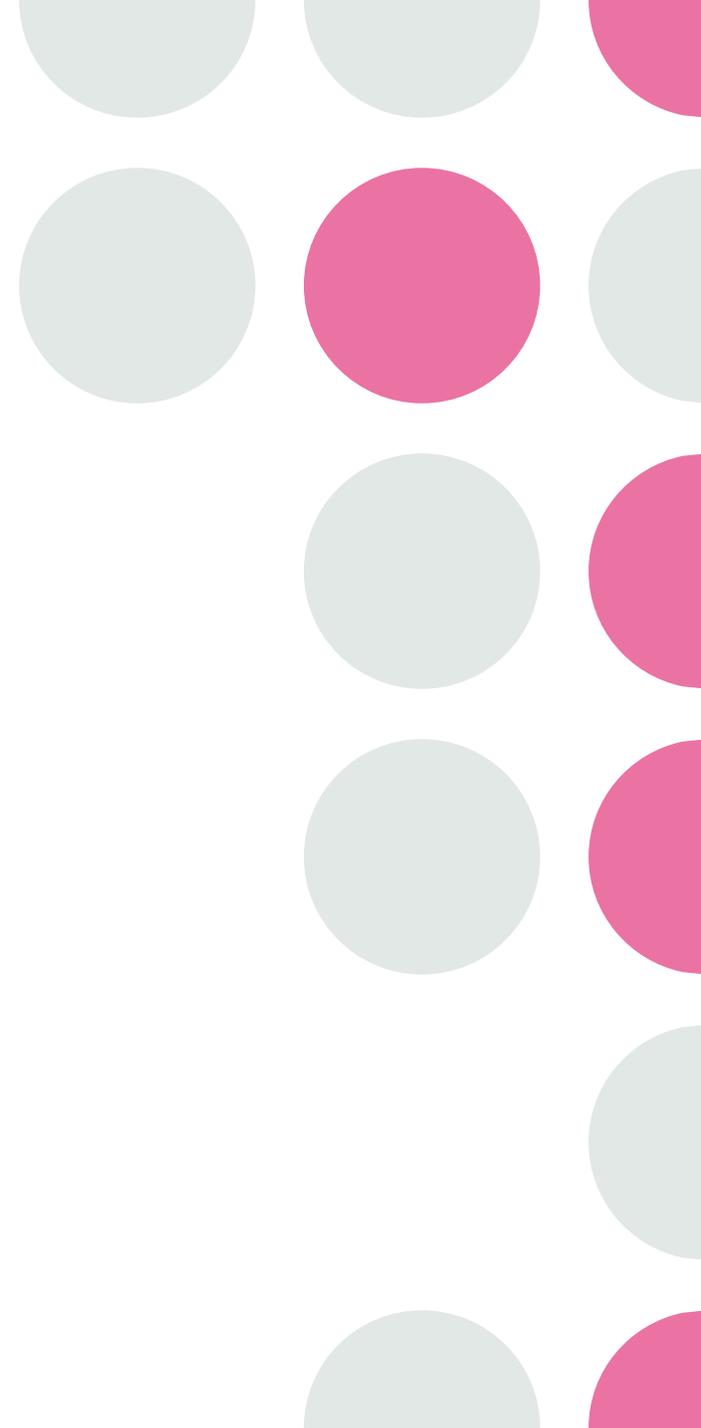
- Clear and concise summary of the safeguarding concerns/ family support needs
 - Examples and a chronology of any previous concerns
 - All sections of the EHA completed with a summary- if the form is not completed efficiently there is a possibility it will be rejected (unless there are clear CP concerns)
 - Description of what support the referrer has provided/offered
 - What community services have been considered/referred to
 - A clear indication of what service/support the family require
 - Up to date and correct details of the family
 - Mindful of assumptions and personal values/judgements on the family. Appropriate use of language
 - Where children make disclosures of significant harm, notify children's services as a matter of urgency to ensure a timely response and safety of the child (e.g. if a child has injuries and makes a disclosure in the morning please contact SFH immediately and prior to child being released home). Senior practitioners may advise further exploration with the child is required or to hold the child in school. Releasing the child home prior to consultation with SFH in these situations can place the child at increased risk and loss of opportunity to obtain further context from the child.
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MASH

- 10 senior practitioners (SP) available on a duty rota system for consultation
- Team Manager and Advanced Practitioner will review the initial referrals and provide a RAG rating in terms of urgency and risks (Red, Amber, Green)
- Contacts are allocated to SP's to review the information, history, complete checks with partner agencies and explore with parents (where safe to do so) and make a recommendation

Possible outcomes- Strategy discussions, S17 assessments, Early Help Services, Community Services and closure



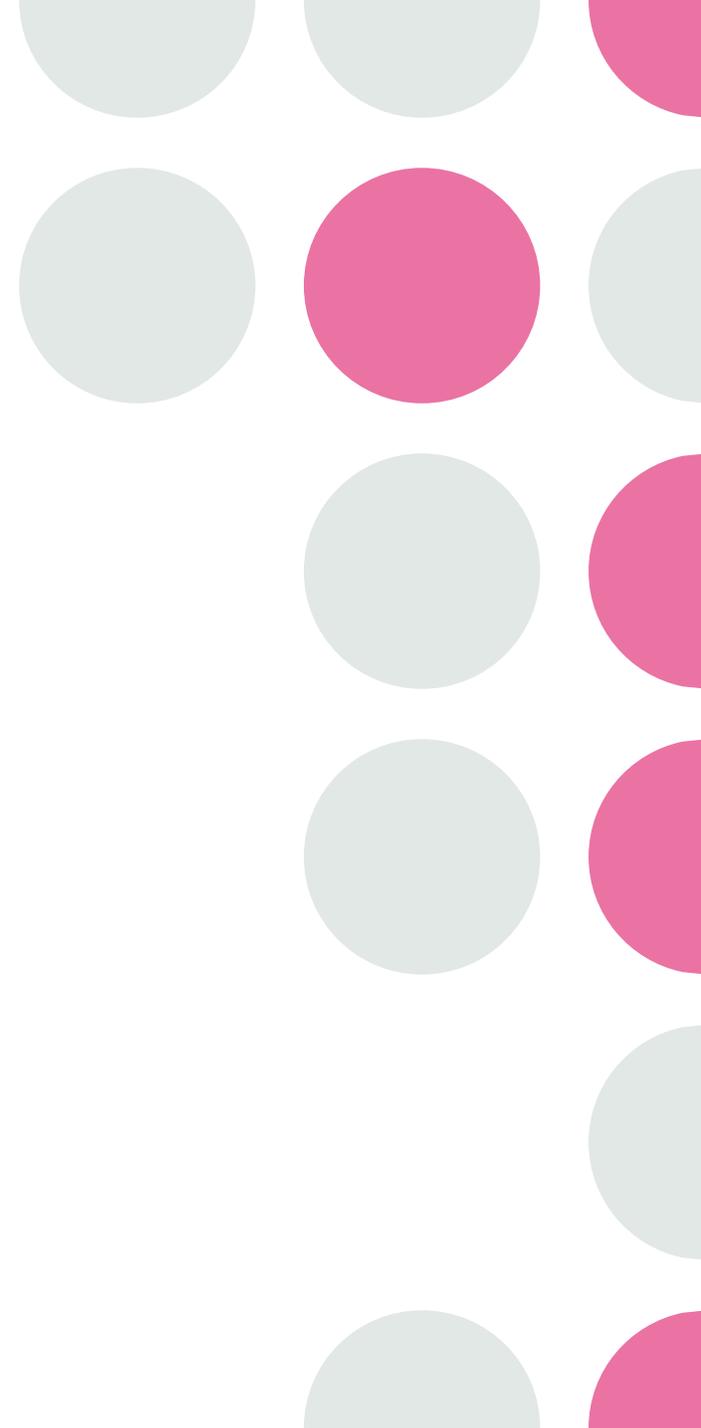
Hillingdon Threshold/Rag rating

Blue/Tier 1 Children with no additional needs whose health and developmental needs can be met by universal services.

Green/Tier 2 Children with additional needs that can be met through the provision of 'early help

Amber/Tier 3 Children with complex multiple needs who need statutory and specialist services. A referral to children's social care is required.

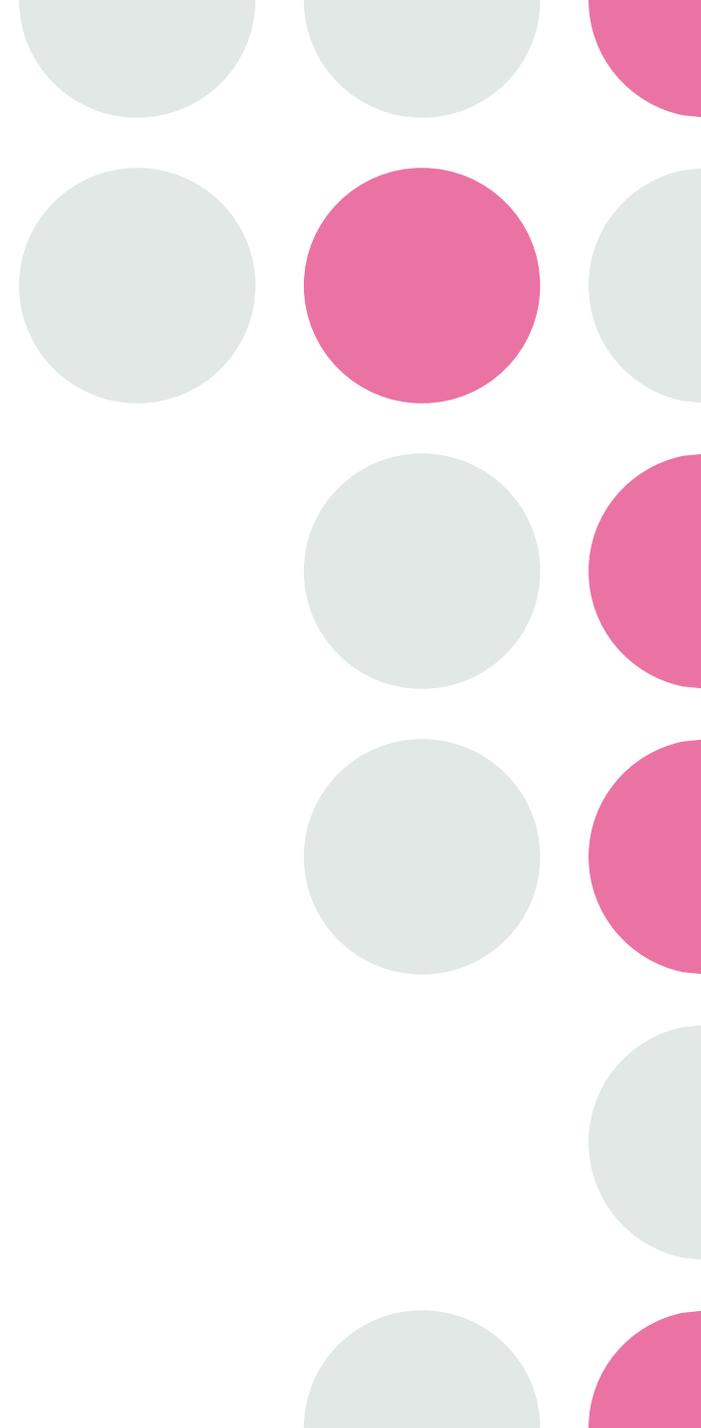
Red/Tier 4 Children in acute need. Require immediate referral to children's social care and/or the police.



Reminder 😊

Safeguarding is everyone's responsibility

[Working together to safeguard children - GOV.UK](https://www.gov.uk)
www.gov.uk



Contact details for advice

Telephone: 01895556006

