Contacting Children’s Services: MASH, IAA and Service Delivery

- Professionals
- General Public
- Families
- Service Users

MASH

FPoC

Service Delivery

Back Office
Note: Information Advice and Assistance (IAA) is referred to as the Council-wide SERVICE provided, and FPoC as the TEAM itself. Abbreviations: # = Telephone Number.

Assumptions/Dependencies: Professionals are able to assess whether a case meets the MASH criteria. All internal staff and professionals have access to the internet. Service Users & Families will be given the appropriate Service Delivery number, and at the Social Worker’s discretion, their direct number. The Case Management process is not mapped here as any changes to it will come under the remit of the Remodelling Children’s Services Project. ‘Web’ includes both the council’s web pages (to be updated) and the Dewis Cymru Directory of Services.
Information, Advice and Assistance: Web & Face-to-Face Process

Note: Information Advice and Assistance (IAA) is referred to as the SERVICE provided, and FPoC as the TEAM itself.

Assumptions/Dependencies: As an enquiry is stepped up to ‘Advice’ core data will not be recorded at this point – this triggers the FPoC process (where the data will be recorded).
Call taking staff need to be aptly skilled to assess whether calls require information, advice or assistance – they will be able to discuss with the Duty Social Worker when unsure.

Once an open question is asked, an enquiry is stepped-up from 'information' to 'advice'.

'External' refers to cases which do not meet the thresholds of Children’s Service where a service will be provided by other organisations such as: Third Sector, Health, Education, Housing etc.

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Note: This process covers only the Children’s Services aspect of the MASH. Once the MASH roles and responsibilities are confirmed/approved the actions for each role can be added to the process map as swim-lanes. Timescales will also be added once they have been decided.