



me, you, us
safeguarding is everyone's responsibility

Devon MASH Team



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The education in MASH team are responsible for gathering and reporting information on children who have been raised as a concern within the MASH, to inform and support the outcome decisions made by Children's Social Care (CSC) in this multi-agency environment. As such they are in regular contact with schools' DSLs and DDSLs to gather the information you hold on that child/family.

The Education in MASH team are also happy for you to contact them in the following circumstances:

- For you to provide additional information following a recent contact from one of the team regarding a MASH enquiry. Via telephone is the best way to make contact in this circumstance.
- To enquire the outcome of a MASH enquiry which you have not made, but you are aware of following being contacted by one of the Education in MASH team, and you have not yet received your copy outcome letter. Via email is the best way to make contact in this case, unless your query is urgent.
- For an update on a MASH enquiry you have made - however only if you have had no response from your direct contact with the MASH on the main MASH telephone number or email, which should be your first point of follow up contact. Via email is the best way to make contact in this case, unless your query is urgent.
- To seek the name of a social worker if you are aware that a child has been opened to CSC, and if you have had no response from your contact with the main MASH switchboard or the responsible CSC team. Via email is the best way to make contact in this case, unless your query is urgent.
- You are seeking support or guidance on whether to make a MASH enquiry. This should be in the circumstance of you having already consulted with your setting's safeguarding colleagues, and if you have had no response from your efforts to speak to a MASH Social Worker for a consultation. Note that none of the team are qualified Social Workers so may still need to refer you back to the CSC team in MASH. Via telephone is the best way make contact in this circumstance.
- You need someone to check that an urgent MASH enquiry has been received in MASH, if you have had no response from direct contact with the MASH on the main MASH telephone number, which should be your first point of contact. Via telephone is the best way to make contact in this circumstance.

Useful links:

MASH direct contact: Telephone - 0345 155 1071
Email - multiagencysafeguardinghubsecure-mailbox@devon.gov.uk

How to make a
MASH enquiry:



Devon Safeguarding Team - Advice and guidance: devon.cc/education-safeguarding



Shop for safeguarding support:
devoneducationservices.co.uk/safeguarding

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