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| Halah Shams El-Din [halah.shamsel-din@gloucestershire.gov.uk](mailto:halah.shamsel-din@gloucestershire.gov.uk) **Senior** MASH Education researcher 01452 328953 |
| Maternity cover post (2 days a week Mon, Tuesday) MASH Education researcher |
| Rehana Tola 01452 425681 [Rehana.tola@gloucestershire.gov.uk](mailto:Rehana.tola@gloucestershire.gov.uk) (Term time only) MASH Education researcher |
| Faith Wade (3 days a week) MASH Education researcher Wednesday, Thursday and Friday |

[MASHEducation@gloucestershire.gov.uk](mailto:MASHEducation@gloucestershire.gov.uk)

Call or email to school from MASH Education team. URGENT: Strategy meeting needs an immediate response Please make sure Reception staff are aware of this. MASH referral/query response ideally within max 2 hours

Do not hesitate to check who the person calling is, e.g. via Gloucestershire County Council Contact centre (01452 425000) although DSLs/DDSLs are likely to get to know the 4 of us quite well!

Please do not be afraid to pass over questions to class teacher/ tutor/Head of Year if they are better placed to answer some of the other questions, e.g presentation, who drops off/collects, etc.

In line with KCSIE we would expect there always be someone available from school who could respond to us asap.

A summary of concerns from your records (CPOMS/ My Concern/ recent paper records) is really helpful. Recent info and significant historical issues are really important

There are generic questions we will ask almost every time, e.g. presentation, academic progress, whether there are any drugs/alcohol/mental health issues with the family. (If you are submitting a MARF it might be worth mentioning these . ) It is helpful to speak over the phone as we can unpick questions that come out of the answers to these questions.

We can usually tell you where the referral has come from (e.g. Police, Health, school, etc) but at the point of initial enquiry we cannot give you specific details unless we are inviting you to a strategy meeting. If you have put the referral in you may get phone calls from social workers and one of us during different stages of the process.

We strongly advise calling us back approx. 2 working days later for an update. We can usually give you a little context at that stage.

Thank you for your amazing hard work and dedication during these difficult times. We really appreciate your help, support and patience with MASH enquiries and requests to attend strategy meetings, often at very short notice.

School’s information can be crucial in the decision making. We have very short time scales in the MASH and the Social Workers usually have to make their decisions within 1 working day based on the information available from all the agencies within the MASH, which include Education in order to ensure that children, young people and their families receive the right response at the right time. We appreciate that it is not always possible to obtain the information within a few hours during the school holidays, but it is extremely helpful to be able to include it wherever possible, especially under the current circumstances.

Please share emergency contact details with Halah. These are kept within the MASH Education team and only used in emergencies.