



# **PRESENTATION FOR SCRUTINY COMMITTEE – AUGUST 2016**

**Multi-Agency Screening and  
Safeguarding Service (MASSS)  
September 2015 to August 2016**

**Development, Implementation  
and Impact**

**Bolton  
Council**



# DRIVERS

- Multiple, uncoordinated multi-agency contacts, duplication and poor outcomes.
- Ofsted view that the safeguarding concerns needing a joint response from the Police and Children's Services should be more timely and consistent.
- Barriers with Partner Agencies due to different cultures/ways of working.



# PLANNING PROCESS

- September 2015 – decision to co-locate the 3 district Referral and Assessment Teams together at Castle Hill as a borough wide service.
- October 2015 – decision to move the Public Police Unit from Astley Bridge Police Station to Castle Hill.
- October 2015 – create the MASSS duty room as a gateway to screen and respond to all contact and referrals relating to children at risk of harm.
- November 2015 – go ‘live’ date.



# AIMS

- **Right Service at the Right Time** – all partner agencies and service users contact one borough wide team when concerned about a child or a child who has additional needs.
- **Responsive** – the MASSS duty room enables joint child protection enquiries, information sharing and actions to take place immediately so no delay.
- **Relationships** – build stronger, more effective working relationships and remove barriers.
- **Review & Roll Out** – increase partner agencies presence in the MASSS because the model works.



## **ACTIVITY in 9 months**

Between November 2015 and July 2016

- Contacts Taken – 9770
- Referrals Taken - 3509
- Assessments completed -3169
- Strategy discussions with police (usually now all completed on day of referral) – 1237 (Total 14/15 1300)



## PEER CHALLENGE

- April 2016 – Multi-Agency Team from Rochdale and Blackburn with Darwen.
- Scope – consider the level of consistency and quality of the MASSS in Bolton.

### **Findings - Positives**

- Clear vision and purpose, considered and reflective.
- Strong leadership across partnership.
- Culture in organisation is calm, supportive, excited, committed, loyal and engaged.
- Respectful staff who have positive attitudes.
- Very good co-location with Police and excellent communication between social care and PPIU.



# **FINDINGS**

## **POSITIVES CONT'D**

- Know yourselves well.
- Staff feel supported by Managers.
- Timely decision making, timely co-ordinated response with Police.
- Strong partnership at every level – trusting relationships and positive.
- Good understanding of roles.

## **AREAS FOR DEVELOPMENT**

- Caseloads appear high.
- Domestic Abuse – more frequent triage arrangements needed
- Application of thresholds not yet fully consistent.
- Not enough referrals come with an Early Help Assessment.
- Health Worker role in the MASSS.



## DEVELOPMENTS/NEXT STEPS

- Daily Domestic Abuse meetings to triage referrals (now in place & attended by Social Care, Police & Integrated Working Manager and from Sept Community Safety).
- Trial a permanent Duty Manager in MASSS to improve consistency even more.
- Expand MASSS to include a Health Worker (some delay)
- Expand MASSS to include Safeguarding in Education Worker (starting 1 day a week from September and then review).
- Strengthen Early Help and step up/step down processes by developing an Early Help Manager role.





# Developments Continued

- Review case loads as much higher than other Local Authorities.
- Work alongside developments for Phase 2 of the Public Service Hub
- Adults Safeguarding Team to move into Hub – Sept 2016