



People in Warwickshire are safeguarded from harm,  
receiving the services they need, at the right time,  
effectively and efficiently.

## **MASH Timescales & RAG Rating Policy**

### **Purpose of this Policy**

This policy has been developed for professionals, partner agencies and members of the public to:

- Enable professionals, partner agencies and members of the public to understand what to expect from the MASH in regards to timescales in response to referrals the MASH receives.
- Describe the allocation of RAG Ratings attached to referrals upon receipt and how these will be reviewed.
- Establish expectations regarding the sharing of information between partner agencies in a timely manner to enable effective decision making to occur.

This procedure should be read in conjunction with an agency's own MASH Practice Guidance & Safeguarding procedures. There is a glossary upon the MASH website which may also assist understanding terms and wording used within this policy.

### **Application of RAG Ratings and Timescales**

The MASH will use a RAG rating process for referrals received (this is under review re adult referrals). RAG ratings will be applied at the initial screening by a member of staff within the MASH. This will be reviewed & updated if the referral progresses to triage by members of staff within the MASH. If a referral progresses to a MASH Meeting the RAG rating will be reviewed at the end of the MASH meeting as part of the risk analysis and risk management plan. The application of RAG ratings will be applied based on a number of factors including:

- Concerns raised by the referrer within the Multi Agency Referral Form (MARF).
- Previous information known to Social Care, considering previous levels of risks, needs and intervention.
- Information gathered from other multi-agency sources, collated through the triage process.

The above factors will be considered in line with the Threshold Document and Guidance for Children and Adults detailed in the MASH Standard Operating Procedures. In regards to domestic abuse the DASH risk assessment will determine the RAG rating. Following completion of the DASH risk assessment, High Risk indicates a Red RAG Rating, Medium Risk indicates an Amber RAG Rating and Standard Risk indicates a Green RAG Rating.

The RAG rating will also determine the timescales for completion of the referral through the MASH. The timescales applied will be measured and reported upon. Time starts from the time the referral is received within the MASH. Time is then measured within the MASH working hours. However, a Red RAG Rating will be dealt with to completion through the MASH, even if this goes over the normal working hours to ensure urgent safeguarding concerns are dealt with and addressed.

The RAG ratings will be applied as follows:

- **Red:** Urgent safeguarding concerns about a child or adult, requiring immediate action to ensure their safety. **Must be completed by the MASH within two hours.**
- **Amber:** Where there are significant welfare concerns about a child or adult who is in need (of care and support), but immediate and urgent action is NOT required. **Must be completed by the MASH within four hours.**
- **Green:** Where there are concerns that a child or adult will benefit from additional support or intervention. **Must be completed by the MASH within twenty four hours.**

Every referral must be completed and a decision made regarding the response to be given and leave the MASH within **24 hours** of the referral being received.

### **Agencies responding to requests for Information**

Partner agencies within the MASH and virtual partners agree to collate the information from their own agency's reporting system as quickly as possible within the priority assigned to the case in question. The RAG ratings will determine the timescale for partner agencies to respond to information requests from the MASH. These timescales start from the time the information is requested by the MASH. The following applies to all agencies:

- **Red:** Information must be provided to the MASH within **one hour.**
- **Amber:** Information must be provided to the MASH within **three hours.**
- **Green:** Information must be provided to the MASH within **seven hours.**

Information requests and returns will be made from the MASH system so there is an audit trail of whose information has been requested, who has provided information and who has complied with agreed timescales. This information will also be reported upon to ensure effective and timely sharing of information is achieved.

### **Disagreements & Resolution**

If there is a disagreement regarding the RAG Rating that has been applied to a referral, the normal process set out in the Warwickshire MASH Standard Operating Procedures for complaints, escalation and disagreements applies.

In summary, if an agency is unhappy with this RAG Rating decision then they have recourse to 'escalate' within their own agency and to the Senior Management Team, in line with Warwickshire Safeguarding Children's or Adults Board Escalation Policy.

If there is disagreement amongst staff within the MASH in relation to an outcome from a 'triage' or MASH Meeting then this will be discussed between Management Team in the MASH. If agreement cannot be reached this will be raised to the MASH Service Manager who will make the final decision.

**RAG Ratings and Timescales Summary**

The MASH RAG Rating Policy can be described in summary as follows:

<b>RAG Rating &amp; Threshold</b>	<b>Timescales for agencies to supply information.</b>	<b>Timescales for completion by the MASH</b>
<b>Red: Urgent safeguarding concerns about a child, adult in need, or victim of domestic abuse requiring immediate action to ensure their safety.</b>	<b>One hour.</b>	<b>Two hours.</b>
<b>Amber: Where there are significant welfare concerns about a child, adult in need or victim of domestic abuse but immediate and urgent action is NOT required.</b>	<b>Three hours.</b>	<b>Four hours.</b>
<b>Green: Where there are concerns that a child, adult or victim of domestic abuse, who will benefit from additional support or intervention.</b>	<b>Seven hours.</b>	<b>Twenty four hours.</b>