Guidance for completing the MASH referral form

Contents

1) How to register to use the online form
2) How to login
3) How to download a copy of your completed referral
4) How to view copies of saved and completed referrals
How to register for online referrals to the Northamptonshire MASH

Following the link from the Report a concern webpage, you will be asked to sign up for an account in order to proceed.

Click the ‘sign up now’ button.

**Step 1 - Register**

Enter an email address for you or your organisation (this will be copied later in step 4 of the registration process)

This is the email address where email confirmation for your referrals will be sent. If you have several members of staff at one organisation, we would recommend using a generic email address that be accessed by all those who
require it. This would reduce the risk of Saved and completed applications getting lost.

Choose a password that meets the criteria. It should

- Be at least 9 characters long
- contain at least one lower case letter
- contain at least one number

Click the submit button

Step 2 – Provide Referrer’s details

![Update User Profile](image)

Enter the first name and last name of the referrer. The fields for title, date of birth and gender are not mandatory.

Click Next.
Step 3 – Provide Referrer’s address details

Enter the address for your company or agency. Only fields with an asterisk * are mandatory.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flat number</td>
<td></td>
</tr>
<tr>
<td>House number</td>
<td></td>
</tr>
<tr>
<td>Street *</td>
<td></td>
</tr>
<tr>
<td>Locality</td>
<td></td>
</tr>
<tr>
<td>Town</td>
<td></td>
</tr>
<tr>
<td>Post town</td>
<td></td>
</tr>
<tr>
<td>County</td>
<td></td>
</tr>
<tr>
<td>Postcode *</td>
<td></td>
</tr>
</tbody>
</table>
Step 4 – Provide Referrer’s contact telephone number

Enter your main contact telephone number where it asks for Home Phone, and select email as preferred method of contact. There is no need to provide a mobile phone contact. Click next.
Update User Profile

Before saving your profile, please take a moment to check that everything is correct.

Title

Full Name: Joe Bloggs

Gender

Date of Birth

Preferred Contact Method

Phone number: 01604 123123

Mobile number

Email Address: carehome@outlook.com

Postal address:
The Care Home
1
High Street
New Town
Northamptonshire
NN5 1BN

Previous  Cancel  Submit
How to Login once you have set up an account

When you click on the MASH form link, you will get the screen below.

Click on Log in

Enter your email address and password and click Sign In
How to download a completed copy of your application

- Once you completed all the section of the form and clicked the Submit button, you will be presented with the screen below. Click on the Download PDF button

- A pop up window will appear at the bottom of the screen. Click Save

- Click Open

- You will then get a copy of your completed form as a PDF. Please ensure you save this document this point as it will not be available once you close the screen down.
# Make a children’s safeguarding referral to MASH

<table>
<thead>
<tr>
<th>Reference</th>
<th>MA103858871</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date submitted</td>
<td>2019-01-28 12:51:46</td>
</tr>
</tbody>
</table>

## Introduction

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you made a telephone referral to the MASH about this referral?</td>
<td>Yes</td>
</tr>
<tr>
<td>Please confirm the MASH advisor has advised this meets the threshold for a safeguarding request</td>
<td>Yes</td>
</tr>
<tr>
<td>To your knowledge, is an Early Help Assessment in place for the family?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Please give details if known

hhhh

Please read our [privacy notice](#)

## Consent
How to view your completed or saved applications

You can view digital versions of all the MASH referrals you have completed and saved behind your login.

- Go to https://northamptonshire-self.achieveservice.com/
- Click Login
- Enter your username (email) and password.
- Click on Saved and Completed forms

Welcome to your account for online forms

This account saves you time by:

- auto-completing your contact information when filling in forms
- allowing you to view your completed forms
- allowing you to save and continue longer forms

You will be able to view your completed forms and return to and complete your saved forms.