

How to securely share safeguarding data to prevent harm

Wednesday 26 February 2025

Housekeeping

- Audio check
- Please ask questions throughout
- Short survey
- Aim to finish by 11.45
- Slides and recording will automatically follow
- Connect with us on X [@policy_practice](https://twitter.com/policy_practice) and LinkedIn

We empower people

Policy

£23 billion of support is unclaimed each year

[Read our analysis](#)

Practice

Smart products help our clients efficiently close this unclaimed support gap

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Agenda

- The safeguarding problem we're solving
- How safeguarding partners can share more information
- Case study: West Glamorgan Safeguarding Board
- A brief look at MAST

Today's speakers



Janet Harkin
Chief Marketing Officer
Policy in Practice

Abigail Everett
Head of Client Services
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Jane Hancer
Partnership Director
CC2i

Chris Frey-Davies
PO Safeguarding: Adult
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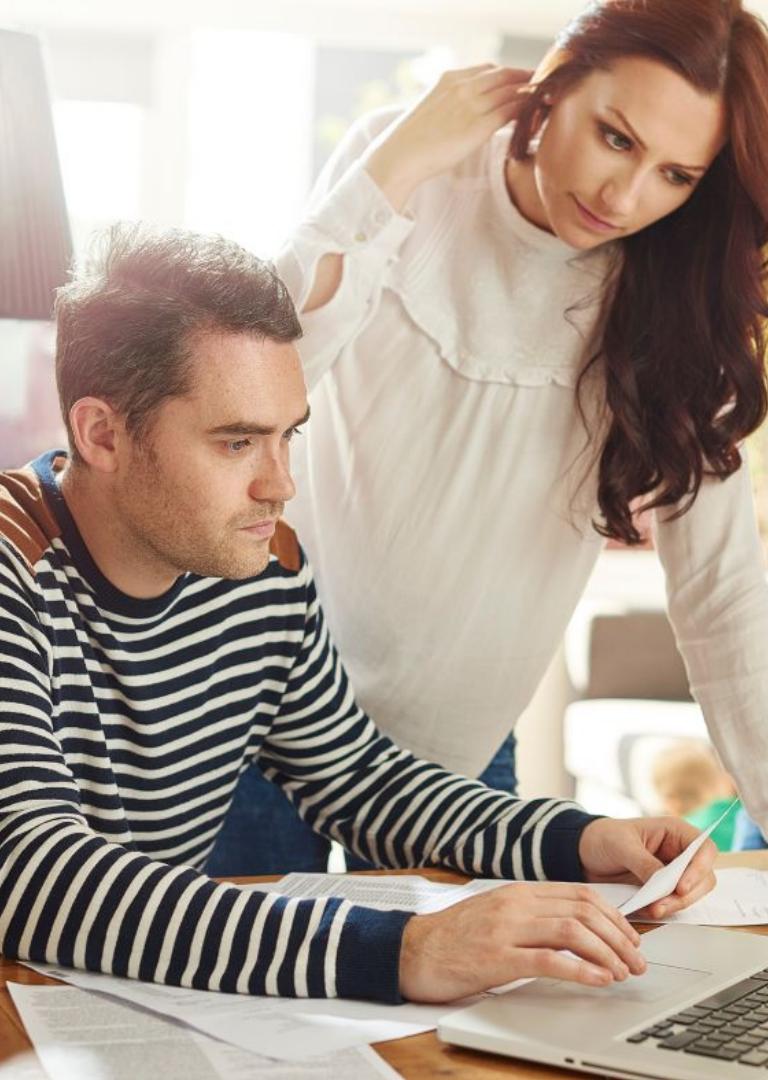


Policy in Practice

Abigail Everett

Head of Client Services
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6 YEARS AFTER DANIEL PELKA CHILDREN'S SERVICES STILL UNDER PRESSURE



DEPARTMENT TOLD TO CUT SPENDING ON AGENCY WORKERS AFTER £750K BILL

A focus on information sharing in reviews

National Review into the deaths of Arthur Labinjo-Hughes and Star Hobson

(May 2022)

“Time and again we see that different agencies hold pieces of the same puzzle but no one holds all of the pieces or is seeking to put them together.”

Child Practice Review into the death of Logan Mwangi

(November 2022)

“The lack of a shared information sharing system critically affected the ability to respond to this case.”

Domestic Homicide Review

(from September 2022, report published 2024)

“had the many interactions services had with Jacob been visible at the time, this would have prompted professional curiosity and initiated significant information gathering.”



CSPR Panel Annual Report 2024

THE CHILD
SAFEGUARDING
PRACTICE REVIEW PANEL

Annual Report 2023 to 2024

Patterns in practice, key messages
and 2024 to 2025 work programme

December 2024

Annual Report 2023/4:

Lack of co-ordination or handover between services featured in 81% of incidents. These often included failures in information sharing, inconsistent record keeping, role confusion, delayed responses and fragmented services;

Two-thirds (66%) of reviews noted a lack of professional curiosity or failure to ask the second question;

Some reviews identified the critical need for stronger and closer working relationships between adult and children's services, with significant gaps in information sharing;

One of the most common issues about information sharing reported in reviews related to how information is shared both within different health services and between health services and other agencies.

(Not) knowing what to look for

Late in the afternoon a social worker contacts Swansea Bay UHB in relation to a victim of domestic abuse, regarding wider safeguarding concerns;

The social worker was following standard practice in terms of information gathering - with a focus specifically on the adult;

By checking on MAST, Swansea Bay was able to confirm details of the adult, and also that a 5 year old child lived at the same address and had not been brought to multiple hospital appointments;

This ability to see the family composition and a 'household view' of safeguarding related activity, allowed social workers to follow up more effectively to support both the adult and the child;

"Without MAST we would not have seen the connection between the adult and child, and would not have known to ask for this information."



Poll: How do you share safeguarding data with your partners now?

1. Reactively, when asked
2. Proactively, within council (adults and children's services)
3. Proactively, between safeguarding partners (Police, NHS, LA)
4. I don't know



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Jane Hancer

Programme Director
CC2i

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Background to MAST

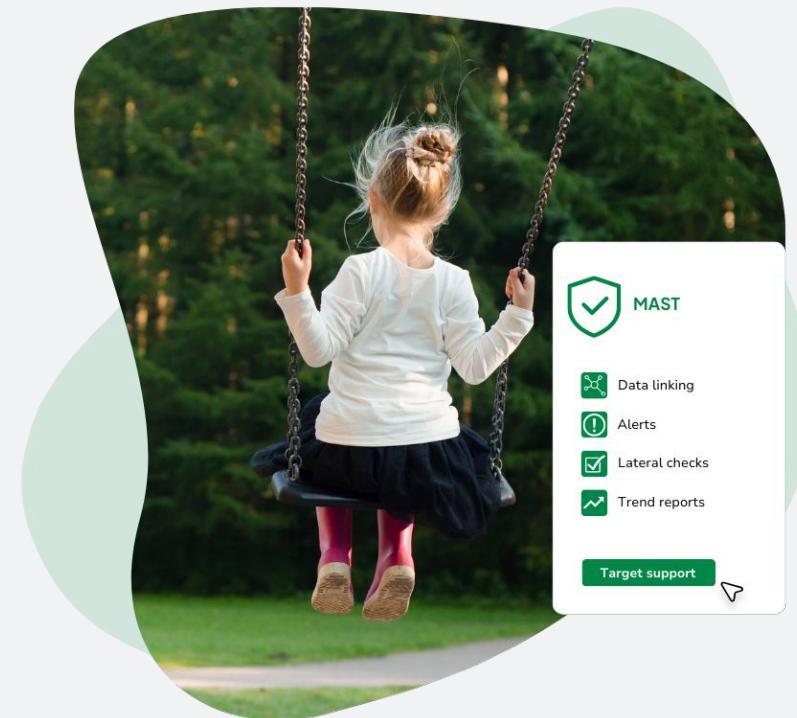
- Originally funded by the LGA's Social Care Digital Innovation Accelerator 2020/21
- Initially co-designed, developed and tested in partnership with Walsall Council and West Midlands safeguarding partners
- Specifically focused on proactive, real time information sharing amongst core safeguarding partners to support professional curiosity
- Core information governance documents developed by IG leads, which are reusable for other groups



Clever software that helps safeguarding professionals securely share data and make more informed decisions to protect vulnerable residents

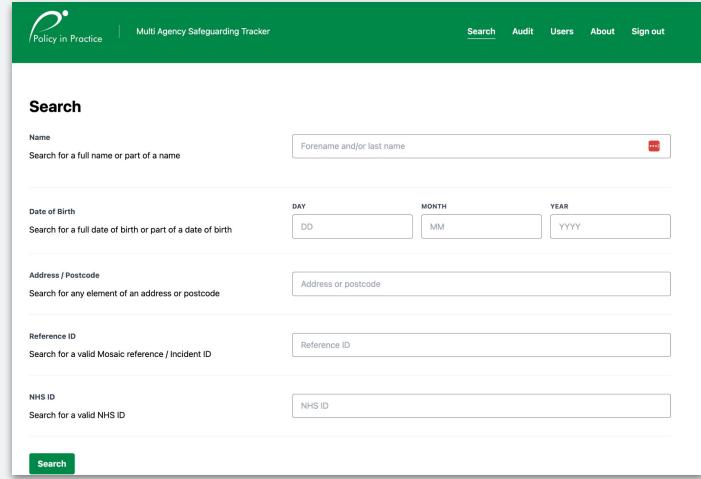
- Speed up lateral checks
- Co-ordinate prevention activity
- Securely share data
- Report on trends
- Make informed decisions with more data

What is MAST?



How can safeguarding partners share more information?

- MAST is a data driven solution that allows partners with mandatory responsibility for safeguarding to securely share **headline data**, underpinned by a documented information governance structure
- MAST gives immediate, real time access to safeguarding activity from key safeguarding partners across the last 12 months (updated daily)
- Information can be searched by both person and address to identify safeguarding partner interactions with individuals and families



The screenshot shows the 'Search' page of the Multi Agency Safeguarding Tracker (MAST) system. The top navigation bar includes the Policy in Practice logo, the MAST title, and links for Search, Audit, Users, and Sign out. The main search area is titled 'Search' and contains four input fields: 'Forename and/or last name' (with a red 'X' icon), 'Date of Birth' (with 'DAY', 'MONTH', and 'YEAR' dropdowns), 'Address / Postcode' (with a placeholder 'Address or postcode'), and 'Reference ID' (with a placeholder 'Reference ID'). Below these is an 'NHS ID' field with a placeholder 'NHS ID'. A green 'Search' button is located at the bottom left of the search area.

What is the minimum amount of data each partner can legally share which, when brought together, would give the insight required?

Key data sets

Headline date only - No case data

- Name
- Date of birth
- Address
- Primary contact for the case: officer name and contact details
- Date of activity / case opening/closing

Activity/Case

Children's: Open cases (person and address data)
Adults: Open cases (person and address data)
Police: All 999 /101 calls (address data only)
Health: A&E attendance and missed hospital appointments (person and address data)
Fire and Rescue: All 999 calls (address data only)

Additional data sets being considered include:
Education data (attendance and attainment), mental health, A&E et al

West Glamorgan MAST

Partner	Agency	Number of unique entries
Neath Port Talbot Adults	Adult social care	7,508
Neath Port Talbot Children's	Children's social care	3,012
Swansea Council Adults	Adult social care	37,043
Swansea Council Children's	Children's social care	20,749
Swansea Bay UHB	Health	360,464
Total		428,776



West Glamorgan MAST

201,723 people have at least one interaction with a service involved in West Glamorgan MAST

- 1 - 5 interactions: 195,022
- 5 - 10 interactions: 5,765
- 10 - 15 interactions: 851
- **20+ interactions: 85**

156,890 households have at least one interaction with a service involved in West Glamorgan MAST

- 1 - 5 interactions: 143,543
- 5 - 10 interactions: 10,629
- 10 - 15 interactions: 2,293
- **20+ interactions: 425**



Policy in Practice

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PO Safeguarding: Adult and Child Services and Quality Assurance
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Information Sharing: the Red Herring



Chris Frey-Davies

Strategic Lead for Safeguarding,
Research, Development &
Innovation, Neath Port Talbot County
Borough Council





Why a Multi-Agency Safeguarding Tracker (MAST)

A decades old conundrum

Wrong solutions

Real Challenge



Our Journey

DISCOVERY

PROOF OF CONCEPT

INFORMATION
GOVERNANCE

MAST PILOT LIVE

What we learnt



Case studies

Siblings not known to LA

Adult Services involvement not known to referrer with neglect concerns for Child

Exploitation concerns unknown

A domestic homicide that needn't have been





Next Steps

1

Onboard
more partners
across WGSB

2

A Pan-Wales
Digital
Solution

Poll: How do you think MAST could help you improve your safeguarding work?

1. Improve insights so we can make more informed decisions
2. Help us to intervene earlier to prevent safeguarding need
3. Help us to share data with partners
4. Give phone numbers so we can pick up the phone immediately
5. I don't know



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Head of Commercial Development (South and Wales)
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Who uses MAST and why?



MAST's popular features



Get timely information

Automate daily data flows to ensure consistent and accurate safeguarding data processing



Make early interventions

Get notified when safeguarding interactions escalate, facilitating timely interventions



Let the data tell you what you need to know

Quickly summarise all of the safeguarding activity with a household

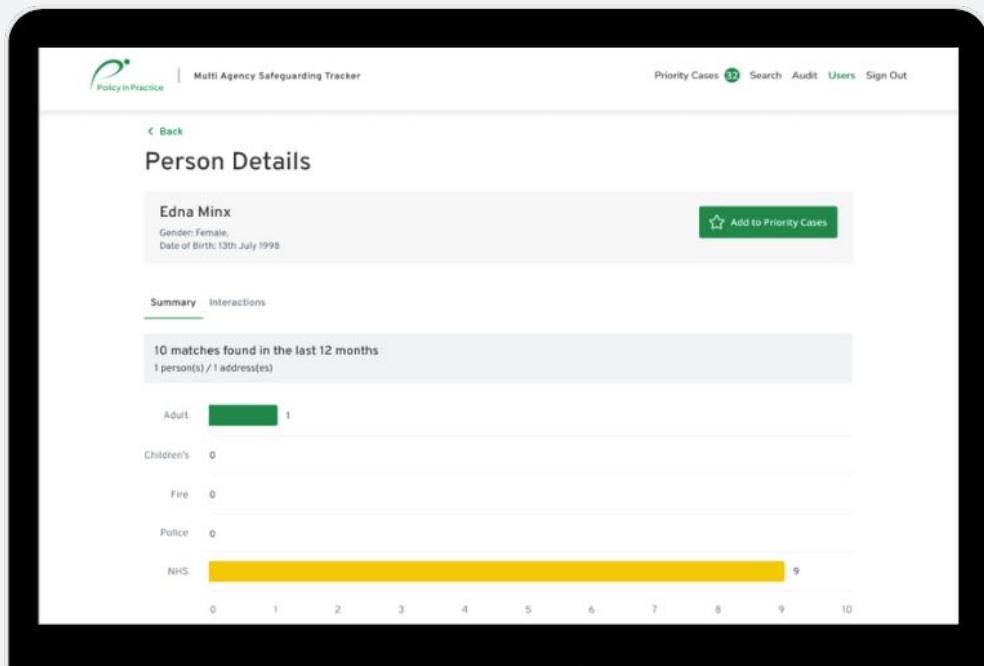


Join the dots with more data

Get a broader understanding of vulnerability using more information sources

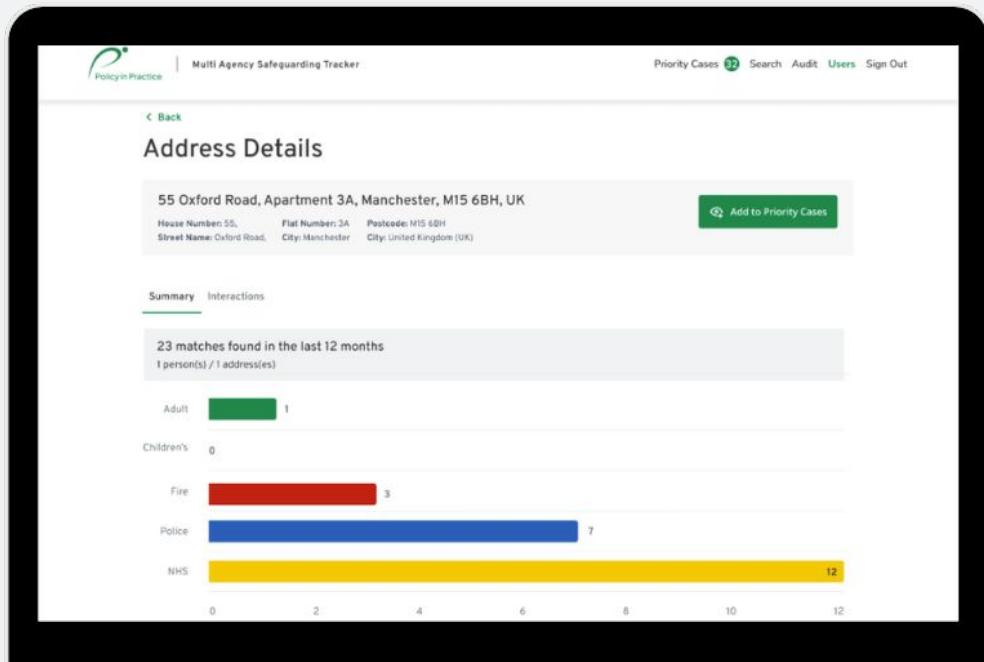
MAST: view person details

- Where have there been safeguarding incidents over the past 12 months
- Works across different partners and highlights where there may be concerns
- Can also drill down to see changes over time



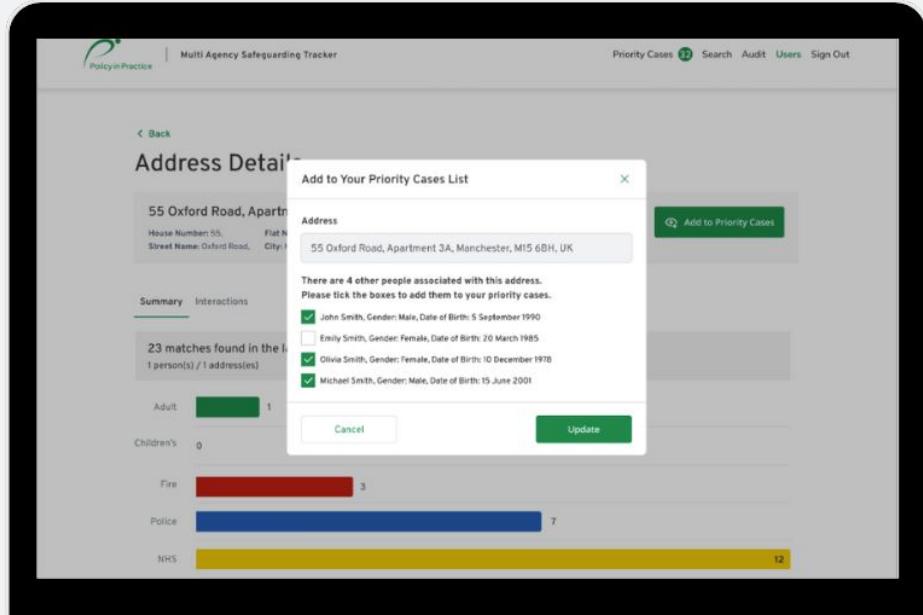
- Address view shows a very different picture to the one before
- A lot more incidents and interactions that may require further investigation than the initial data suggested
- Further ability to exclude individuals from this search (previous inhabitants for example)

MAST: view address details



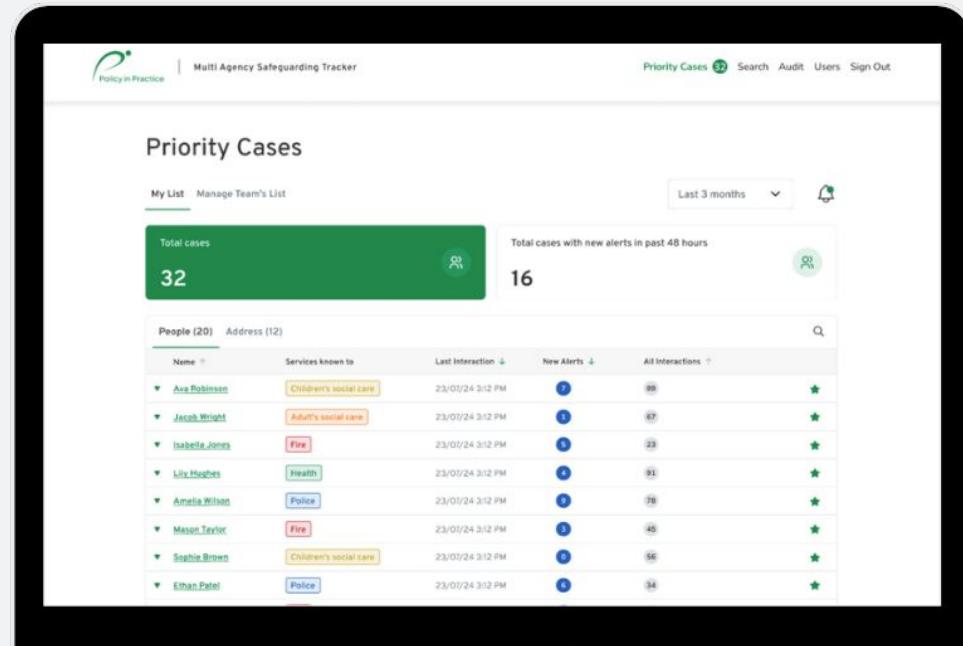
- Priority Cases allow easy access to those households where there is an open case or a case under review.
- No more searching for information - quickly find the households you are working with.

MAST: add current cases



- You also get proactive alerts every time that there has been a new incident involving one of your open /under review cases.
- No need to hunt around into each one - the system alerts you to where there are incoming priorities
- Instantly see what interactions have occurred and how to get additional information.

MAST: proactive case alerts



Name	Services known to	Last Interaction	New Alerts	All Interactions	Star
Ava Robinson	Children's social care	23/07/24 2:12 PM	7	89	★
Jacob Wright	Adult's social care	23/07/24 2:12 PM	1	67	★
Isabella Jones	Fire	23/07/24 3:12 PM	3	23	★
Lily Hughes	Health	23/07/24 3:12 PM	2	91	★
Amelia Wilson	Police	23/07/24 3:12 PM	3	78	★
Mason Taylor	Fire	23/07/24 3:12 PM	1	45	★
Sophia Brown	Children's social care	23/07/24 3:12 PM	0	56	★
Ethan Patel	Police	23/07/24 3:12 PM	1	34	★



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a call via this QR code

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Discussion

Next steps

Take our very short survey when the webinar ends to:

- Give us feedback and ask further questions of our speakers
- Book a chat with the team



MAST is now available through GCloud 14. Contact us for more information.

Register for our next webinars:

- Wed 26 March: The efficiency imperative: driving impact via data driven outreach
- Wed 30 April: Protecting vulnerable consumers in regulated sectors
- Wed 21 May: Harnessing data for regional impact: empowering local leaders to drive change

Thank you to our speakers

Abigail Everett, Head of Client Services, Policy in Practice

Jane Hancer, Programme Director, CC2i

Chris Frey-Davies, Strategic Lead for Safeguarding Research, Development & Innovation, Neath Port Talbot Council

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