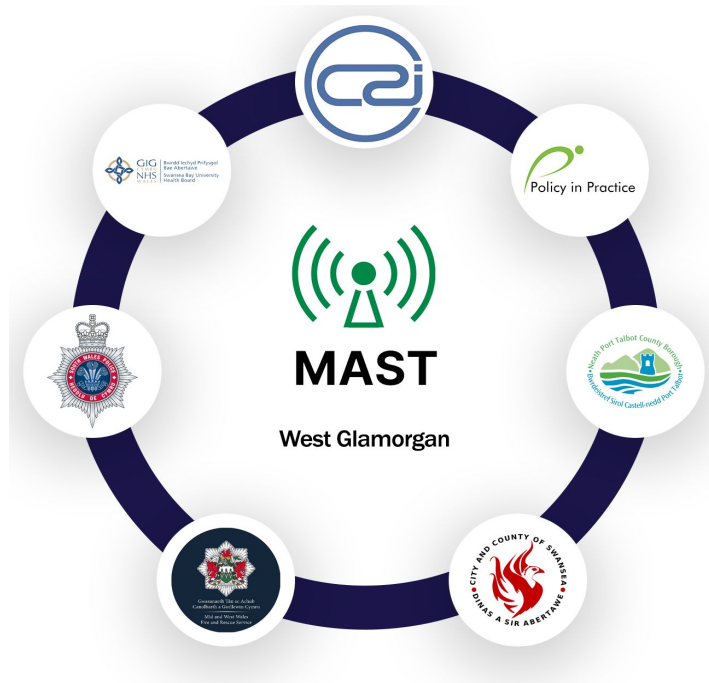


# Multi Agency Safeguarding Tracker

## *Evidence & Impact of MAST on Safeguarding Practice in West Glamorgan*



July 9th, 2025

# Today's Speakers

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- **Chris Frey Davies**
  - PO Safeguarding: Adult & Child Services and Quality Assurance, Neath Port Talbot Council
  - [c.frey-davies@npt.gov.uk](mailto:c.frey-davies@npt.gov.uk)
- **Kelli Richards**
  - PO for Single Point of Contact and Early Help, Swansea Council
  - [kelli.richards@swansea.gov.uk](mailto:kelli.richards@swansea.gov.uk)
- **Jane Hancer**
  - Programme Director, CC2i
  - [jane.hancer@cc2i.org.uk](mailto:jane.hancer@cc2i.org.uk)
- **Sam Fathers**
  - Head of Business Development, Policy in Practice
  - [sam.fathers@policyinpractice.co.uk](mailto:sam.fathers@policyinpractice.co.uk)

# Agenda & Housekeeping

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- 2-3.30pm
  - *Recording the session*
  - *Slides & recording will be shared after the session*
  - *Pls introduce yourself in chat*
  - *Questions in chat through & we'll pick up at the end*
  - *Evaluation report will also be shared on request*
- 
- Information sharing challenges, What is MAST & WGSB background
  - Key MAST Functionality
  - Information Governance
  - Live data feeds & volume of records
  - WGSB Evaluation Report
  - Real Case Studies & Impact
  - Headline Financial Evaluation
  - Expanding MAST
  - Questions & Resources

# Information Sharing Challenges

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- 'Information sharing' has consistently been a central issue in child protection and adult safeguarding practice, highlighted by numerous historical reviews and recommendations over the past fifty years;
- Efforts to solve the information-sharing conundrum to date have been misplaced, which may be one reason why this conundrum has bedevilled practice for so long;
- The key is - **Interactions**;
  - *When practitioners across the multi-agency landscape know that children and adults are interacting with the many multiple and disparate systems, then seldom does information-sharing become a shared issue;*
  - *It is not knowing how an individual interacts with the multiple systems that impedes information sharing.*

# WG MAST Background

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- West Glamorgan saw the **impact of MAST** in the West Midlands (LGA England funded social care accelerator)
- Agreed **initial pilot** of MAST in 2022/23
  - 12 months of data
  - NPT & Swansea Council, Swansea UHB & South Wales Police
- Pilot findings led to WGSB agreement to rollout **MAST for 'live' usage**
- Two **information governance phases**
- Fully operational **October 2024**
- **Initial 6 month evaluation** report now complete, with clear practice benefits, real/estimated financial savings & community impact based on real case studies and usage



***"This is the first time  
this quantity and level  
of data has been  
brought together  
across the region"***

# What is MAST

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- Multi Agency Safeguarding Tracker
- **Real time information sharing platform** to support safeguarding practice, underpinned by a **comprehensive information governance framework**
- Brings **headline data** into a cloud based platform from partners with mandatory responsibility for safeguarding
  - Currently: Open Adults & Childrens cases, A&E attendance, missed hospital appointments, *(999/101 Police call)*
  - Name, DOB, Address, NHS number, Unique ID, name & contact details of the social worker/professional lead
- **Real time search capability**: on person & address *(nb: family composition)*
- Trends, reports, high frequency individuals/addresses, **priority case alerts**
- **Authenticated & audited access** for safeguarding colleagues across a region

# Key Functionality

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- **Data feeds coming in securely overnight** from each partners systems - no data entry requirements or data duplication
- Once data in, data is cleansed, UPRNs added where missing & then matched
  - Matched on a variety of data points (NHS & UPRN as primary)
  - Reducing data issues - e.g.: spelling mistakes
- Comprehensive data from across partners **spanning 12 months**, allowing
  - Activity over time via graphs
  - Search based on person or address
  - Investigate family composition
  - See activity from across council borders
  - Make contact with the right person at each organisation to progress the conversation
- ***Tool to provoke and support professional curiosity & practice***

# Information Governance

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- During the POC, information governance documents were **rigorously reviewed and brought in line with Welsh law**
- Documents signed include:
  - Data Sharing Agreement
  - Data Processing Agreement between partners and the technical partner
  - Safeguarding Partnership Memorandum of Understanding
- These have subsequently been updated as West Glamorgan partners progress to full live MAST deployment
- Whilst other Welsh partners will want to review, the hard work of information governance has been completed by colleagues across Neath Port Talbot Council, Swansea Council and their Police & Health colleagues



# Live Data Feeds & Records



**Table 1: West Glamorgan MAST Data Volumes**

| Partner                      | Agency   | Number of unique entries |
|------------------------------|--|--------------------------|
| Neath Port Talbot Adults     | Adult Social Care                                  | 20,296                   |
| Neath Port Talbot Children's | Children's Social Care                             | 5.993                    |
| Swansea Council Adults       | Adult Social Care                                  | 50,218                   |
| Swansea Council Children's   | Children's Social Care                             | 29,955                   |
| Swansea Bay UHB              | Health (A&E attendance & missed hospital appt/WNB) | 480,970                  |
| <b>Total</b>                 |  | <b>587,432</b>           |

Currently waiting on SW Police data for live version

In the initial Pilot South Wales Police - All 999 & 101 calls - address level data: 118,586/277,244

Circa 1million data records when SWP data arrives (Summer 2025)

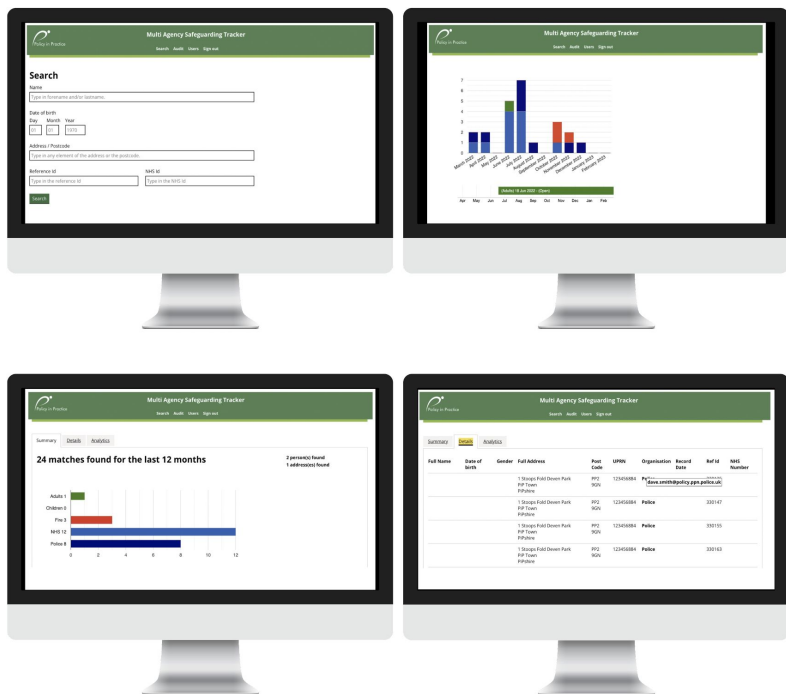
# MAST Reporting



**Table 2: 257,081 individuals have at least one interaction with a service/partner**

| <u>Person</u>   | <u>Address</u>  |
|---|---|
| <ul style="list-style-type: none"><li>• 1-5 interactions: 240,674</li><li>• 6-10 interactions: 13,209</li><li>• 11-20 interactions: 2,882</li><li>• 20+ interactions: 316</li></ul> | <ul style="list-style-type: none"><li>• 1-5 interactions: 149,271</li><li>• 6-10 interactions: 17,903</li><li>• 11-20 interactions: 4,054</li><li>• 20+ interactions: 954</li></ul> |

# Active Search



**Multi Agency Safeguarding Tracker**

**Search**

Name  
Type in forename and/or lastname

Date of birth  
You can search for a partial date of birth, for example just the year

Day Month Year

Address / Postcode  
Any element of the address or the postcode

Reference ID  
Search by reference ID

NHS ID  
Search by NHS ID

Search

**Multi Agency Safeguarding Tracker**

**Search**

Back

Full Name Shira Peters

Date of birth 08/01/2010

Search by person

Full Address 1 Stoops Fold, Down Park, PIP Town, Piphire

Search by address

Ref ID

Full Name Shira Peters

Date of birth 08/01/2010

Search by person

**Multi Agency Safeguarding Tracker**

**Search**

4 person(s) found  
1 address(es) found

Full Name Shira Peters

Date of birth 08/01/2010

Gender F

Full Address 1 Stoops Fold, Down Park, PIP Town, Piphire

Post Code PP2 5GN

UPIN 123456884

Organisation NHS

Record Date 08/07/2021

Ref ID

NHS Number NHS\_10670

Full Name Shira Peters

Date of birth 08/01/2010

Gender F

# Questions

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# Evaluation Report Headlines

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- Clear case for MAST in terms of supporting practice and savings
- Solving the issue of 'not knowing what to look for', ie: that others are involved with a person or family (e.g.: Domestic Homicide Review)
- Each partner can see the benefit of MAST in a variety of different ways
- Stories from the front line have informed the commentary and financial evaluation
- Estimated savings of £1,000,000-£1,873,394
- Once set up, the system just runs - simple to use, auditable and accessible
- Priority alerts will bring a new level of proactive information sharing

# MAST Case Study: Jess



*Concerns over an unknown child at an address were brought to the attention of the front door of children's social care;*

*Neither the child nor the address was known to the local authority;*

*By using MAST, the social worker was able to identify not only the name of the child, but the names of their siblings;*

*MAST also identified that the children had interacted with health services over the past twelve months;*

*Following up more confirmed that these details were correct. This triggered a core assessment.*

| Task                         | Without MAST    | With MAST      | Time Saved      | Cost Saving (based on £25/hr social worker rate) |
|------------------------------|-----------------|----------------|-----------------|--|
| Identify child and address   | 5 hours         | 1 hour         | 4 hours         | £100   |
| Identify siblings            | 2 hours         | 0.5 hour       | 1.5 hours       | £37.50   |
| Check with health services   | 3 hours         | 0.5 hour       | 2.5 hours       | £62.50   |
| Core assessment coordination | 8 hours         | 4 hours        | 4 hours         | £100   |
| <b>Total</b>                 | <b>18 hours</b> | <b>6 hours</b> | <b>12 hours</b> | <b>£300</b>                                      |

# MAST Practice Impact: Jess



## ⚠ Consequences of Not Using MAST

- **Delayed Referral:** Delays of 1–3 days can increase risk exposure.
- **Missed Siblings:** Unidentified siblings may remain at risk, potentially leading to SUSRs or escalated interventions.
- **Escalated Costs:** Missed early intervention can lead to:
  - Child protection plans: ~£5,000–£10,000/year
  - Foster care: ~£40,000/year per child
  - Residential care: ~£200,000/year per child

## + Additional Considerations

- **Improved Outcomes:** Early identification improves child safety and long-term outcomes.
- **Reduced Professional Burnout:** Streamlined processes reduce stress and workload.
- **Audit Trail and Accountability:** MAST provides a digital footprint for decision-making.

## 📊 Estimated Total Benefit per Case

- **Direct cost saving:** ~£300 per case
- **Avoided escalation (conservative estimate):** ~£5,000–£10,000 per high-risk case



### Children Looked After (CLA):

#### Potential impact and financial modelling re placements

- Of the 945 cases open to the council, 245 are CLA or 27%.
- If through our use of MAST we could prevent the remaining cases (n662) from escalating CLA by say 5% (n33) then this would deliver savings in relation to
  - Foster care £40, 000pa
  - Residential Care £200, 000pa
- An informed scenario suggests a prevention of 5 CLA cases:
  - 3 into foster care (£120,000pa)
  - 2 into residential care (£400,000)
    - Total (£520,000pa)
  - Assuming a 3 month placement rather than a year this would equate to a saving of **£130,000**.

# MAST Case Study: Aiden

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*A referral was made to children's social care for a child for neglect. Aiden had been known to the local authority previously, but did not have an open case at the point of referral;*

*MAST identified that Aiden's mother, Faye, was known to and had an open case for adult social services, having previously been referred for an assessment relating to physical needs;*

*The use of MAST to identify household composition saved time spent contacting adult social care to find information; rather, children's social care professionals had the information to hand upon contacting.*

*After information was shared by adult social services, the concerns for Aiden could then be placed into context, and the neglect concerns were unfounded. Faye was offered support and help with personal care and domestic tasks, and Aiden was recognised as a young carer.*

*An argument could be made that with the lack of communication between departments, a referral would not have been made if practitioners had searched MAST in the first instance.*

*Searching the system prioritised early intervention and meant Aiden and Faye received the support they required.*



# MAST Practice Impact: Aiden



| Task  | Without MAST                | With MAST     | Time Saved                | Cost Saving (based on £25/hr social worker rate) |
|---|-----------------------------|---------------|---------------------------|--|
| Identify household composition via Adult Services | 3 hours                     | 0.5 hour      | 2.5 hours                 | £62.50   |
| Contacting the right person in Adult Services     | 2 hours                     | 0.5 hour      | 1.5 hours                 | £37.50   |
| Avoided unnecessary referral processing           | Referral cost: ~£1,000<br>1 | £0            | £1,000                    | £1,000   |
| <b>Total</b>                                      | <b>5 hours + referral</b>   | <b>1 hour</b> | <b>4 hours + referral</b> | <b>£1,100</b>                                    |

## Soft benefits

- Better understanding of Aiden's situation from the start
- Early recognition & delivery of improved support for Faye
- Recognition of Aidan as a young carer and provision of support for him
- The latest information from all partners
- Contact details for all partners involved with the family

## ⚠ Consequences of Not Using MAST

- **Unnecessary Referral:** Without MAST, the referral would have proceeded, consuming time and resources.
- **Delayed Support:** Faye may not have received timely help, potentially worsening her condition.
- **Missed Identification of Young Carer:** Aiden's role as a carer might have gone unnoticed, missing early support opportunities.

## + Additional Considerations

- **Improved Inter-Agency Communication:** MAST bridges gaps between adult and children's services.
- **Early Intervention:** Prevents escalation of need, reducing long-term costs.
- **Better Outcomes:** Timely support for both adult and child improves wellbeing and reduces future service demand. <https://www.local.gov.uk/publications/high-cost-childrens-social-care-placements-survey>

## 📊 Estimated Total Benefit per Case

- **Direct cost saving:** ~£140 (time)
- **Avoided referral cost:** ~£1,000
- **Total potential benefit: £1,100 per case**

# MAST Study: Amanda

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- *The team was concerned for Amanda, an adult female. Although the adult safeguarding team had an open case, the practitioner still remained concerned for Amanda, and used MAST to find additional information;*
- *MAST identified a number of times Amanda had interacted with health services. Although these interactions were known about, Amanda's use of aliases when admitted to A&E was not;*
- *Information about Amanda had been previously shared with local police, but providing the aliases she had been using at A&E generated new leads. Local police searched more widely on the Police National Database, and found that Amanda was known to a police force in England. Without the known aliases, all the local police had was the person's name held initially;*
- *As Amanda had past sexual exploitation concerns, this finding led to a more informed response. Linking in with the English local authority allowed the team to gather more information, which informed Amanda's risk assessment as the team did not view her in the context of self-neglect, but as a victim of exploitation;*
- *Had the team not made this link, then they "would have been blind to the source and would have continued to mismatch the interventions". Finding out the abuse allowed the team's support for Amanda to be more targeted at an earlier stage.*

# MAST Practice Impact: Amanda



| Task  | Without MAST                    | With MAST                   | Time Saved / Risk Avoided | Cost Saving            |
|---|---------------------------------|-----------------------------|---------------------------|------------------------|
| Time to identify aliases and cross-reference with police                      | 6 hours (manual checks, delays) | 1 hour                      | 5 hours                   | £125 (at £25/hr)       |
| Misclassification as self-neglect (avg. cost of SAR or prolonged casework)    | ~£3,000–£5,000                  | £0 (correct classification) | Avoided SAR or escalation | £3,000–£5,000          |
| Risk of continued exploitation (cost of crisis intervention, housing, health) | ~£10,000–£30,000<br>2           | Early support               | Avoided crisis            | £10,000–£30,000        |
| <b>Total</b>  | —                               | —                           | —                         | <b>£13,125–£35,125</b> |

## ⚠ Consequences of Misclassification

- **Self-neglect** cases often result in **delayed or inappropriate interventions**, increasing risk
- **Sexual exploitation** victims may remain hidden, leading to:
  - Repeat trauma
  - Emergency housing or health interventions
  - Increased police and safeguarding involvement

## 💡 Soft Benefits

- **Improved Multi-Agency Coordination:** MAST enabled police and social care to collaborate across regions.
- **Victim-Centred Approach:** Amanda was treated as a victim, not a problem.
- **Earlier, Targeted Support:** Reduced long-term dependency on services.
- **Increased Professional Confidence:** Practitioners had better information to act decisively.
- **Safeguarding Assurance:** Reduced likelihood of future Safeguarding Adult Reviews (SARs).

## 📊 Estimated Total Benefit per Case

- **Direct cost saving:** ~£175 (time)
- **Avoided misclassification/escalation:** ~£3,000–£5,000
- **Avoided crisis costs:** ~£10,000–£30,000
- **Total potential benefit: £13,175–£35,175 per case**

# Speeding Up Lateral Checks & Info Sharing

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GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

- Late in the afternoon a mental health practitioner contacted Swansea Bay University Health Board in relation to a victim of domestic abuse, regarding wider safeguarding concerns. The social worker followed 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."*

# Speeding Up Lateral Checks & Info Sharing

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GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

- A child was admitted to the emergency department with serious injuries following a road traffic accident. Safeguarding referrals were made due to the nature of the incident and concerns that the child was alone in the early hours of the morning;
- Using MAST, health staff were able to establish that the child was a looked-after child and that one of the parents was open to adult services in a different local authority and would need support to facilitate visiting the child;
- MAST helped to speed up the process of identifying individuals that needed to be informed of the accident and alerted adult services that the parent would need extra support.

# Risk Outside the Home (RoTH)

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A school raised concerns about potential anti-social behaviour (ASB) and exploitation linked to a local park and nearby flats. A referral was made to the CMET (Child Missing and Exploited Team) panel.

At the CMET panel, South Wales Police (SWP) and the housing team confirmed that there were no recorded ASB incidents at either location. Consequently, the panel agreed that the school would:

- Reassure the parent that there were no reported concerns.
- Deliver targeted safety education to the peer group involved, focusing on safe behaviour in public spaces and the implications of ASB.

Had the **Multi Agency Safeguarding Tracker (MAST)** been accessed by the school or CMET:

- The **address check** would have shown no ASB callouts.
- The school may have **avoided making the referral** or been **advised earlier** that there were no multi-agency concerns.

# Contextual Safeguarding

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- 'Location X' is an area highlighted by South Wales Police (SWP) and discussed in one of the Problem Solving Groups. With the use of MAST partners would be able to see how many people on the estate were already accessing services, which would ensure the right people were involved in the planning and intervention, as well as help identify any unmet need and pull in the specialist services to address it.
- By looking at the related postcode in MAST and running a report of activity over the last 12 months, we can see from both councils and their health partner, 136 people in this one area are open to social care, missed a hospital appointment or attended A&E.
- If SWP were reporting calls on the estate in relation to ASB related to substance misuse, but we could see from MAST that very few of the residents were accessing support for substance misuse, we could target awareness raising sessions as part of the community support event taking place in the area.

# Additional Impact Areas



- Early triage & de-escalation
- Multi-agency information gathering
- Reduced referrals
- Reducing Serious Case Reviews
- Targeted interventions
- Enhanced Education involvement
- Resource optimisation
- Supporting Probation referrals





# Questions

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# Upscaling MAST Across Wales



## Risk, Response and Review: Multi-Agency Safeguarding

A THEMATIC ANALYSIS OF CHILD PRACTICE REVIEWS IN WALES 2023

FULL REPORT  
AUGUST 2023

### AUTHORS

**Professor Michelle McManus**, Professor of Safeguarding and Violence Prevention at Manchester Metropolitan University.  
**Emma Bell**, Research Associate of Safeguarding and Violence Prevention at Manchester Metropolitan University.  
**Professor Louise Almond**, Professor of Investigative and Forensic Psychology at University of Liverpool.

Figure 11. Model of Multi-agency Connections, Considerations and Complexities

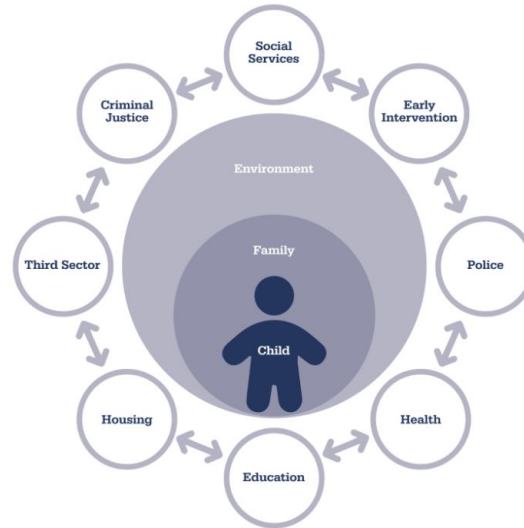
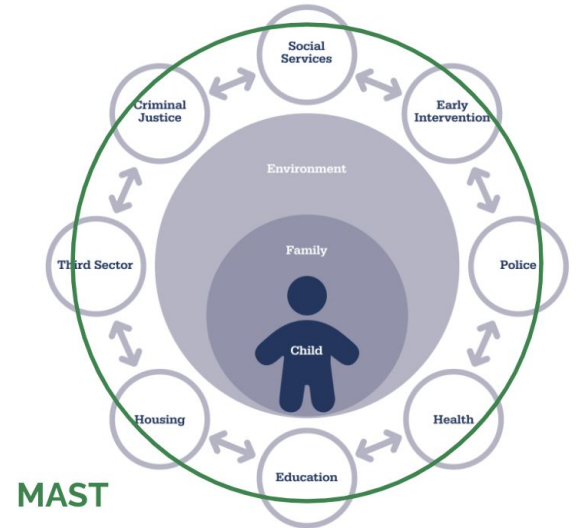


Figure 11. Model of Multi-agency Connections, Considerations and Complexities

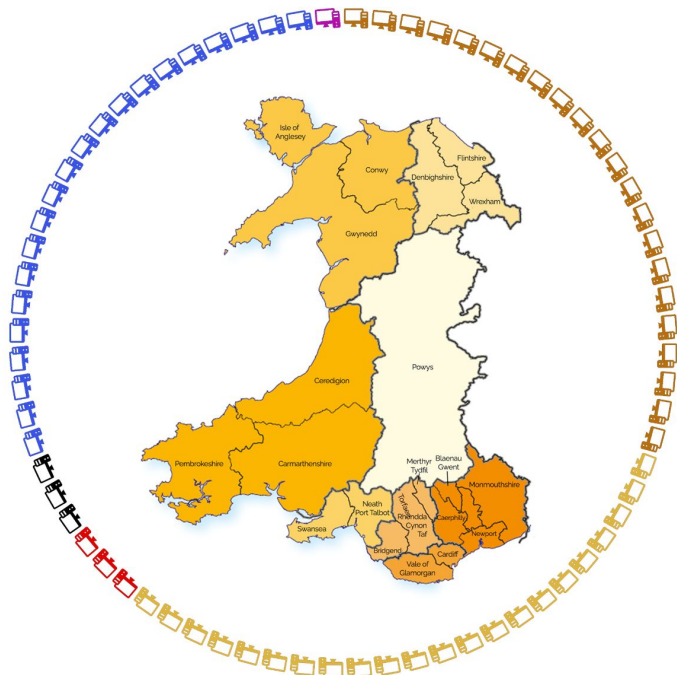


# Upscaling MAST Across Partners



36  
PARTNERS WITH  
MANDATORY  
SAFEGUARDING  
RESPONSIBILITY

72  
DISPARATE  
UNCONNECTED IT  
SYSTEMS



**MAST  
WALES**

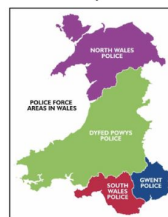
Searchable, Audited, Information Sharing Platform

Data Cleansing & Matching

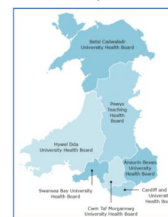
Information Governance



All 22 Local Authorities:  
Adults & Children data



All 4 Police Authorities:  
999 & 101 call out data



All 6 Health Boards:  
Emergency/DNA data

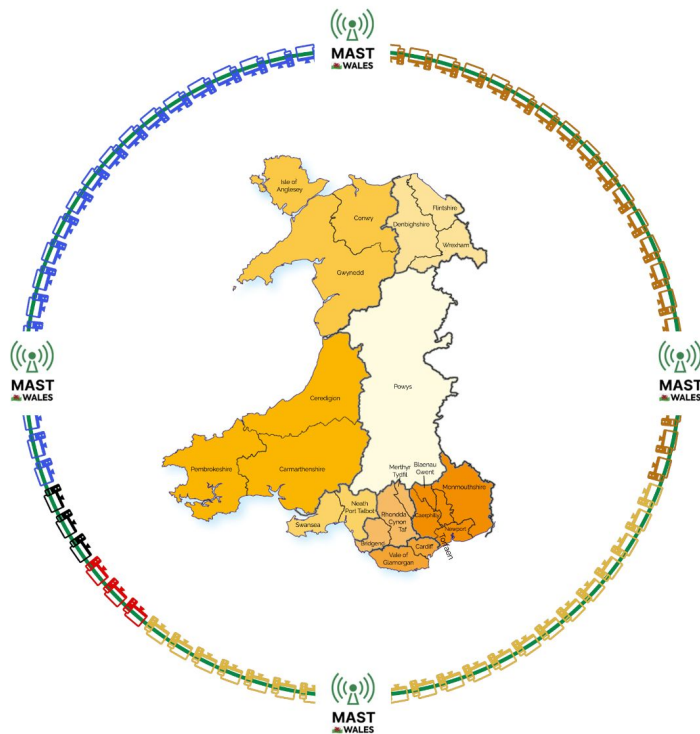


All 3 Fire & Rescue  
Services: 999 Callouts

# Expanding MAST Across Partners



- National approach or organisations approach - both
- Information governance review; IG support provided; sign off
- Writing a standard data extract; Data support provided; Testing
- Introduction of MAST to relevant teams; training & support
- Go live - organisation data is automatically matching to WG partners



# Practical Next Steps

- Full report will be shared with colleagues after the session
- Regional demonstrations of MAST
- Sharing of information governance documentation - session on the IG side of MAST
- Review of cyber & IT documentation
- GCloud-14 link:  
<https://www.applytosupply.digitalmarketplace.service.gov.uk/g-cloud/services/875864594436704>
- Understanding of cost £20,000 per partner per year

***"What MAST contributes to this congested system space is the digital means to interface individual agency systems, preserving matters pertaining to information governance, to draw out key demographic data and touch points to better identify those in need and at risk."***



# Final Questions & Resources



- **Available dates for MAST demos:**
  - July 22nd, 23rd, 25th, 28th, 29th & 30th
- **GCloud-14 link:**  
<https://www.applytosupply.digitalmarketplace.service.gov.uk/g-cloud/services/875864594436704>
- **Product links:**  
<https://cc2i.org.uk/multi-agency-safeguarding-tracker-mast/>  
<https://policyinpractice.co.uk/multi-agency-safeguarding-tracker/>
- **Contacts:**  
[jane.hancer@cc2i.org.uk](mailto:jane.hancer@cc2i.org.uk)  
[sam.fathers@policyinpractice.co.uk](mailto:sam.fathers@policyinpractice.co.uk)



# Thank You

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