

Welcome to the Multi Agency Safeguarding Tracker



WINNER 2021

Introducing MAST: project overview



WINNER 2021

Objective: Provide multi-agency safeguarding (MASH) teams, social workers and frontline safeguarding teams with information to improve communication, liaison and decision making

Partners: Walsall Council: Adult Social Care, Children's Social Care, Public Health; Walsall Healthcare NHS Trust; West Midlands Police; West Midlands Fire and Rescue

Funding: One of three Social Care Digital Innovation Accelerator (SCDIA) 2020/21 projects. Run by CC2i and Policy in Practice for LGA, with match funding from NHS Digital



The social issue

The number of serious incidents involving **children increased by 27%** in a year, and the number of safeguarding concerns involving **adults increased by 15%**

Children

27% Percentage increase in number of **serious incident notifications** during the first half of 2020-21 compared to the same period in 2019/20

42% Percentage increase in number of serious incident notifications relating to **child deaths** compared to the same period in 2019/20

36% Percentage of serious incident notifications of incidents relate to **children under the age of 1**

Adults

15% Percentage increase in the number of **safeguarding concerns** raised during 2019/20

13% Percentage increase in the number of **Section 42 enquiries** commenced during 2019/20

32% Percentage of Section 42 enquiries relating to **neglect and acts of omission**

Source: GOV.UK [Serious incident notifications 2020-21](#)

Source: NHS Digital [Safeguarding Adults England, 2019-20](#)



The challenge

The responsibility to safeguard vulnerable people lies with councils and a range of safeguarding partners. Too often vulnerability is identified too late.

Limited data sharing between organisations makes it hard to identify people who need support before they hit a crisis. It's also hard to see if they are already known to those in the wider safeguarding community.

Social workers sometimes have incomplete information which can change decisions and outcomes. They waste time chasing information, which they would prefer to spend with the family.

We know that prevention is critical to improve safeguarding. We also know that data must be more effectively shared across agencies if we are to better protect vulnerable people and reduce the potential of people falling into the social care system. This is a big challenge.



Four challenges

1. How do we identify potentially vulnerable people quickly and effectively?

The responsibility to safeguard vulnerable people lies with public bodies, councils and safeguarding partners. Too often poor information sharing lies at the heart of the cases where vulnerability is identified too late

2. How do we speed up the identification of key contacts?

Limited data sharing between organisations makes it hard to identify people who need support early. It's often difficult to identify if people are already known to other partners in a timely manner

3. How do we provide accurate information that supports better informed professional decisions?

Social workers sometimes have incomplete information which can change decisions and outcomes. Time can be wasted, chasing information that could save an individual or family

4. How do we reduce pressures and realise further benefits in early intervention?

Having the right level of early help and support can reduce the pressures on safeguarding and social care. Having the right level of information can evidence the need for better early help services



“We’ve been interested in ways of doing this better for ten years. It’s great that it’s finally happening.”

*Security and Information Risk Advisor,
West Midlands Police*



MAST: what it will achieve

We want to give social workers and safeguarding leads the information they need so that:

1. The number of serious incidents involving children is reduced
2. The number of safeguarding concerns involving adults is reduced
3. Vulnerable people are protected from harm so that they do not need to enter the social care system
4. Pressure on safeguarding resources is reduced due to improved early intervention services
5. Better informed professional decisions can be made in a timely and accurate manner

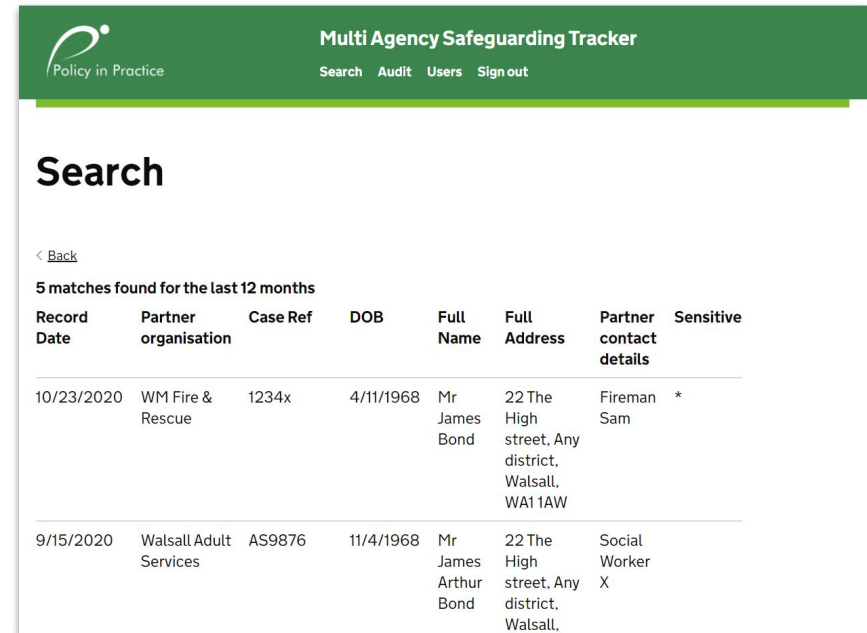


MAST: the solution

MAST is a digital tool that allows social workers to easily see whether other safeguarding agencies are actively involved with a person or address.

This information will support their professional judgement, and make it easier to have conversations with practitioners from other services.

This means that social workers can better support vulnerable people.



Record Date	Partner organisation	Case Ref	DOB	Full Name	Full Address	Partner contact details	Sensitive
10/23/2020	WM Fire & Rescue	1234x	4/11/1968	Mr James Bond	22 The High street, Any district, Walsall, WA1 1AW	Fireman Sam	*
9/15/2020	Walsall Adult Services	AS9876	11/4/1968	Mr James Arthur Bond	22 The High street, Any district, Walsall,	Social Worker X	



MAST: who should be involved

Five partner organisations

Adult social care
Children's social care
Fire and Rescue
Police
NHS

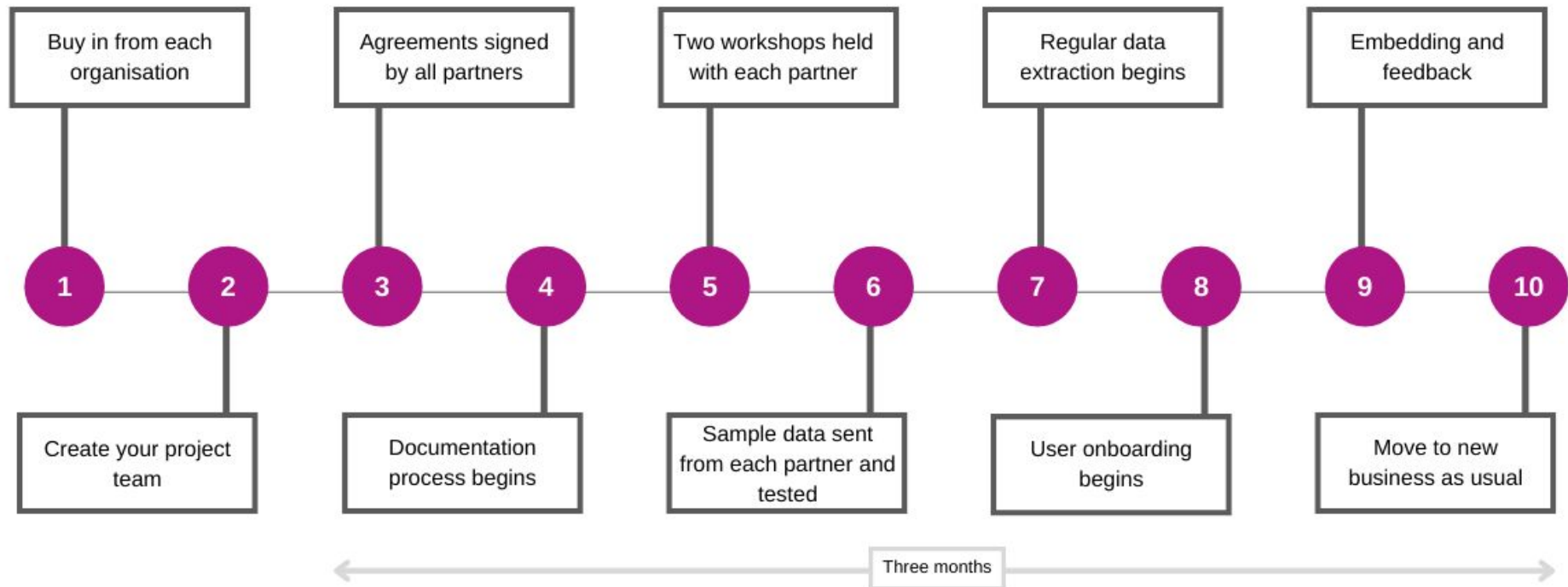


Six roles from each partner organisation

Team lead and users
Project sponsor
Project manager
Data lead
IG lead
IS lead



MAST: typical project timeline

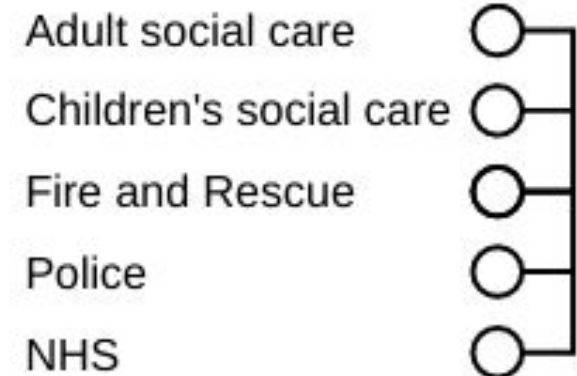


Get started with MAST: step 1

1. Consider your Safeguarding partners

- Ideal MAST safeguarding partners to include Council (Adult's and Children's), Fire and Rescue, Police and NHS (those with mandatory safeguarding responsibility)
- The more partners who are engaged, the more valuable MAST will be
- There could be other partners who would have 'read-only' access to the MAST system in due course

Five partner organisations

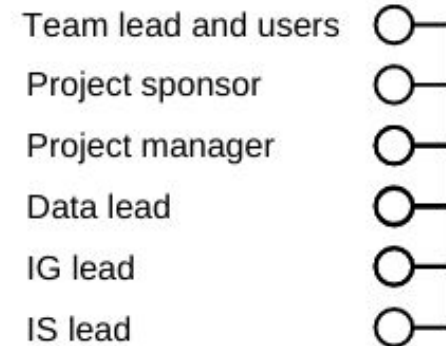


Get started with MAST: step 2

2. Consider your organisational commitment and delivery to a MAST partnership

- Identify a project sponsor from each organisation to own the project at a senior/organisational level (e.g: Caldicott Guardian, DPO or safeguarding lead)
- Identify a project manager from each organisation to support operational delivery of MAST
- Secure partner commitment to deliver on the three month MAST timetable

Six roles from each partner organisation



Get started with MAST: step 3

3. Agree and sign the Information governance documentation developed by the original MAST partners

- Data Processing Agreement
- Data Sharing Agreement
- Safeguarding partnership Memorandum of Understanding
- Contract and Service Level Agreement

Contact jane.hancer@cc2i.org.uk to view these document templates



Contact us

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Visit: www.policyinpractice.co.uk/mast

