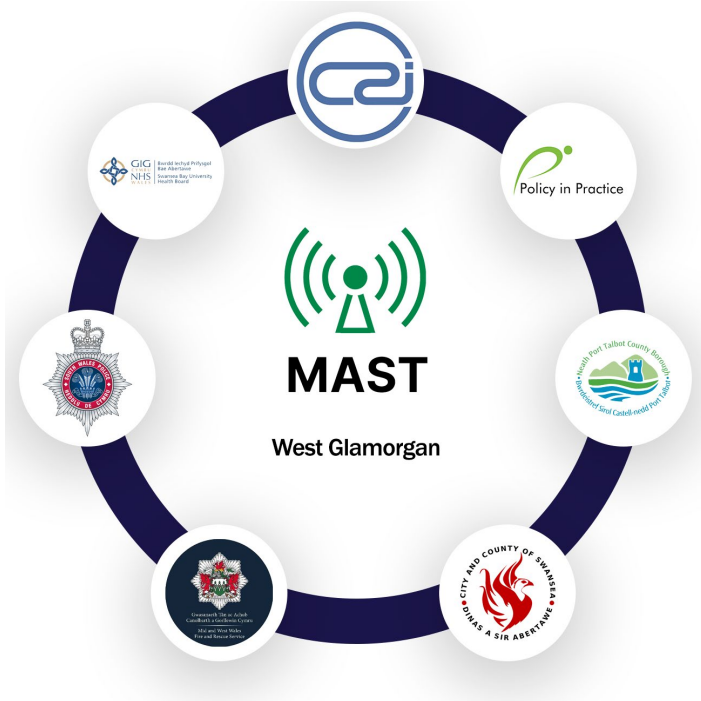


West Glamorgan Safeguarding Partnership



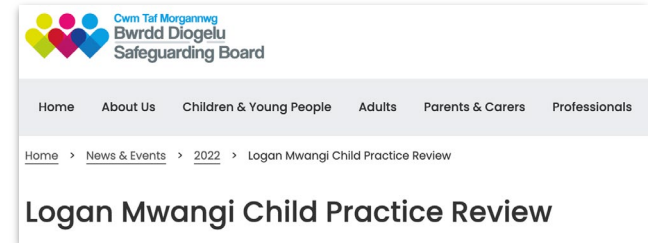
- Desire to better use our data in more innovative ways to support individuals, families and our communities
- Knew that we were 'silo-working' to support many of the same people, with a lot of overlap and not as joined up as we might be
- Wanted to build on the strength of the partnership and underpin our work with data and insight
- Wanted to be more proactive across the partnership and address the perennial challenge of timely information sharing

50 Years of Information Sharing Challenges



Information sharing is essential for effective safeguarding and promoting the welfare of children and adults. It is a key factor identified in many Serious Case Reviews (SCRs), Child Practice Reviews (CPRs) and Adult Practice Reviews (APRs), where poor information sharing has resulted in missed opportunities to take action that keeps children, adults and communities safe.

More recently the CPR for Logan Mwangi found, *'Information sharing platforms that support multi-agency information sharing being absent or not compatible'* and going back more than fifty years, to the early 1970s, the inquiry into the death of Maria Colwell highlighted a serious lack of coordination within child protection services. For the past fifty years we've continued to make the same mistake(s) over in respect of information sharing and this calls for an urgent change of tack.



West Glamorgan Proof of Concept (PoC)



- In 2021 WGSB engaged with the MAST team to undertake a PoC
- Key Partners:
 - Neath Port Talbot Council
 - Swansea City Council
 - South Wales Police
 - Swansea Bay UHB
 - *Mid & West Wales Fire & Rescue Service, Education, Youth Justice et al - watching brief*
- Information governance documents rigorously reviewed and brought in line with Welsh law
- 12 months data from key safeguarding partners was brought together in one cloud based, searchable solution to evaluate the value, power and potential of MAST
 - Headline data only (no case data)
 - Data related to safeguarding only, agreed by the partners
 - POC reported on the data matching levels and gave insight never before realised



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



West Glamorgan POC: Key Insights

- Ability to search individuals, addresses and see trends in the data:
- Significant evidence of high contact addresses; 484 addresses with between 11-15 Police callouts in the 12 month sample relating to over 6,000 interactions with Police
- Individuals were identified where Children's services and healthcare services knew of each others interactions but not of the Police interactions
- Seeing cases that transition from children to adult
- Agencies also identified a number of care leavers who were in or had been in custody (previously unknown)
- Evidence of individuals with high contact with the Health Service (A&E and DNAs), such as 93 individuals with between 16-25 interactions with the NHS over the last year
- MAST correctly matched records with data inconsistencies as well as incorrect spellings of names

Over 400,000 records shared, cleansed and matched for the West Glamorgan POC

"First time we have been able to see children, adults and families as they move across local authority boundaries"



- POC provided evidence & business case to deploy a live MAST - Multi Agency Safeguarding Tracker - a digital approach to enable real time information sharing to support safeguarding across West Glamorgan
- The first data driven approach in Wales, allowing partners with mandatory responsibility for safeguarding to securely share headline data, underpinned by a documented information governance structure
- Giving immediate, real time access to safeguarding activity across the last 12 months (automatically updated daily) - searchable by both person and address
- MAST is a unique digital approach
 - Fast tracked as part of a Social Care Digital Innovation Accelerator in 2020/21
 - Publicly funded
 - Co-designed by social workers, information governance experts and multi agency safeguarding professionals & built by data/technical experts
 - Proven in other locations (West Midlands)



West Glamorgan MAST Timeline

- Information governance has been updated (and is now relevant for all Welsh partners) & signed by all partners
- SFTP & data flows are beginning covering the previous 12 months, with daily updates
- Teams identified for secure system roll out (including SPOC – Swansea and NPT; Police Control Room, Child Abuse Investigation Unit and Vulnerable Persons Unit; A&E and Minor Injuries; Probation; Education; Youth Justice; Mid and West Wales Fire Service; WAST)
- Training & testing planned for mid/end July
- Full roll out August/Sept

“Safeguarding is ever-broadening in terms of the spectrum of harms and abuse that we are charged to respond to as local authorities and safeguarding boards.

Not everyone will be on the same IT system, and what MAST does is join the data up. MAST provokes and prompts professional judgement, speeding up the interaction between the partnership.

MAST interfaces the data, which naturally interfaces the partnership, and really connects it up as it should be. It shines the right light on the issues that we really do want to understand across the partnership.”

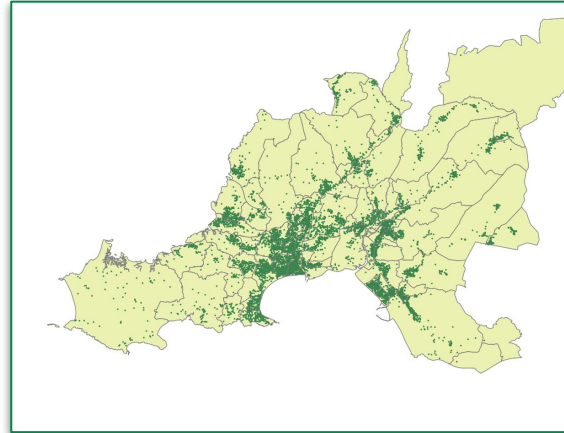
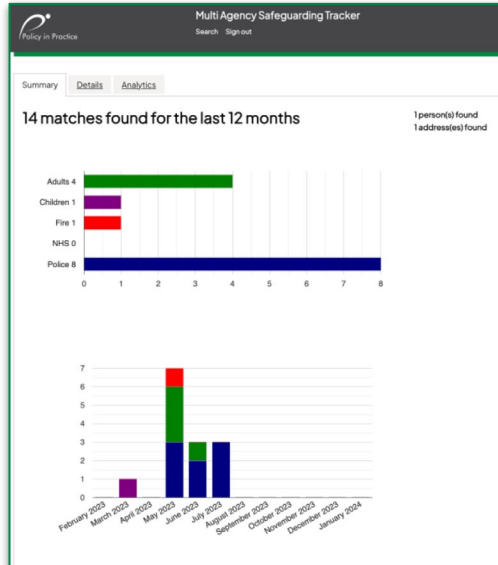


West Glamorgan MAST Benefits

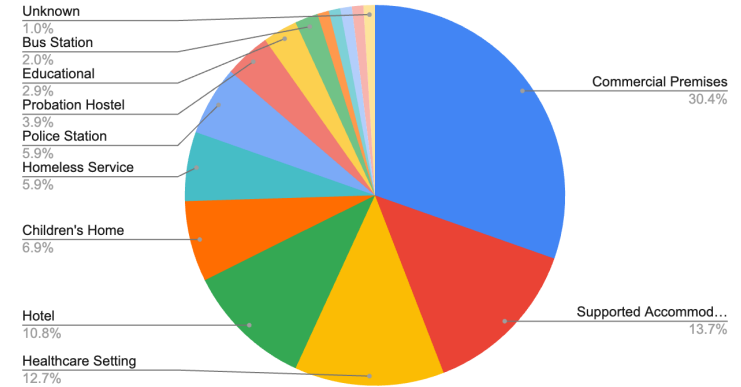
INDIVIDUAL

REGIONAL

NATIONAL



Non-Residential Addresses with highest Police Callouts by Category



Ability to see family composition & safeguarding related activity over time

Ability to cut, slice and report on data in different ways once in the MAST system

NISB Thematic Review 2023



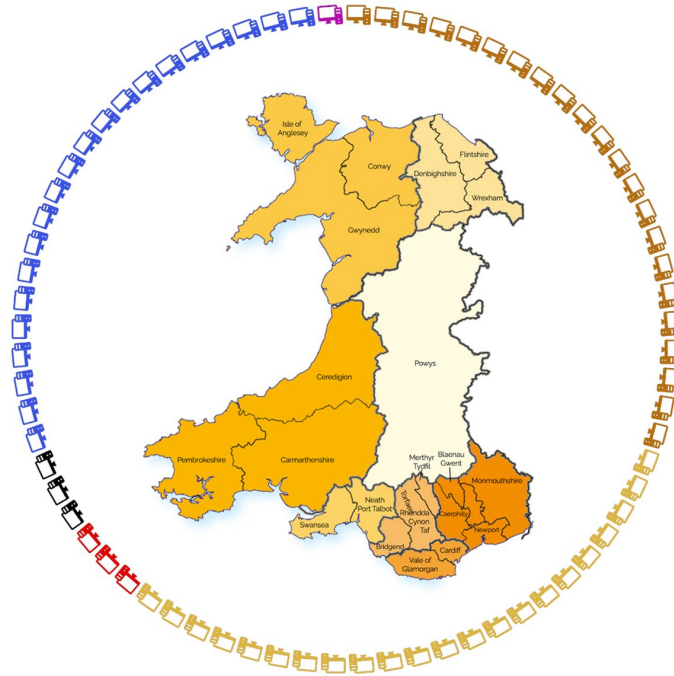
- ✓ Digital, data led IT solution for all safeguarding partners
- ✓ Immediate access to safeguarding partner data
- ✓ Headline data only
- ✓ GDPR compliant
- ✓ Data updated every 24 hours
- ✓ 12-month Chronology
- ✓ Family Composition
- ✓ Ability to use numerous data points to deliver high rate of matches
- ✓ Contact details for case/safeguarding lead
- ✓ Ability for all partners to see if people have open cases to inform referrals
- ✓ Ability to pinpoint specific events that may need further investigation
- ✓ Ability to see peaks/troughs of activity
- ✓ In built data cleansing
- ✓ Accessible by mobile & PC
- ✓ Not onerous on partner IT systems or staff
- ✓ Cloud based solution, hosted in the UK
- ✓ No data duplication or rekeying
- ✓ All searches audited



Current Welsh Safeguarding IT Systems

36
PARTNERS WITH
MANDATORY
SAFEGUARDING
RESPONSIBILITY

72
DISPARATE
UNCONNECTED
IT SYSTEMS



22 LOCAL AUTHORITIES WITH MANDATORY ADULT'S SAFEGUARDING RESPONSIBILITY	22 LOCAL AUTHORITIES WITH MANDATORY CHILDREN'S SAFEGUARDING RESPONSIBILITY
22 SEPARATE ADULT SOCIAL CARE IT SYSTEMS	22 SEPARATE CHILDREN'S SOCIAL CARE IT SYSTEMS
3 FIRE & RESCUE SERVICES WITH MANDATORY SAFEGUARDING RESPONSIBILITY	4 POLICE FORCES BOARDS WITH MANDATORY SAFEGUARDING RESPONSIBILITY
3 SEPARATE IT SYSTEMS	3 SEPARATE IT SYSTEMS
7 NHS HEALTH BOARDS WITH MANDATORY SAFEGUARDING RESPONSIBILITY	ONE HEALTH & SOCIAL CARE SYSTEM
UP TO 21 SEPARATE IT SYSTEMS	NO POLICE OR FIRE & RESCUE DATA

