Policy in Practice

Boost safeguarding through multi-agency data sharing

Housekeeping

- Audio check
- Please ask questions throughout
- Download, polls and a survey
- Aim to finish by 11:45
- Slides and recording will automatically follow
- Follow us on Twitter via @policy_practice

Give the best support
you can to help people
on their way

Today's speakers

Jane Hancer
Campaigns Director
CC2i

Deven Ghelani
Director and Founder
Policy in Practice

Paul Withers
Data Protection Manager
Walsall Council

Agenda

- Introduction to SCDIA and the MAST project
- The problem we are solving
- How to get a clear view of safeguarding concerns
- Tackling security and data governance challenges
- How safeguarding teams will benefit
- Project learnings and how you can use MAST

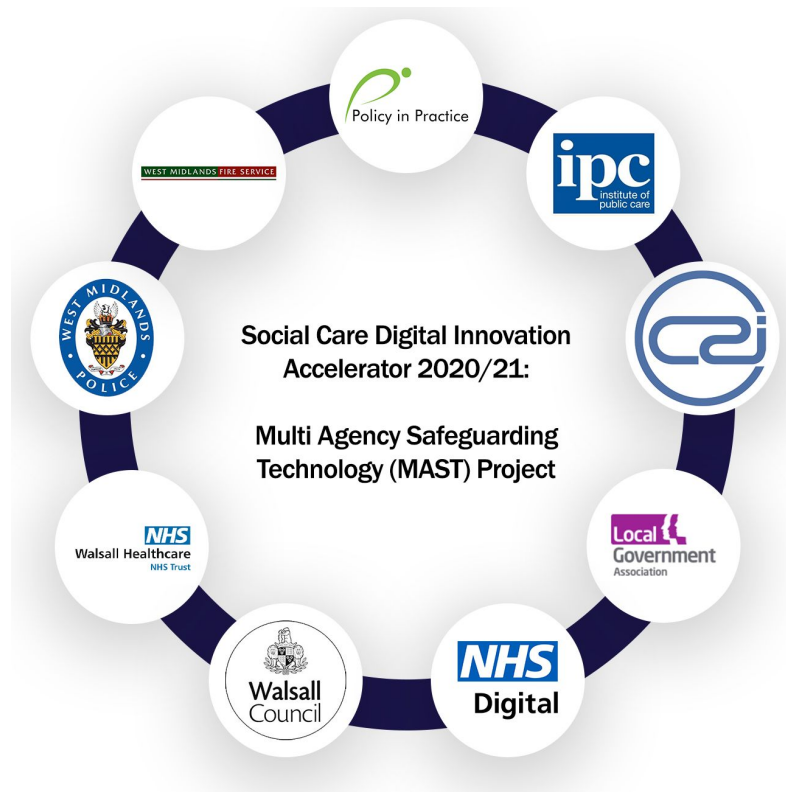Over to Jane

MAST: Multi Agency Safeguarding Tracker

One of three Social Care Digital Innovation
Accelerator (SCDIA) 2020/21 projects

Run by CC2i (a public sector co-funding platform)
for LGA with match funding from NHS Digital

Safeguarding partners taking part include:
- Walsall Council: Adult Social Care
- Walsall Council: Children's Social Care
- Walsall Council: Public Health
- Walsall Healthcare NHS Trust
- West Midlands Police
- West Midlands Fire and Rescue

Proving the value and scaling to other areas

Social Care Digital Innovation
Accelerator 2020/21:

Multi Agency Safeguarding
Technology (MAST) Project

Poll 1: How do you share safeguarding data with your partners now?

Over to Paul

Why we must combine safeguarding data

- The current national and local programmes for safeguarding and information sharing were the first step in the right direction
- These initiatives all rely on information from others to inform us of any potential issues
- These initiatives all use information about vulnerable persons we already know are in the system
- There is a greater need to overcome boundaries and provide the UK with a higher level of safeguarding intelligence

What if there was a very simple, quick and effective solution to the recognition of safeguarding concerns and the recognition of vulnerabilities?

Knowledge is key

"Information sharing is essential for effective safeguarding and promoting the welfare of children and young people. It is a key factor identified in many serious case reviews (SCRs), where poor information sharing has resulted in missed opportunities to take action that keeps children and young people safe."

Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers, July 2018.
HM Government

Timeline of Baby P case

8 October 2013

An account of the developments surrounding the case of 17-month-old boy Baby Peter who died in Haringey, north London, in August 2007 after suffering a series of injuries:

1 March 2006: Baby Peter is born to Tracey Connelly.

June 2006: Connelly begins a relationship with a new boyfriend Steven Barker.

November 2006: Barker moves into Connelly's home.

December 2006: Connelly is arrested after bruises are spotted on the boy's face and chest by a GP.

January 2007: The boy is returned home five weeks after being put in the care of a family friend.

February 2007: A whistle-blower, former social worker Nevres Kemal, sends a letter about her concerns over alleged failings in child protection in Haringey to the Department of Health.

12 March 2007: Commission for Social Care Inspection (CSCI) inspectors meet Haringey officials to discuss concerns raised by Ms Kemal in the letter sent by her lawyer, which was dated 16 February 2007.

April 2007: Baby Peter is admitted to North Middlesex hospital with bruises, two black eyes and swelling on the left side of his head.

1 April 2007: Ofsted takes over responsibility for inspecting children's services from the CSCI.

May 2007: After seeing marks on the boy's face, a social worker sends Baby Peter to the North Middlesex where 12 areas of bruises and scratches are found. Connelly is re-arrested.

June 2007: Barker's brother, Jason Owen, moves into the home with a 15-year-old girl.

30 July 2007: Injuries to Baby Peter's face and hands are missed by a social worker after the boy is deliberately smeared with chocolate to hide them.

1 August 2007: The boy is examined at a child development clinic.

2 August 2007: Police tell Connelly she will not be prosecuted after her case is considered by the Crown Prosecution Service.

3 August 2007: Baby Peter is found dead in his cot.

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% increase in serious incident notifications during the first half of 2020-21
- 42% increase in serious incident notifications relating to child deaths
- 36% serious incident notifications of incidents relate to children under age 1

Adults:

- 15% increase in safeguarding concerns raised during 2019/20
- 13% increase in Section 42 enquiries commenced during 2019/20
- 32%of Section 42 enquiries relating to neglect and acts of omission

Sources: GOV.UK Serious incident notifications 2020-21 and NHS Digital Safeguarding Adults England, 2019-20

How safeguarding is notified now

Safeguarding is alerted to safeguarding issues or cases is via several pathways:

1. Someone **calls** the social care team
2. Someone sends a **referral** to the social care team
3. Someone sends an **email** to the social care team

Alerts are then reviewed and staff often have to delay actions in searching for data on their own internal systems or trying to identify an appropriate contact to discuss a case with

Imagine a system that can give an overview of contacts across multiple services a and that can support the reduction of pressure our social care teams, while being able to review key information from all partners

Data sharing vision

- There are many systems/links and information from stakeholders who could share data that would be valuable to safeguarding currently in existence
- Local services such as Police, Social Services, Patient services or health providers and charities all possess the basic demographics of a person

Imagine what we could do if we shared information that was readily available that recognised the need for intervention or support before someone became a victim, vulnerable or needing safeguarding actions

- MAST is being designed to give professionals a greater view of partner interactions and should enable us to identify where early intervention or further details/actions are required

Over to Deven

Why Policy in Practice is involved

Our work with secure datasets across local government and with DWP has had front page coverage, including work for the Children's Commissioner on the impacts of welfare reform.

We help over 100 local authorities use their administrative data to identify vulnerable households, target support and track their interventions and we believe in the power of data and technology to change lives

We took on this project because it:
- Has a clear purpose
- Is more about the impact than the technology
- Had clear Information Governance buy-in from the outset
- Is backed by NHS digital and LGA with buy in from all safeguarding partners in Walsall

Administrative data is the future

We understand the technical, governance and organisational challenges to making a project like this a success.

- Data protection concerns need to be weighed against the benefits of the project, and its expected impacts need to be maximised

- Past projects have fallen down due to a failure to properly consider the governance challenges of working with administrative data across multiple departments and organisations

- Data sharing needs to be made clear, and straightforward to implement

Maximise the benefits: Why share data?

Prevention is critical to improve safeguarding

We know that data needs to 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

Safeguarding professionals are enabled to protect people because they know where there has been contact with other services

Using MAST, professionals will know when they need to contact other services to learn more, and can make a better informed professional judgement on what action to take

Minimise the barriers: IG and technical

We would not have taken this project on without the support of Paul Withers, the Data Protection Officer for Walsall Council, and the buy-in and commitment of senior sponsors in each partner organisation

Documentation produced as part of the project:
- Data sharing agreement between partners
- Data processing agreement between partners and PiP
- Safeguarding partnership memorandum of understanding
- Template data schema for each partner
- Contract and service level agreement

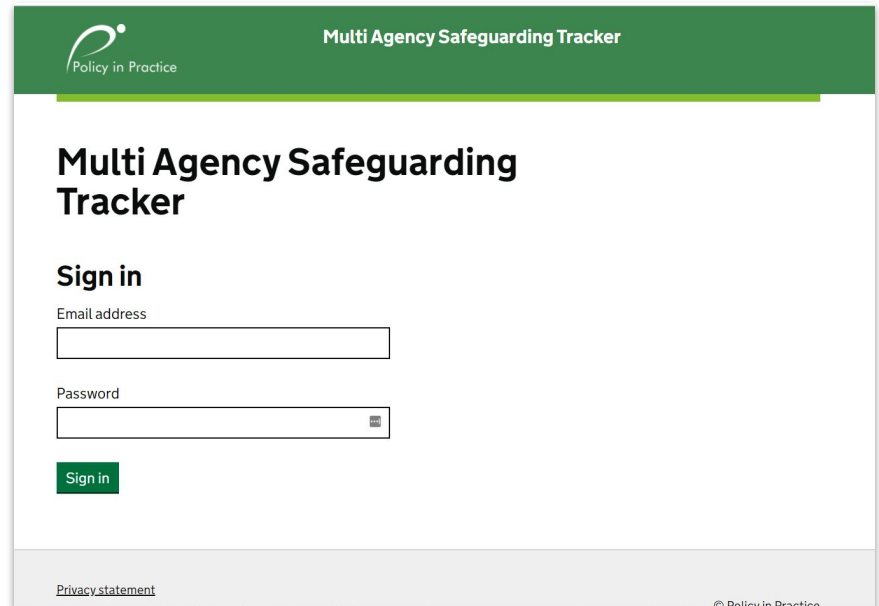MAST will be licensed on a commercial basis by all currently participating partners

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.

Get the right people around the table

Who should be involved in MAST

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

NHS

Adult's social care

MAST

Children's social care

Fire and Rescue

Police

The MAST process for data

		Adults	Children's	Fire	Police	NHS
1	Data sharing agreement	✔	✔	✔	✔	✔
2	Workshops held	✔	✔	✔	✔	✔
3	Schema defined	✔	✔	✔	✔	✔
4	Relevant records defined	✔	✔	✔	✔	✔
5	Sample data extracted	✔	✔	✔	✔	✔
6	SFTP Connection setup	✔	✔	✔	✔	✔
7	Sample data received	✔	✔	✔	✔	✔
8	Daily updates received	✔	✔	✔	X	X

Partner data feeds

Safeguarding organisations	Data feeds
Walsall Council	Adult social care Children's social care
Walsall Healthcare NHS Trust	Accident and Emergency attendance
WM Police	Incident data
WM Fire & Rescue	Incident types related to residential addresses

- Only Name, DOB, Address, date of incident (or start of social work) and details for safeguarding contact: **No case data**
- Daily feeds of data
- Secure daily automated uploads to SFTP end point

Data matching results

Automated matching worked well, introducing efficiencies with exact matches across all three datasets

- **4** unique matches between Adults' and Children's
- **12** unique matches between Fire and Children's
- **5** unique matches between Fire and Adults'
- **36** fire incidents at the same address

Data set received	Count
Children's Services (all open cases)	1,999
Adults' Services (sample open cases)	487
Fire and Rescue (incidents July – Sept)	7,072
Total records	9,558

Data matching highlights

We know from from linking adult's, children's and fire service data over the three month period that you will see value through MAST:

- 28 matches across 12 addresses over three months between the fire service and families known to children's services
- *At least two of these matches, one with multiple incidents at the same address, were not known to Children's services*
- This could justify the value of the project in itself

We've received and matched data from NHS and police. We want to share these positive results with partners across Walsall first. If you want to find out the final results please let us know in the follow up survey

Policy in Practice

Search

< Back

5 matches found for the last 12 months

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	

Improvements to search results

- Show frequency of results at the top of the results page
- Consider what search fields are mandatory and whether to return all potential matches for the user to select from
- Consider user management and an 'Apply and Approve' process for adding new users
- Agree rules re: wider access to system, recognising that system design can't cover anything restrict access to trusted staff

Matches	1 month	3 months	6 months	12 months
Mr James Bond	0	1	0	4

Frontline user feedback

"We thought this would be another system you'd have to enter into - it's great that it uses existing data from other systems."

"It's not replacing our professional judgement, it's just helping us to know when our professional judgement needs to be applied."

"We can see how useful this is going to be."

"We've been interested in ways of doing this better for ten years, it's great that it's finally happening."

Over to Jane

MAST project learnings and solutions

1. Information sharing barriers have hindered similar projects in the past
   > Standardised information governance documents are key deliverables of this project

2. Multi-agency projects more difficult to keep on track due to differing priorities, back-end systems, internal processes/practices
   > Three month project engagement timetable

3. Internally multiple departments are involved: IG, IT, Adults, Childrens, Public Health
   > Engagement process and key stakeholders and project managers required

4. Sceptical operational buy-in (with good reason)
   > Need to engage and brief operational and data staff early in the project

5. Cautious on data quality issues
   > Approach ensures a robust core data set before matching begins

6. Some data 'firsts' for organisations
   > Data sets from some organisations have never been matched before
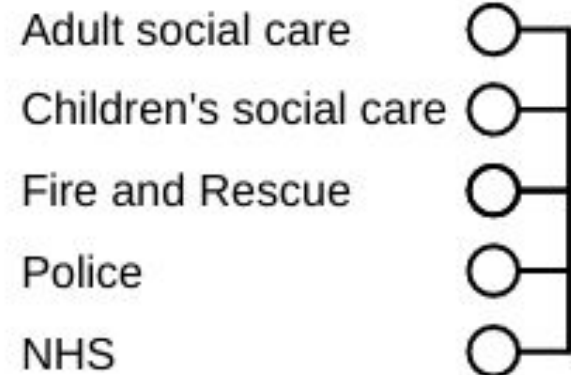
MAST: how you can get involved

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 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

Adult social care

Children's social care

Fire and Rescue

Police

NHS

MAST: how you can get involved

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
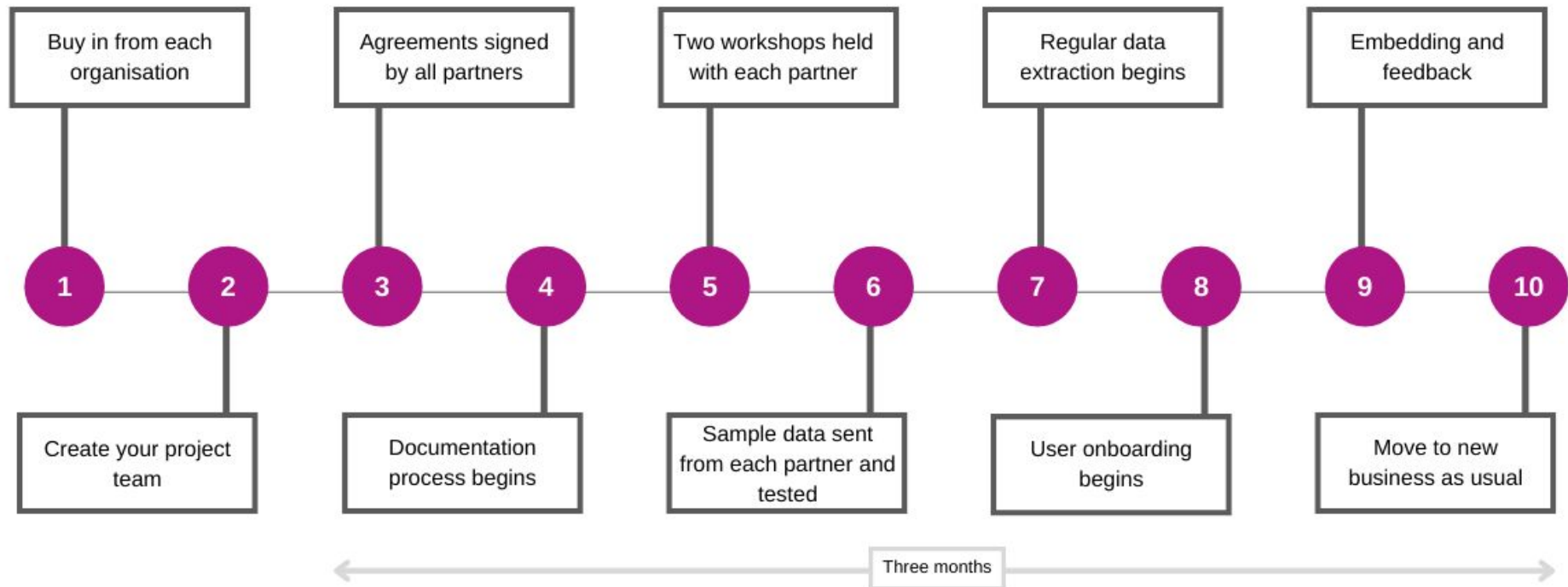

Six roles from each partner organisation

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

MAST: how you can get involved

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

MAST: typical project timeline

Buy in from each organisation — 1

Create your project team — 2

Agreements signed by all partners — 3

Documentation process begins — 4

Two workshops held with each partner — 5

Sample data sent from each partner and tested — 6

Regular data extraction begins — 7

User onboarding begins — 8

Embedding and feedback — 9

Move to new business as usual — 10

Three months

Poll 2: How do you think MAST could help you to improve your safeguarding work?

Questions and answers

Next steps

- Webinar recording and slides will be automatically sent to you
- Download our project factsheet to support internal discussions
- Ask us to present at your Local Safeguarding Children's/Adult's Boards
- Get in touch and we will keep you updated: jane.hancer@cc2i.org.uk

Short survey to follow

- Ask additional questions for our speakers
- Request a follow up call to discuss the software shown
- Auto register for our next webinars

Thank you

Jane Hancer, CC2i
Paul Withers, Walsall Council
Deven Ghelani, Policy in Practice

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