

Partners in South Wales use MAST to transform safeguarding by connecting data

Multi Agency Safeguarding Tracker (MAST) case study

Impact at a glance

£2 million
estimated annual savings
across partners

£130,000
costs avoided per council
via fewer placements

4+ hours
in time savings per referral

What is MAST?

MAST allows partners with a mandatory responsibility for safeguarding to securely share data to reduce safeguarding risk

Challenge: Poor information sharing between agencies has long delayed safeguarding efforts, increasing risk and cost

Information sharing has been a central issue in child protection and adult safeguarding practice, highlighted by numerous historical reviews and recommendations over the past fifty years. Without visibility of how individuals interact with different safeguarding agencies, practitioners have struggled to act proactively with speed or confidence.

Safeguarding agencies in South Wales found that despite their best efforts to share information, when children and adults in vulnerable situations interacted with one safeguarding agency, often another safeguarding agency was left unaware. This was leading to missed opportunities for earlier intervention, and difficulty in understanding the full picture of the lives of the children and adults they were supporting.

They decided that automated information sharing and the intelligent use of data use would help them to identify need much earlier, preventing crisis and stopping people falling through the cracks.

"We often say the problem in safeguarding is poor information sharing, but that's not true. The real issue is visibility... with so many systems, nobody knows who's got what. That's what MAST solves. It shows you who holds which piece of the puzzle. Instead of writing more policies, we need to make vulnerability visible."

Chris Frey-Davies, Principal Officer for Safeguarding & Quality Practice
Neath Port Talbot County Borough Council



Impact stories: The real effects of what MAST means and how we continue to see impact

Impact story one

An unknown child was brought to the attention of a social worker, who used MAST to identify the name of the child, and her siblings, along with multiple interactions with health services over the past twelve months. A quick follow up confirmed these details were correct, enabling a core assessment to better determine the nature and level of risk of harm. 12 hours saved across two partners.

Impact story two

A referral was made to children's social care for child neglect. MAST identified that Aiden's* mother was known to adult social services, with an open case relating to physical needs. This put the concerns for Aiden into context. Faye* was offered support and help with personal care and domestic tasks, and Aiden was recognised as a young carer. 4 hours and over £1,000 saved in referral costs.

Impact story three

A mental health practitioner contacted the NHS in relation to domestic abuse and wider safeguarding concerns. Using MAST, the health trust was able to see that a 5 year old child lived in the same address and had missed multiple hospital appointments. "Without MAST, we would not have seen the connection between the adult and child, or even known to ask."

(*Not their real names)

Priority Cases

Persons (2) | Addresses (2)

Name / Reference ID	Services Known To	Last Interaction	New Alerts	Interactions	Actions
> Edna S Minks	NHS Adult	25/05/2025 00:00:00	0	10	★ 🔍
> Flossie Dent	NHS Children's	16/11/2024 00:00:00	1	3	★ 🔍

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Solution: Partners across South Wales using MAST to collaborate headline data

In October 2024, partners across South Wales launched the Multi Agency Safeguarding Tracker (MAST). Developed by Policy in Practice, MAST brings together headline data on over 1 million interactions across social care, education, health, police and fire services.

MAST reveals whether someone is known to partner services, encouraging multi-agency collaboration while respecting data privacy. It enables a holistic view to better inform safeguarding decisions, and saves hours of practitioner time. Within MAST, we find that:

- **5% of people** have more than five interactions with services over the last 12 months
- **15% of addresses** have more than five interactions with services over the last 12 months
- **75 users** logged into MAST three times each week on average, running over 1,360 searches per week

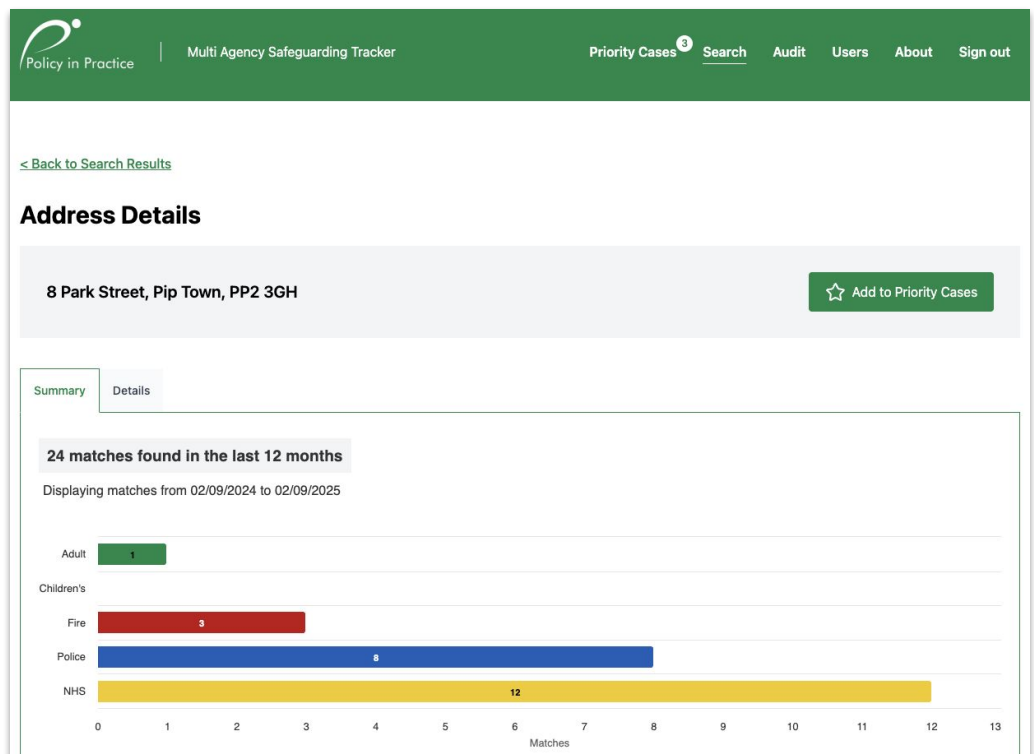
The impact stories above, based on real examples, show how MAST saves time when carrying out lateral checks, lowers the duplication of effort across agencies and leads to a faster and more informed safeguarding response.

"We looked at one particular postcode over 12 months and found 136 people known to services in that year. That's exactly the power of being able to give insight from the hundreds of thousands of records that sit within MAST."

Kelli Richards, Principal Officer of Early Help services in Swansea



Cyngor **Abertawe**
Swansea Council



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Key takeaways for councils and safeguarding partners

These impact stories show how MAST saves time when carrying out lateral checks, lowers the duplication of effort across agencies and leads to a faster and more informed safeguarding response. The West Glamorgan MAST evaluation report includes the details behind these anonymised but real examples.

- **Data sharing saves lives:** Decades of safeguarding reviews highlight that better information sharing could have prevented serious harm
- **MAST enables a joined up view:** By integrating headline data from social care, education, health, police and fire services, MAST helps practitioners see the full safeguarding picture.
- **Practical, privacy conscious collaboration:** MAST balances data privacy with effective multi agency coordination, promoting shared responsibility without overexposing data
- **Tangible financial and human impact:** MAST has saved an estimated £2 million across partners per year and enabled child identification and rapid response, with time savings worth £300 per referral. It has prevented multiple high cost interventions through earlier action and avoiding annual placement costs of around £130,000 per local authority
- **Scalable and future ready:** With plans to include education, mental health and probation data, MAST is a scalable model ready to transform safeguarding across the UK

Further impact stories can be found in the evaluation report. These delivered additional savings through early triage, accelerated information gathering, identification of hotspots for targeted early intervention and more. Please email hello@policyinpractice.co.uk for the evaluation report.

Want to know more about what partners in South Wales did?

Contact hello@policyinpractice.co.uk to discuss how MAST can help your council or agency to securely share safeguarding data to prevent harm