

Multi-Agency Safeguarding Tracker

What the service is

MAST is an online tool that joins up datasets to help safeguarding professionals make more informed safeguarding decisions with more data. Automated and secure daily data feeds from multiple partner organisations operate under a single data governance framework to show how an individual has interacted across multiple services.

Service features

- Securely share data across safeguarding partners under one governance framework
- Automate matching of individuals and locations across partners
- Analyse interaction records by person, place, time.
- Automated daily flows of data processed into the MAST database
- Execute searches and access interaction records over 12 months.
- Set alert criteria to receive automatic notification when interactions escalate
- Single sign-on managed by an administrator within the partner organisation
- Access on mobile or browser via licence agreement per partner
- Assess safeguarding requirements via rapid data sharing
- Training and built in chat support with human policy and system experts

Service benefits

- Quickly and simply provides a wide view of safeguarding partner actions
- Get a broader understanding of vulnerability using more information sources
- Enable earlier identification of where early intervention may be required
- Enable quicker contact with other services to inform safeguarding decisions
- Equip social workers to do faster lateral checks across agencies
- Proactively be alerted on households with multiple service contacts
- Identify households that are placing high demands on services
- Audit trail evidencing searches by MAST users within a custom period
- Receive up-to-date insights via automated daily data feeds

Data backup and business continuity

MAST data is stored on Amazon RDS, a fault-tolerant, multiply-redundant database store with high availability and failover. A snapshot of the database is taken automatically each day and

backups are kept for three days. Additionally, backups are taken immediately before major database migrations. If issues occur, we can restore from the backup within minutes.

The data-visualisation layer is also hosted on the eu-west-2 AWS region and is regularly backed up. The entire system can be rebuilt and redeployed within ten minutes and there are runbooks for outages, potential data breaches, and deployment failures.

We have a comprehensive Business Continuity and Disaster Recovery Plan with identified actions, personnel and resources to rebuild and restart each of our services. Each of the resources in the plan has further redundancy.

Onboarding and offboarding

Our technical analyst will work with your technical staff to set up automated, secure submission of new data from your systems to ours via an SFTP portal. Once this is in place, our service will update the platform data daily to ensure that you can work from up-to-date household information and make better-informed safeguarding decisions.

Full training is provided on the use of the system, and our Client Services Managers will work with senior officers to set up kick-off meetings where Policy in Practice can support partner organisations to integrate MAST into business processes and aid with information governance, partner collaboration and data transfer from all the data holders.

If a contract is not renewed, normal practice is to keep data for no longer than one year following the end of the contract. We will also delete some or all data on request. User logins will be revoked at the termination date.

Pricing overview

As stated in the main G-Cloud 15 form, the service cost ranges from £14,000 to £150,000 per year per partner.

Service constraints such as maintenance windows and customisation levels

Planned maintenance downtime of the service will be scheduled outside business hours where possible and notified in advance to the client. Typically, the service requires less than one hour of planned downtime each month.

Ordering and invoicing process

Contact us to speak to a sales adviser to discuss your requirements

The sales adviser will issue a sales order form describing the service you have agreed to purchase

Upon receipt of the signed sales order form, we issue an invoice on 30-day terms and begin onboarding

Invoices must be paid within 30 days

How to end a contract

By default the contract is auto renewed on an annual or multi-year basis with a 30 day notice period. To end a contract, the client must notify us via written confirmation prior to the notice period of the contract renewal.

Ongoing support

We offer individual support for clients and client users by email, phone and in-app web chat. We also run free, live monthly webinars and email registered users when we update MAST's functionality and add new features.

Our support response times are:

- Email support: within one hour during business hours
- Phone support: available 9 am to 5 pm Monday to Friday, except bank holidays
- In-app web chat support: available 9 am to 5 pm Monday to Friday, excluding bank holidays

Technical requirements

The MAST platform is a web-based service that requires only a web browser. It supports Chrome, Firefox, Safari, Edge and Opera. Given that it is a tool for querying, summarising, and filtering large quantities of geographically distributed, complex data, it is more suited for use through a desktop browser than a mobile one, although it can be used on both.