

# Overcoming the data disconnect in safeguarding: Evidence and impact in West Glamorgan and the West Midlands

Wednesday 28 January 2026

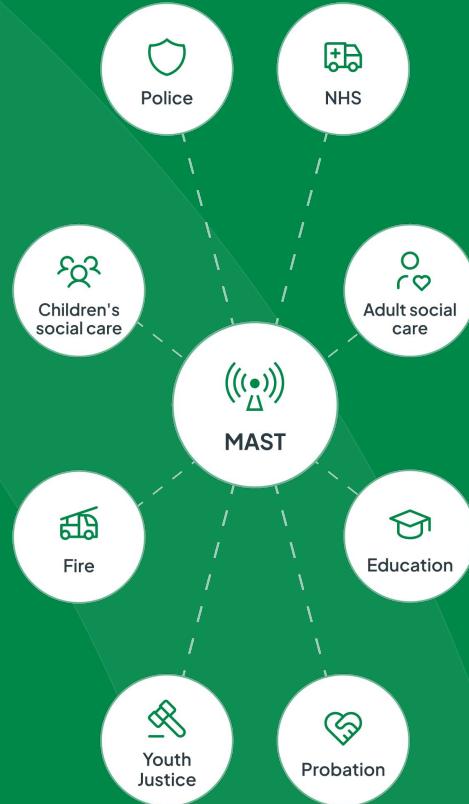
# Housekeeping

- Audio check
- Please ask questions throughout
- Short survey
- Aim to finish by 11.45
- Slides and recording will follow
- Connect with us on LinkedIn



Policy in Practice

We empower organisations to  
**reduce financial vulnerability**  
and **safeguarding risk**



[policyinpractice.co.uk](http://policyinpractice.co.uk)

Our research shows  
**£24 billion of support**  
is unclaimed every year



# Today's speakers



**Paul Garlick**  
Director of Operations,  
Policy in Practice



**Mohammed Ali**  
Business Intelligence,  
Walsall Council



**Linzi Margetson**  
Principal Officer for  
Safeguarding,  
Performance & Transformation,  
Swansea Council



**Jennifer Downie**  
Product Manager (MAST),  
Policy in Practice

# Agenda

- **Introduction: The safeguarding problem we're solving**  
Paul Garlick, Director of Operations
- **Walsall Council: Broadening horizons with education data**  
Mohammed Ali, Business Intelligence, Walsall Council
- **South Wales: Transforming safeguarding practices by connecting data**  
Linzi Margetson, Principal Officer for Safeguarding, Performance & Transformation, Swansea Council
- **A brief view of the Multi Agency Safeguarding Tracker (MAST)**  
Jennifer Downie, MAST Product Manager, Policy in Practice
- **The future of safeguarding: Connecting to welfare**  
Paul Garlick, Director of Operations
- **Open discussion and Q&A**



Policy in Practice

# Paul Garlick

Director of Operations,  
Policy in Practice

**Introduction:  
The safeguarding problem  
we're solving**

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## National Review into the deaths of Arthur Labinjo-Hughes and Star Hobson (May 2022)

*“Problems with information sharing have been raised by every national child protection review and inquiry – going back as far as the inquiry into the death of Maria Colwell in 1973.*

*Time and again we see that different agencies hold pieces of the same puzzle but no one holds all of the pieces or is seeking to put them together.”*



## Child Practice Review into the death of Logan Mwangi (November 2022)

*“Information sharing platforms that support multi-agency information sharing being absent or not compatible.”*

*“This case has highlighted that there remain organisational barriers to the sharing of information, joint discussion and decision making. The lack of a shared information sharing system critically affected the ability to respond to this case, in terms of achieving a shared understanding of the risks and the appropriate action that was needed.”*



# What is MAST and where did it come from?



Multi Agency Safeguarding Tracker (MAST) is a data driven solution that allows partners with mandatory responsibility for safeguarding to securely share headline data, underpinned by a documented information governance structure.

Co-designed by social workers, information governance experts and multi agency safeguarding professionals



# What is MAST and where did it come from?



## Features & Partners



**Partners** are local authorities (Adult and Children's Social Care), Police, NHS and Fire. Education, probation and youth justice datasets can be added.



**Immediate, real time access** to safeguarding activity across the last 12 months (updated daily)



**Priority alerts** can be set-up to provide daily alerts to partner interactions



**Searchable** by both person and address. Obtain **direct contact details** of safeguarding experts working with residents



**PROUD** OF OUR PAST, OUR PRESENT AND FOR OUR FUTURE

# Mohammed Ali

Specialist Officer, Business Insights,  
Walsall Council

**Walsall Council:**  
**Broadening horizons**  
**with education data**



# Policy



# Brief History

## The Journey & Purpose

Why did we  
get involved



When did  
it start



Benefits to  
partnership



# The Partnership

## Who contributes



# What data does Walsall Council share

## Data Categories

Adult social care and  
Adults currently open with  
safeguarding concern



Children's Social Care and  
Early Help and Children  
currently open to social care  
or early help intervention



## Data Items Shared



Name



Unique identifiers to assist  
data matching



Addresses



Case worker name and  
contact details



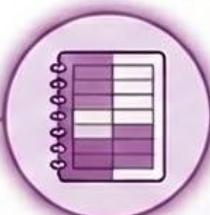
Data shared by bespoke reports running from  
SSRS daily from case management systems

# New data being provided

From December 2025, education data added to MAST to provide additional indicators of potential vulnerability



Severe absence  
(misses 50% or  
more sessions)



Persistent absence  
(misses 10%+ )



Permanent  
exclusions



Elective Home  
Educated



Children Missing  
Education



Data provided by weekly SSRS reports,  
process to be become automated



Policy in Practice



# Linzi Margetson

Principal Officer for Safeguarding,  
Performance & Transformation,  
Swansea Council

**South Wales: Transforming  
safeguarding practices by  
connecting data**

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# West Glamorgan Partnership

- **Partners** – Swansea Council, Neath Port Talbot Council, Swansea Bay University Health Board. Currently waiting on South Wales Police data.
- **Live ‘testing phase’** - Partners kicked off in October 2024, bringing headline data together in one system to support safeguarding practice.
- **Why West Glamorgan chose MAST** - Fragmented information across agencies prevented a risk assessment that could have stopped a domestic homicide.
- **Data volumes** - **Over 587K** rows of data arrived into MAST within the first 12 months of the partnership.
- **Overlapping interactions** - **257,081** individuals had at least one interaction with an agency.



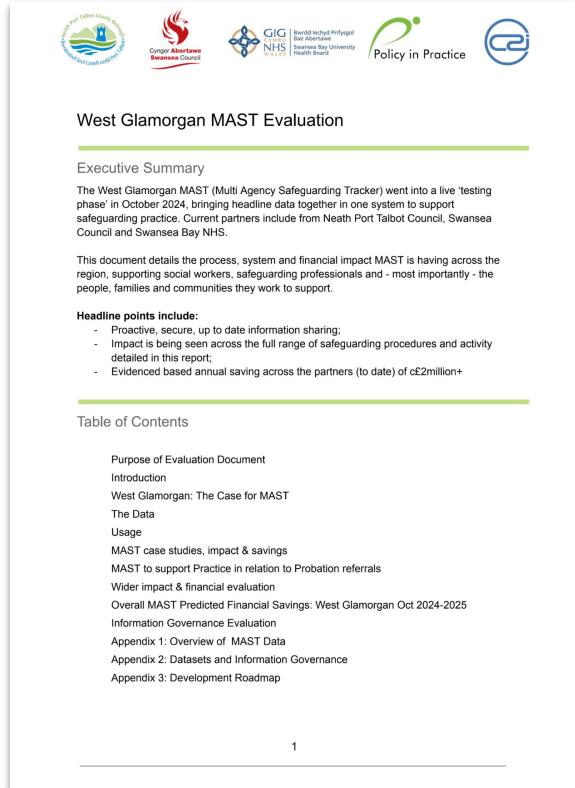
*“First time we have been able to see children, adults and families as they move across local authority boundaries” Chris Frey Davies*

# West Glamorgan Evaluation Report

**2 million**  
estimated annual savings across  
partners

**£130,000**  
costs avoided per LA via fewer  
placements

**4+ hours**  
in time savings per referral



The image shows the cover of the 'West Glamorgan MAST Evaluation' report. At the top, there are logos for Neath Port Talbot County Borough Council, Cyngor Abertawe Swansea Council, GIG NHS, and Policy in Practice. The title 'West Glamorgan MAST Evaluation' is centered below the logos. A green horizontal line follows, then the 'Executive Summary' section begins. It describes the MAST system as a live 'testing phase' in October 2024, bringing data from multiple partners into one system to support safeguarding practice. Current partners include Neath Port Talbot Council, Swansea Council, and Swansea Bay NHS. The document details the process, system, and financial impact of MAST across the region. A 'Headline points include:' section lists three bullet points: 'Proactive, secure, up to date information sharing;', 'Impact is being seen across the full range of safeguarding procedures and activity detailed in this report;', and 'Evidenced based annual saving across the partners (to date) of c£2million+'. Another green horizontal line follows, then the 'Table of Contents' section begins. The table of contents lists various chapters and appendices, including 'Purpose of Evaluation Document', 'Introduction', 'West Glamorgan: The Case for MAST', 'The Data', 'Usage', 'MAST case studies, impact & savings', 'MAST to support Practice in relation to Probation referrals', 'Wider impact & financial evaluation', 'Overall MAST Predicted Financial Savings: West Glamorgan Oct 2024-2025', 'Information Governance Evaluation', 'Appendix 1: Overview of MAST Data', 'Appendix 2: Datasets and Information Governance', and 'Appendix 3: Development Roadmap'. The page number '1' is at the bottom right.

West Glamorgan MAST Evaluation

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**Executive Summary**

The West Glamorgan MAST (Multi Agency Safeguarding Tracker) went into a live 'testing phase' in October 2024, bringing headline data together in one system to support safeguarding practice. Current partners include from Neath Port Talbot Council, Swansea Council and Swansea Bay NHS.

This document details the process, system and financial impact MAST is having across the region, supporting social workers, safeguarding professionals and - most importantly - the people, families and communities they work to support.

**Headline points include:**

- Proactive, secure, up to date information sharing;
- Impact is being seen across the full range of safeguarding procedures and activity detailed in this report;
- Evidenced based annual saving across the partners (to date) of c£2million+

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**Table of Contents**

- Purpose of Evaluation Document
- Introduction
- West Glamorgan: The Case for MAST
- The Data
- Usage
- MAST case studies, impact & savings
- MAST to support Practice in relation to Probation referrals
- Wider impact & financial evaluation
- Overall MAST Predicted Financial Savings: West Glamorgan Oct 2024-2025
- Information Governance Evaluation
- Appendix 1: Overview of MAST Data
- Appendix 2: Datasets and Information Governance
- Appendix 3: Development Roadmap

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# Impact Story

**Situation:** Following the sudden death of a child, Swansea Council identified a 17-year-old half-sibling who was not open to services or living at the same address. This young person was not in education, employment, or training, effectively made them 'invisible' to the system. The service decided to reach out, but the contact details held by the outreach services were outdated, leaving the young person isolated during a difficult period.

**How MAST helped:** To locate the sibling, the team utilised MAST to search for more recent records. Using the name and date of birth, an up-to-date address provided through recent health service interactions.

**Impact:** This critical piece of information was immediately shared with the youth outreach advisor, who had previously been unable to make contact. This intervention ensured that the sibling was not only offered immediate mental health resources and bereavement counseling but was also re-engaged with career and education support.

**"Working together to access MAST helped us to gain up-to-date and accurate information from health to ensure the young person had appropriate support in place following the sudden death of their sibling"**

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**"The young person now has the contact details to access support when ready, to explore their opportunities for education, employment or training as a young adult."**

# Impact Story

## Situation

- Following the sudden death of a child, Swansea Council identified a 17-year-old half-sibling who was effectively made 'invisible' to the system.
- Due to outdated contact details, the young person was left isolated during a difficult period.

## How MAST helped

The team utilised MAST to cross-reference recent health service interactions. They identified an up to date address that allowed the outreach team to make a connection.

## Impact

- The youth advisor successfully reached the sibling to provide immediate mental health resources and bereavement counselling.
- This intervention also helped the young person re-engage with career and education programmes to support their long term wellbeing.

“Working together to access MAST helped us to gain up-to-date and accurate information from health to ensure the young person had appropriate support in place following the sudden death of their sibling”

“The young person now has the contact details to access support when ready, to explore their opportunities for education, employment or training as a young adult.”

# Impact Story

**Situation:** During a local Problem Solving Group, South Wales Police identified 'Location X' as a high-concern area for anti-social behavior linked to substance misuse. To move beyond traditional enforcement, partners needed to understand why these issues were persisting and whether residents were actually receiving the help they needed or if service gaps were fueling the problem.

**How MAST helped:** By using the MAST platform to analyze activity across the specific postcode over a 12-month period, partners uncovered a significant disconnect. Data showed 136 residents were interacting with social care or emergency health services

**Next Steps:** There was consideration that though the numbers of people accessing A+E were high, the number of people accessing dedicated substance misuse support were low. This allowed the partnership to adapt their thinking towards targeted awareness raising sessions as part of the community support event taking place in the area.

"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."

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Kelli Richards  
Principal Officer of Early Help Services,  
Swansea Council

# Impact Story

## Situation

- South Wales Police flagged Location X as a hotspot for anti-social behaviour linked to substance misuse.
- To move beyond traditional enforcement, partners needed to understand why issues persisted and whether residents were getting the right support.

## How MAST helped

Analysis of one postcode over 12 months showed a significant disconnect: 136 residents in contact with social care or emergency health services

## Next Steps

- High number of A&E cases, but low engagement with dedicated substance misuse services
- Partners shifted focus to targeted awareness sessions at local community support events

"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."

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Kelli Richards  
Principal Officer of Early Help Services,  
Swansea Council

# Next Steps



**National evaluation:** Supporting this important work



**South Wales Police Integration:** Embedded for greater insights



**Fire and Rescue Expansion:** Welcoming Mid and West Wales to the network



**Probation Service:** 'Read only' access could unlock new referral routes



**Ambulance Service:** Would bring huge national value for risks and health vulnerabilities



**Education:** Would be utilised to identify households in vulnerable situations



**Mental Health:** Scoping the next phase of data inclusion.

# Jennifer Downie

MAST Product Manager,  
Policy in Practice

## A brief view of the Multi Agency Safeguarding Tracker (MAST)



## Multi Agency Safeguarding Tracker

By logging into the MAST system, you are confirming that you are accessing and using this system for the purpose of complying with your legal obligations towards safeguarding, prevention or detection of crime duties. You must be able to make informed decisions in relation to detecting or assessing individuals' safeguarding needs to prevent them from harm or distress.

You fully understand that to access information for which you have no justified lawful basis can be considered an offence under the UK-GDPR or relevant data protection legislation. Any breach will be dealt with appropriately in line with your organisation's data breach management and reporting processes.

The lawful basis for processing under the Data Protection Act 2018 and UK-GDPR stems from the public task duty and legal gateways contained within the [Borsetshire Act](#).

I am performing this search in accordance with my organisation's safeguarding duties in line with the following legal gateway:

- [Borsetshire Gateway](#)

I understand that misuse of this system can result in disciplinary proceedings and/or prosecution against me.

[I understand](#)

[Sign In](#)



# Login declaration page / About Page

## Search Results

Displaying results matching: Name: Jess Daniels

Service	Person	Address	Date of Birth	NHS ID	Ref ID	Record Date ↓
Education - Persistent Absence	<a href="#">Jess Daniels</a> 	<a href="#">7 Astran Court Grove Park Temple PP7 4PD</a> 	04/10/2018	5749302840	700007	03/11/2025
Education - Severe Absence	<a href="#">Jess Daniels</a> 	<a href="#">7 Astran Court Grove Park Temple PP7 4PD</a> 	04/10/2018	5749302840	700007	27/10/2025
Education - Severe Absence	<a href="#">Jess Daniels</a> 	<a href="#">7 Astran Court Grove Park Temple PP7 4PD</a> 	04/10/2018	5749302840	700007	20/10/2025
Education - Severe Absence	<a href="#">Jess Daniels</a> 	<a href="#">7 Astran Court Grove Park Temple PP7 4PD</a> 	04/10/2018	5749302840	700007	13/10/2025
Education - Severe Absence	<a href="#">Jess Daniels</a> 	<a href="#">7 Astran Court Grove Park Temple PP7 4PD</a> 	04/10/2018	5749302840	700007	06/10/2025
NHS DNA	<a href="#">Jess Daniels</a> 	<a href="#">7 Astran Court, Grove Park, Temple, Templeshire PP7 4PD</a> 	04/10/2018	5749302840	5749302840	06/10/2025
Children's	<a href="#">Jess Daniels</a> 	<a href="#">7 Astran Court Grove Park Temple PP7 4PD</a> 	04/10/2018	5749302840	100052	30/09/2025
Education - Severe Absence	<a href="#">Jess Daniels</a> 	<a href="#">7 Astran Court Grove Park Temple PP7 4PD</a> 	04/10/2018	5749302840	700007	29/09/2025
Education - Persistent Absence	<a href="#">Jess Daniels</a> 	<a href="#">7 Astran Court Grove Park Temple PP7 4PD</a> 	04/10/2018	5749302840	700007	22/09/2025
Education - Persistent Absence	<a href="#">Jess Daniels</a> 	<a href="#">7 Astran Court Grove Park Temple PP7 4PD</a> 	04/10/2018	5749302840	700011	15/09/2025

← Previous 1 2 Next →

Show 10 50 100

# First stage search

## Person Details

Jess Daniels  
Gender: Female  
Date of Birth: 04/10/2018

 Add to Priority Cases

Summary

Details

18 matches found in the last 12 months

Displaying matches from 04/11/2024 to 04/11/2025

Adult

Children's

Fire

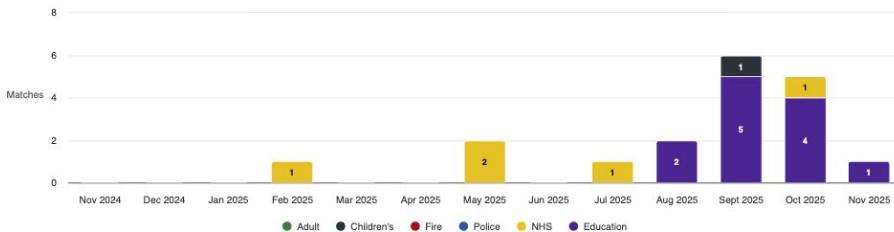
Police

NHS

Education



Matches broken down by month



Highcharts.com

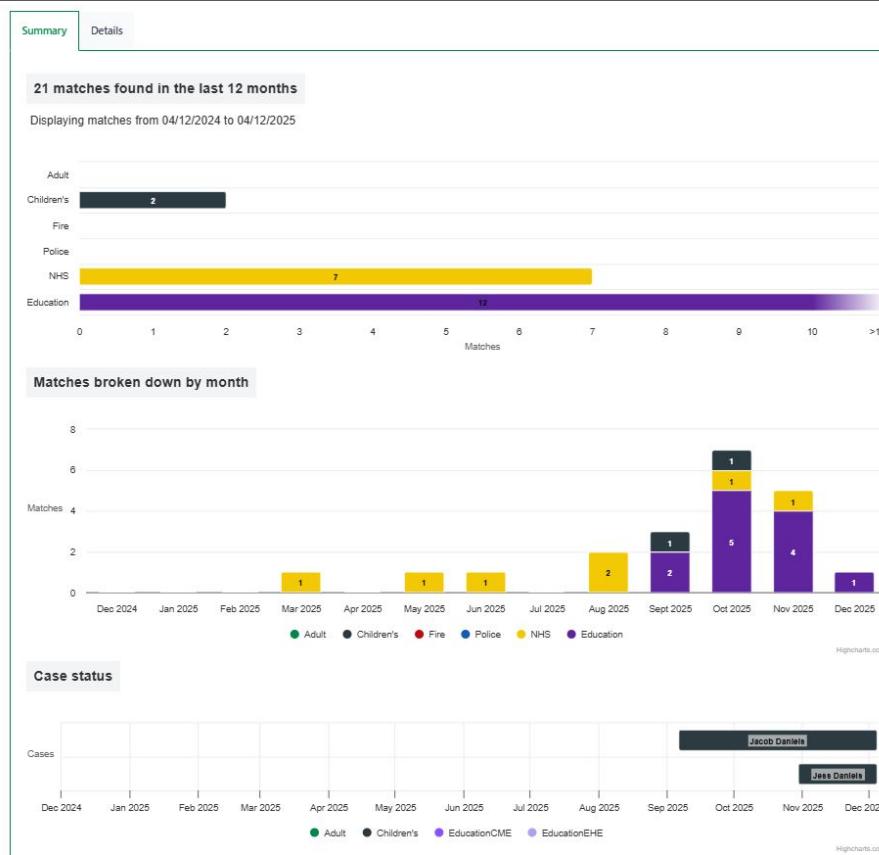
# Second stage search – Person Summary

Summary

Details

Name	Date of Birth	Gender	Address	UPRN	Service	Contact Details	Record Date ↓	Ref ID	NHS ID
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple PP7 4PD	1230675930	Education - Persistent Absence	Hannah Paul Hannah.Paul@PiPCouncil.gov.uk 01793 756483	03/11/2025	700007	5749302840
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple PP7 4PD	1230675930	Education - Severe Absence	Hannah Paul Hannah.Paul@PiPCouncil.gov.uk 01793 756483	27/10/2025	700007	5749302840
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple PP7 4PD	1230675930	Education - Severe Absence	Hannah Paul Hannah.Paul@PiPCouncil.gov.uk 01793 756483	20/10/2025	700007	5749302840
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple PP7 4PD	1230675930	Education - Severe Absence	Hannah Paul Hannah.Paul@PiPCouncil.gov.uk 01793 756483	13/10/2025	700007	5749302840

## Second stage search – Person Details



## Second stage search – Address Summary

Summary

Details

Name	Date of Birth	Gender	Address	UPRN	Service	Contact Details	Record Date	Ref ID	NHS ID
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple Templeshire PP7 4PD	1230675930	Education Persistent Absence	Hannah Paul Hannah.Paul@PipCouncil.gov.uk 01793 756483	03/12/2025	700007	5749302840
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple Templeshire PP7 4PD	1230675930	Education Severe Absence	Hannah Paul Hannah.Paul@PipCouncil.gov.uk 01793 756483	26/11/2025	700007	5749302840
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple Templeshire PP7 4PD	1230675930	Education Severe Absence	Hannah Paul Hannah.Paul@PipCouncil.gov.uk 01793 756483	19/11/2025	700007	5749302840
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple Templeshire PP7 4PD	1230675930	Education Severe Absence	Hannah Paul Hannah.Paul@PipCouncil.gov.uk 01793 756483	12/11/2025	700007	5749302840
Jess Daniels	04/10/2018	F	7 Astran Court, Grove Park, Temple, Templeshire PP7 4PD	1230675930	NHS DNA	Dr Ava Thomas ava.thomas@nhs.uk 0179355126	05/11/2025	5749302840	5749302840
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple Templeshire PP7 4PD	1230675930	Education Severe Absence	Hannah Paul Hannah.Paul@PipCouncil.gov.uk 01793 756483	05/11/2025	700007	5749302840
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple Templeshire PP7 4PD	1230675930	Children's Health	Ava Thomas ava.thomas@PipCouncil.gov.uk 0179355126	30/10/2025	100052	5749302840
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple Templeshire PP7 4PD	1230675930	Education Severe Absence	Hannah Paul Hannah.Paul@PipCouncil.gov.uk 01793 756483	29/10/2025	700007	5749302840
Jess Daniels	04/10/2018	F	7 Astran Court Grove Park Temple Templeshire PP7 4PD	1230675930	Education Persistent Absence	Hannah Paul Hannah.Paul@PipCouncil.gov.uk 01793 756483	22/10/2025	700007	5749302840
John Daniels	07/07/2019	M	7 Astran Court, Grove Park, Temple, Templeshire PP7 4PD	1230675930	NHS DNA	Dr Ava Thomas ava.thomas@nhs.uk 0179355126	15/10/2025	1000536588	1000536588

← Previous 1 2 3 Next →

Show 19 50 100

# Second stage search - Address Details

## Priority Cases

[Persons \(3\)](#)

[Addresses \(3\)](#)

Name / Reference ID	Services Known To	Last Interaction	New Alerts	Interactions	Actions
> Jess Daniels	<a href="#">Education - Persistent Absence</a> <a href="#">Education - Severe Absence</a> <a href="#">NHS DNA</a> <a href="#">Children's</a> <a href="#">NHS ED</a>	02/11/2025 00:00:00	0	18	<a href="#"></a> <a href="#"></a>
> Edna S Millar	<a href="#">NHS ED</a> <a href="#">NHS DNA</a> <a href="#">Adult</a>	26/07/2025 00:00:00	0	11	<a href="#"></a> <a href="#"></a>
> Flossie Dent	<a href="#">Education - Children Missing from Education</a> <a href="#">NHS ED</a> <a href="#">Children's</a>	08/10/2025 00:00:00	0	3	<a href="#"></a> <a href="#"></a>

Previous 1 Next

Show 10 50 100

## Priority Alerts



## You have new alerts

Dear paul.garlick@policyinpractice.co.uk

You have **1 new alert** against your MAST priority cases in the last 24 hours.

You have a total of **1 unactioned alert**. Please go to the priority cases section of MAST to review your alerts.

[Click here to access MAST](#)

### If you need help

If you have any questions or need further assistance please email [helpdesk@policyinpractice.co.uk](mailto:helpdesk@policyinpractice.co.uk) or call 0330 088 9242.

0330 088 9242

[helpdesk@policyinpractice.co.uk](mailto:helpdesk@policyinpractice.co.uk)



# Priority Alerts – Email you would receive at 8am if an alert is set

## Audit

On this page, users with administrator permissions can access searches by MAST users within the last week, month, or quarter. By clicking 'Search', you can bring up records containing search terms and timestamps of searches.

User

Select a user in the drop down menu

Please select a user



Period

By default, displays all data for a given user if no date selected

FROM

dd/mm/yyyy

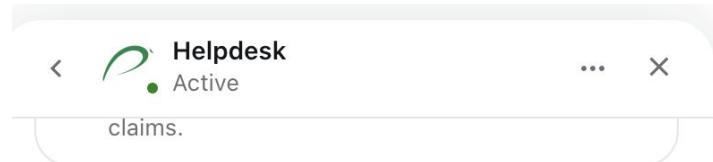
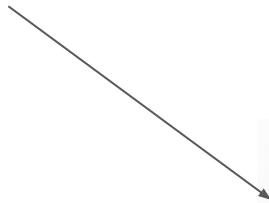
TO

dd/mm/yyyy

Search

## Audit function

You can find the helpdesk icon at the bottom right of the screen.



Hi there, I need help using MAST

You'll get replies here and in your email:



jennifer.downie@policyinpractice.co.uk

Our usual reply time  
🕒 under 2 minutes



Helpdesk joined the conversation

Hi Jen, Xanthe from Policy in Practice here.  
What can I help you with?

## Helpdesk feature



Policy in Practice

# Paul Garlick

Director of Operations,  
Policy in Practice

## The future of safeguarding: Connecting to welfare

[policyinpractice.co.uk](http://policyinpractice.co.uk)





## Low Income Family Tracker

Build their financial strength, reduce your costs

The intelligent analytics platform for local authorities to help link your data, maximise your residents' income and reduce costs

### Our local authority clients use LIFT to:

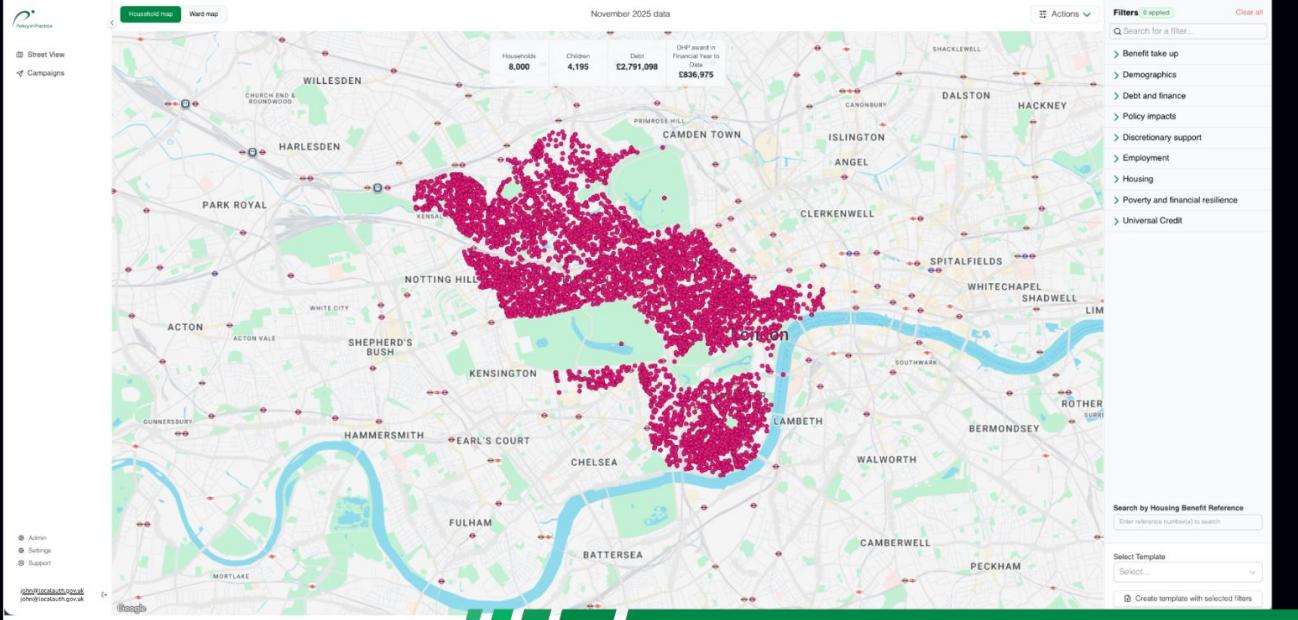
- Evidence outcomes of service
- Tackle problem debt and arrears
- Maximise the income of households
- Allocating discretionary funds
- Localities approach
- Identify and support families at risk of eviction
- Avoid unnecessary cost by preventing hardship
- Understand current and future demand for services
- Matching against health data sets



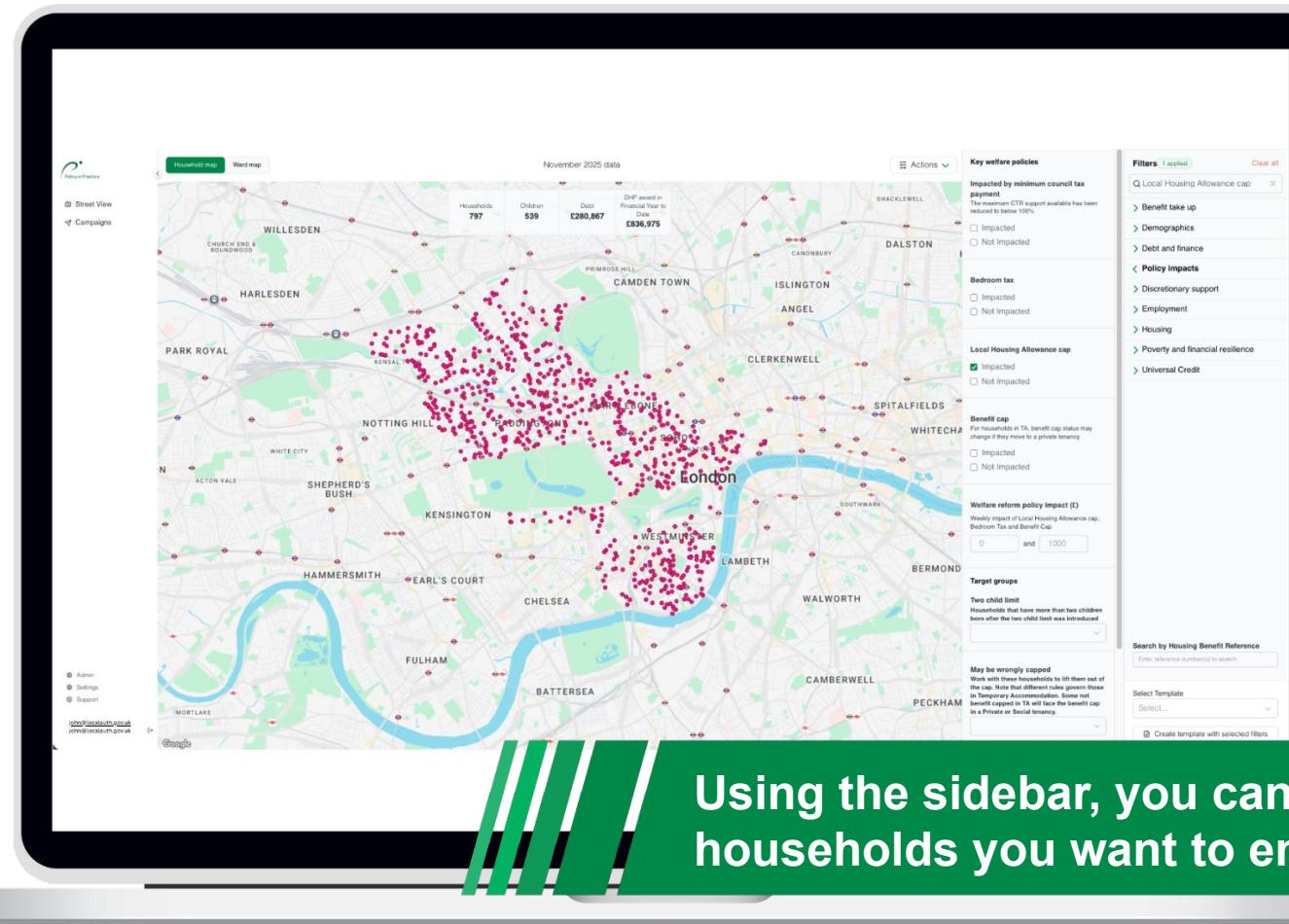
“LIFT is invaluable. We can get so much data from it that we can provide to Members who may have concerns within their ward and it's the baseline start for all of our campaigns.”

Dawn Cove, London Borough of Redbridge

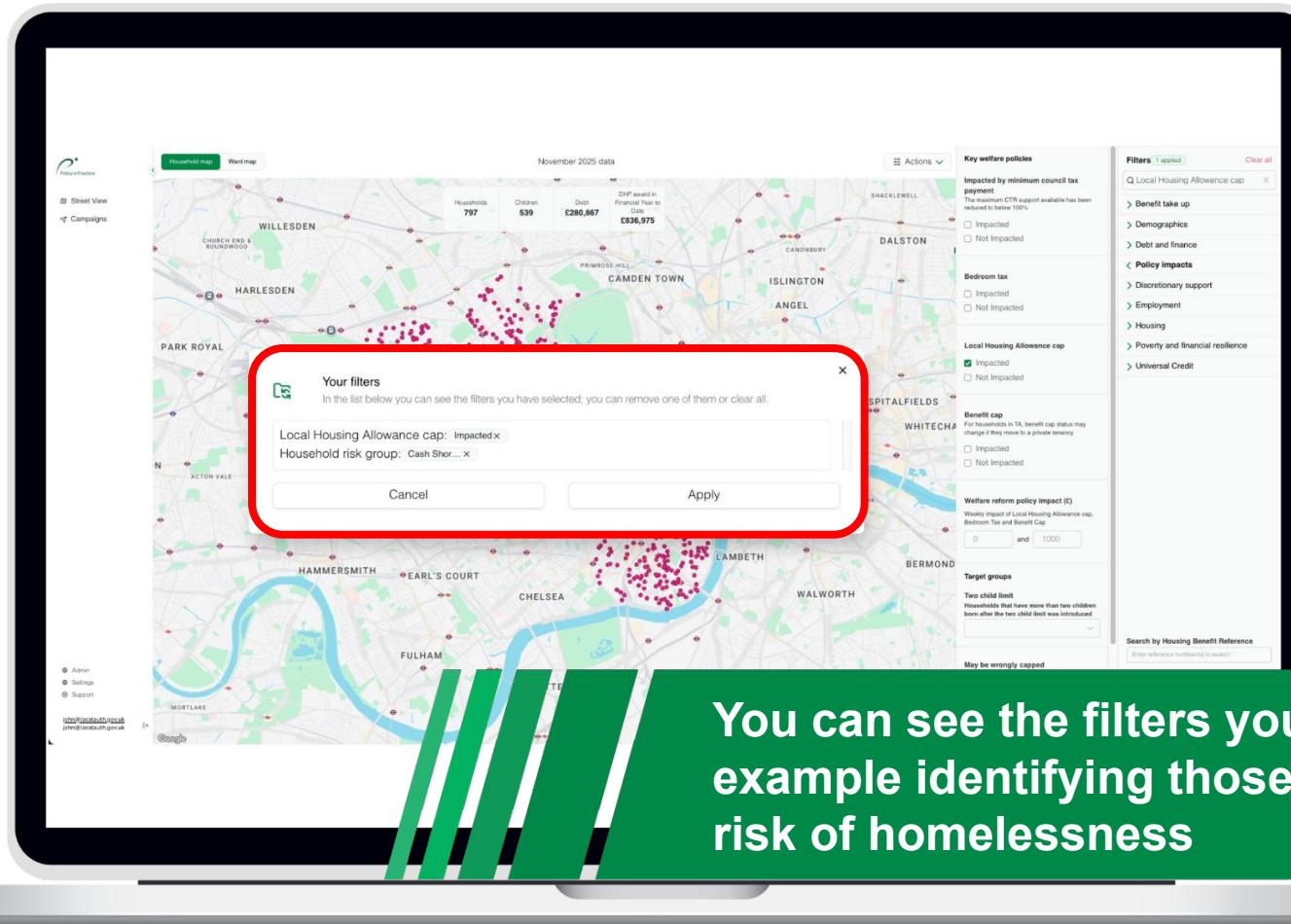




# LIFT Street View shows all low income households in your area



Using the sidebar, you can select the households you want to engage with



The dashboard displays a map of London with various data layers. A modal window titled 'Your filters' is overlaid on the map, showing the selected filters: 'Local Housing Allowance cap: Impacted' and 'Household risk group: Cash Shortage'. The map includes labels for areas like Willesden, Camden Town, Islington, and Hackney. On the right side, there are several filter panels: 'Key welfare policies' (with 'Impacted by minimum council tax payment' checked), 'Bedroom tax' (unchecked), 'Local Housing Allowance cap' (checked), 'Benefit cap' (unchecked), 'Welfare reform policy impact' (set to 0 and 1000), and 'Target groups' (two child limit). A search bar for 'Housing Benefit Reference' is also present.

Local Housing Allowance cap: Impacted

Household risk group: Cash Shortage

Cancel Apply

Key welfare policies

Impacted by minimum council tax payment

Bedroom tax

Local Housing Allowance cap

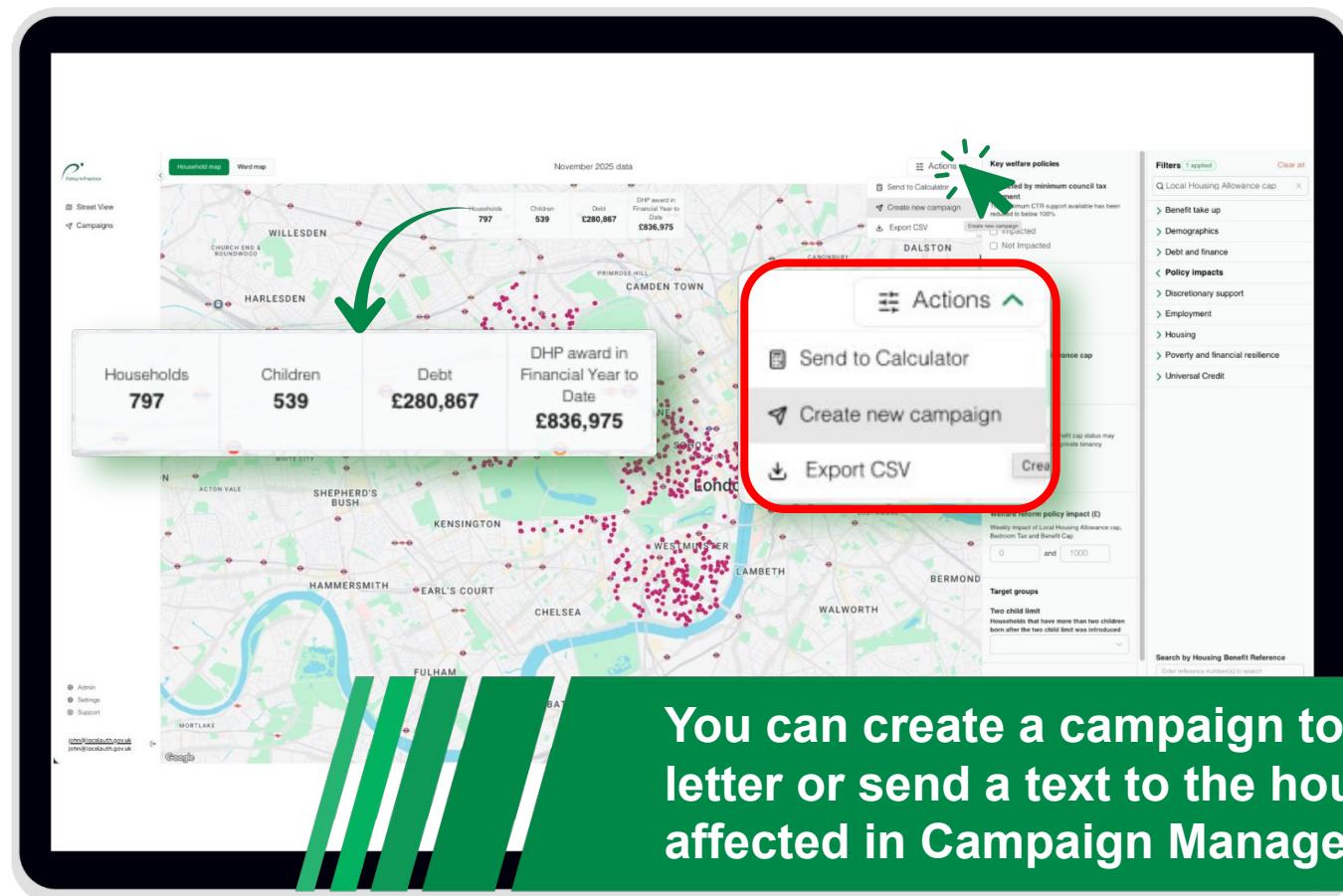
Benefit cap

Welfare reform policy impact

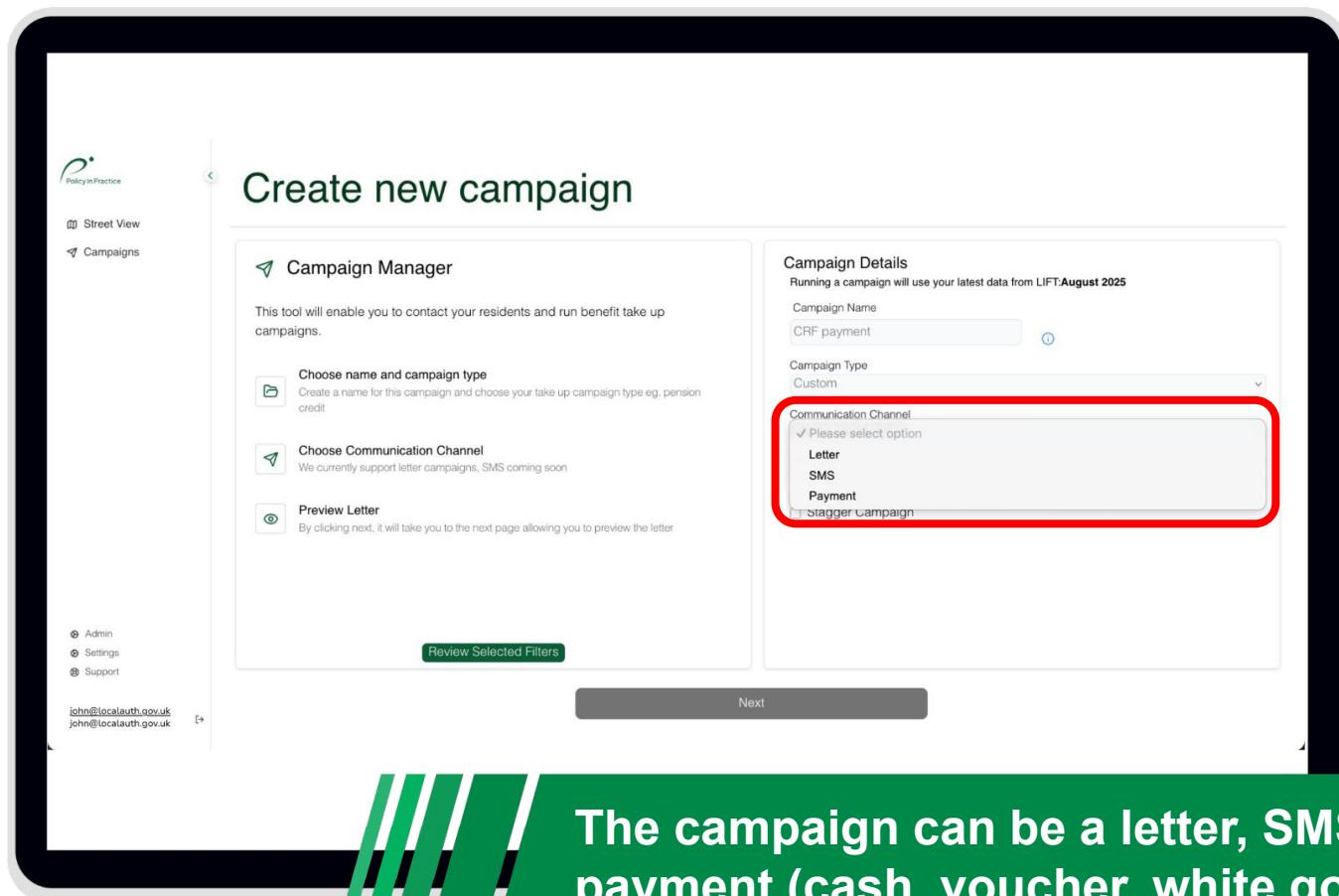
Target groups

Search by Housing Benefit Reference

You can see the filters you apply, for example identifying those at possible risk of homelessness



**You can create a campaign to write a letter or send a text to the households affected in Campaign Manager**



**Create new campaign**

**Campaign Manager**

This tool will enable you to contact your residents and run benefit take up campaigns.

**Choose name and campaign type**  
Create a name for this campaign and choose your take up campaign type eg. pension credit

**Choose Communication Channel**  
We currently support letter campaigns, SMS coming soon

**Preview Letter**  
By clicking next, it will take you to the next page allowing you to preview the letter

**Campaign Details**  
Running a campaign will use your latest data from LIFT:August 2025

**Campaign Name**  
CRF payment

**Campaign Type**  
Custom

**Communication Channel**

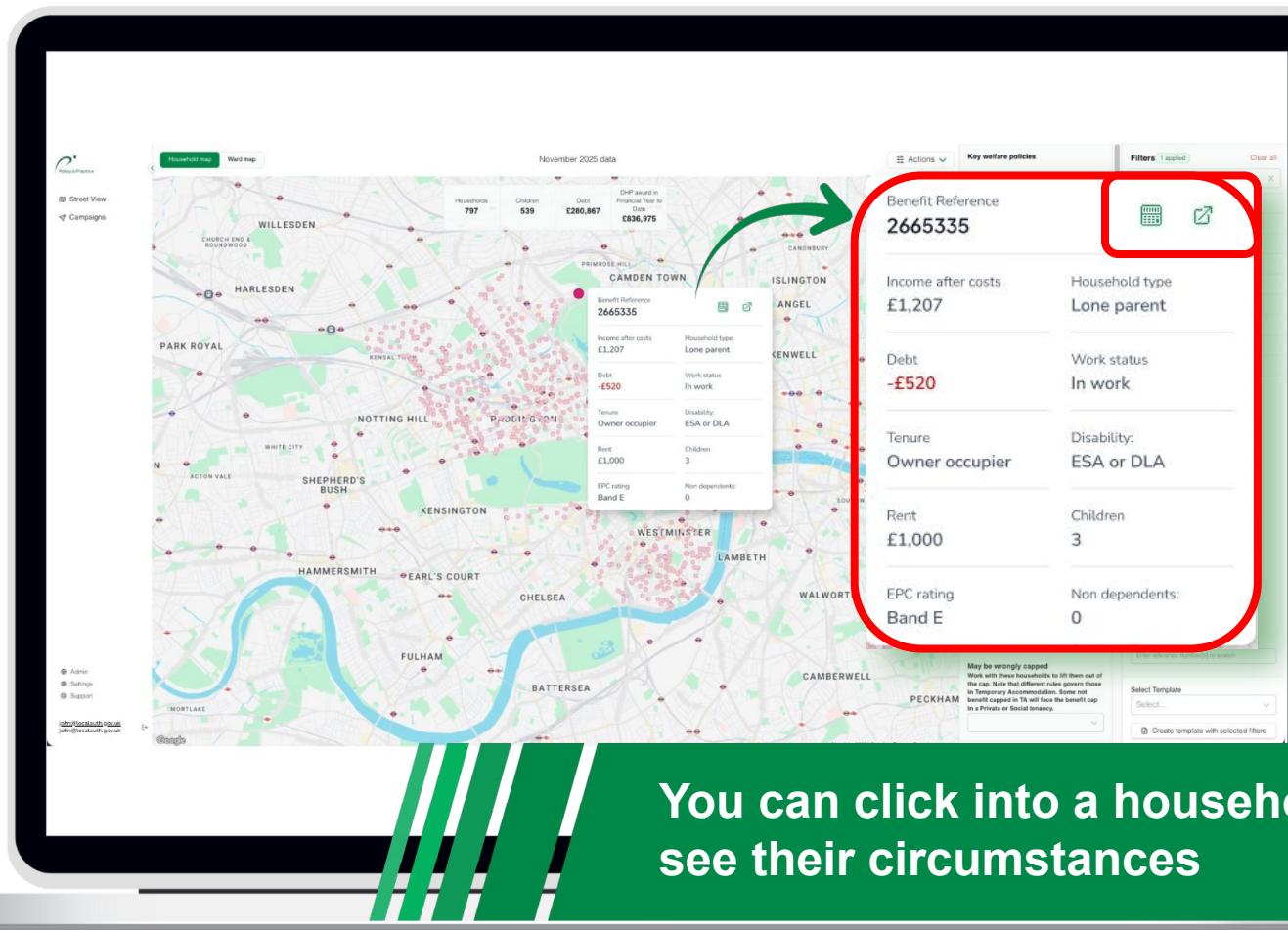
✓ Please select option

- Letter
- SMS
- Payment
- Stagger Campaign



The campaign can be a letter, SMS or a payment (cash, voucher, white goods, etc.)

**Learn together: You can share templates with each other, edit them or ask for help**



The image shows a digital tablet displaying a map of London and a detailed household profile for a lone parent household. A green arrow points from the map to the household profile.

**Household map** (selected) and **Ward map** buttons are at the top left of the map area.

**November 2025 data** is displayed at the top right of the map area.

**Households**: 797, **Children**: 539, **Debt**: £280,867, **DHP award in Financial Year to Date**: £36,975.

**Benefit Reference**: 2665335

**Income after costs**: £1,207, **Household type**: Lone parent, **Debt**: £520, **Work status**: In work, **Disability**: ESA or DLA.

**Rent**: £1,000, **Children**: 3, **EPC rating**: Band E, **Non dependents**: 0.

**Tenure**: Owner occupier, **Disability**: ESA or DLA, **Children**: 3, **Non dependents**: 0.

**May be wrongly capped**: Work with these households to lift them out of the cap. Note that different rules govern these households. Those in a Private tenancy and benefit capped in TA will face the benefit cap on a Private or Social tenancy.

**Benefit Reference**: 2665335

**Actions**, **Key welfare policies**, **Filters** (1 applied), and **Clear all** buttons are at the top right of the profile area.

**Income after costs**: £1,207, **Household type**: Lone parent, **Debt**: £520, **Work status**: In work, **Disability**: ESA or DLA, **Rent**: £1,000, **Children**: 3, **EPC rating**: Band E, **Non dependents**: 0.

**Benefit Reference** (highlighted with a red box) and **Actions** (highlighted with a red box) buttons are at the top right of the profile area.

**Benefit Reference**: 2665335

**Actions**, **Key welfare policies**, **Filters** (1 applied), and **Clear all** buttons are at the top right of the profile area.

**Income after costs**: £1,207, **Household type**: Lone parent, **Debt**: £520, **Work status**: In work, **Disability**: ESA or DLA, **Rent**: £1,000, **Children**: 3, **EPC rating**: Band E, **Non dependents**: 0.

You can click into a household and see their circumstances

# Future of MAST: MAST and LIFT linkage



- Client in **South Wales** have both **LIFT** and **MAST**, so we were able to link their data
- Initial stage was just using **postcode level data** and not any household data as a **proof of concept** approach.

- Linkages between **LIFT** and **MAST** meant we used the top postcodes in MAST where open cases with **ASC** and **CSC** had **20+ interactions** with other safeguarding partners.

- **These postcodes were then run through LIFT** to highlight any households in these postcodes that are **in debt, in poverty, missing out on benefits, affected by welfare reforms or at risk of homelessness**.

# Next steps - Where can we take this work?

## Strategic focus

-  Match all postcodes in MAST into LIFT where there has been 20+ interactions in MAST
-  Match all postcodes in MAST into LIFT of all open social care cases

## Operational focus

-  Match all open cases using household data
-  Flags in MAST

# Discussion and Q&A

# What's next

If you have more questions or are keen to collaborate,  
feel free to **book a chat with us** using the QR code or the link in the chat



**Register for our next free webinars in the post-event survey:**



Policy in Practice

**Council Tax Reduction:  
Practical approaches to policy reform  
and supporting the most vulnerable**

Tuesday 17 February  
10:30 to 11:30

Guest speaker

**Free webinar**



Policy in Practice

**Unifying the tenant journey:  
Overcoming fragmented support from  
lettings to collections**

Wednesday 25 March  
10:30 to 11:30

**Free webinar**

# Thank you to today's speakers

**Mohammed Ali**, Business Intelligence Technical, Walsall Council

**Linzi Margetson**, Principal Officer for Safeguarding, Performance & Transformation, Swansea Council

**Jennifer Downie**, MAST Product Manager, Policy in Practice

**Paul Garlick**, Director of Operations, Policy in Practice

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