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MHUB – MASH (MULTI AGENCY SAFEGUARDING HUB) INFORMATION SHARING SOLUTION DEVELOPED BY SAADIAN GOES LIVE IN WALES

Saadian Technologies were delighted to partner with The Cwm Taf Adult and Children's Safeguarding Boards in the development of their multi-agency sharing platform, a key part of their newly established MASH.

Today we can see the result of plans laid out in the 2013 by Cwm Taf Adult and Children's Safeguarding Boards, which is made up of senior representatives from South Wales Police, Merthyr Tydfil County Borough Council, Rhondda Cynon Taf County Borough Council, Cwm Taf University Health Board, National Probation Services Wales and the Wales Community Rehabilitation Company, to improve the safeguarding of vulnerable adults, children and domestic abuse victims across the region through better collaboration.

The new safeguarding hub is managed by a team of 55 people made up of staff from police, health, social services, education and probation, who work shoulder to shoulder in a cohesive, open-plan environment. They are the first point of contact and directly receive safeguarding concerns from front-line colleagues. The Cwm Taf MASH is one of only a handful of MASHs nationally that handles concerns about children, vulnerable adults and high risk domestic abuse.

Saadian have developed Mhub, a multi-agency sharing platform specifically for MASH, in partnership with Rhondda Cynon Taf RTC. Mhub is an information sharing platform that has been developed to improve and enhance the specific processes implemented within the MASH. Mhub facilitates the collection of safeguarding information securely from multiple agencies in one place to provide a single integrated view of an incident across multiple agencies.

Mhub assists with the effective management of threats, risk or harm to enable a more coordinated and consistent response to safeguarding concerns. It provides a platform for partners to enter supporting information regarding incidents, and a facility for all information to be managed and viewed in a single location. It also allows registration of an incident with an appropriate risk level which automatically informs partner agencies of the incident and the requirement to gather supporting information based on that risk level. Mhub has been designed specifically to enhance the MASH principles of **Better Information Sharing, Better Joint Decision Making** and **Better Coordinated interventions**.

Saadian has 15 years of experience in bringing information together in secure environments and work in partnership with customers to develop solutions. Partnerships have included police services across the UK, local authorities and probations trusts.

South Wales Police Inspector Richard Erskine, who works at the Cwm Taf MASH, stated *"We have seen significant benefits in our partnership with Saadian. High availability of support has enabled any issues or queries to be dealt with promptly"*. Following the MASH site 'go-live' he went on to comment *"All in all, our users are delighted with the new system and we were able to start operating our new Multi-Agency-Safeguarding Hub with the right IT solution to support the business into the future."*

Saadian's CEO, Cliodhna McGuirk, was delighted to attend the official launch of the MASH site and said *"This was a wonderful partnership experience – we worked closely with stakeholders to understand their requirements and deliver a solution that met their exact needs. Not only were we*

able to apply our experience in information sharing between different agencies, but we gained valuable experience understanding the MASH processes. It is great to see our solution being used to help protect vulnerable children and adults."

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