



Walsall Multi-Agency Safeguarding Hub (MASH)

APPENDIX E – PERFORMANCE FRAMEWORK

Performance Framework

Baseline data:

There is a requirement that every agency working in and with the MASH consider their own baseline of data. This baseline will provide the detail on which to measure the contribution to safeguarding through a measure of volumes in relation to children requiring a safeguarding response.

1. Contacts and referrals ~ the number of referrals submitted by agency provides an overall assessment of how much each agency puts forward in terms of safeguarding. Conversion rate from contact to referral
2. Presenting issue ~ a measure of the type of referral made which will help map key areas of demand
3. Category of Risk ~ referrals by Red, Amber & Green will map the level of severity being dealt with and help understanding of the added value of information sharing in relation to these risk issues.

An additional measurement of the change of rating

- from Red to Amber
 - from Red to Green
 - from Amber to Red
 - from Amber to Green
4. Timeliness ~ measures of the timeliness within which referrals are dealt with to include partner feedback to the MASH. Targets have been agreed as Red within 4 hours; Amber within 24hours; Green within 5 working days:
 - % of agency feedback to MASH within 4hrs
 - % of agency feedback to MASH within 5hrs ~7hrs
 - % of agency feedback to MASH within 7hrs ~ 15hrs
 5. Outcome Indicators ~ the outcome of each contact and referral
 6. Repeat referral rate into MASH will help support understanding of effectiveness of outcomes applied to presenting risks and a measure of escalating risk
 7. Feedback activity

Quality Measures

8. Quality of referrals by agency including whether consent has been sought
9. Decision making by MASH ~ as part of the MASH audit activity

10. Outcome from audits ~ as part of the agreed MASH audit cycle
11. Outcome of feedback from referrers

These actions will be undertaken by the MASH Management Group with outcomes shared by partners in their own agency as part of learning and as part of the Walsall Safeguarding Partnership audit cycle.

Early Help

1. Contacts and referrals ~ the number of referrals submitted by agency provides an overall assessment of how much each agency puts forward in terms of safeguarding. Conversion rate from contact to referral
2. Presenting issue ~ a measure of the type of referral made which will help map key areas of demand
3. Category of request ~ will map the range of activity being dealt with and help understanding of the added value of information sharing to support the delivery of early help.
4. Outcome Indicators ~ will add understanding to how each agency is engaged and provide information on the number of requests that should have been routed through MASH for statutory intervention.

Quality Measures

5. Quality of referrals by agency including whether consent has been sought