



## Mid and West Wales Safeguarding Board

### Multi-Agency Professional Forum (MAPF)

#### Practice Guidance

Version 4

#### Document Version Control

Version	Notes	Owner	Date of Issue	Approval by Exec Board	Review Date	Status
V1		D Beacroft	August 2017			Draft
V2	Consultation with LOGs & Practice Review Sub Groups	Mid & West Wales Safeguarding Board	October 2017	October 2017	October 2018	Approved
V3	Consultation with Regional MAPF Forum partners	Mid & West Wales Safeguarding Board	May 2018	July 2018	July 2019	Approved
V4	Consultation with Regional MAPF Forum partners	Mid & West Wales Safeguarding Board	October 2019	October 2019	October 2020	Approved

## **PRACTICE GUIDANCE**

### **1. Purpose of MAPF**

The MAPF is part of the continuous programme of active learning across the Mid & West Wales region and will maintain an overview of case learning events & dissemination and exploration of learning from audits, inspections, reviews and research.

### **2. Outline of Functions**

- To provide a foundation for organisational learning.
- To improve the quality of work with adults, families/children and all service users.
- To strengthen the ability of services to keep children and adults at risk safe.
- To ensure continuing local multi-professional learning and development.

### **3. Legislative Context and Guidance**

- The Safeguarding Boards (Functions and Procedures) (Wales) Regulations 2015.
- The Social Services and Well-being Act (Wales) 2014 – Working Together to Safeguard People Codes of Practice Vols 2 and 3.

### **4. Method of Operation for learning events**

- Each authority will hold a minimum of 2 learning events per year (1 adult/1 child) and share the learning with the MAPF
- The events will be undertaken in an environment which provides safe professional support and challenge.
- The process must be about open and transparent learning and not about apportioning blame.
- A clear set of working principles will be agreed at the beginning of each event.
- Staff will be briefed on what to expect, what preparation is required and how they will make their contribution.
- The events will be facilitated through discussion, consultation and reflection.
- The ethos of “Signs of Safety” will underpin the learning events
- Confidentiality will be maintained.
- The practice learning will be recorded during the event, formally reported to the LOGs and to the MAPF
- Individual staff training needs, staff malpractice or negligence identified will be managed by the respective agencies.
- Any changes to policy, protocols or service delivery as a result of the learning event will occur as soon as possible.

### **5. Accountability and reporting line**

The MAPF will be accountable to the CYSUR and CWMPAS: Mid and West Wales Safeguarding Boards. There will also be clear communication lines with each Local Operational Group (LOG).

## **6. Membership of the MAPF**

- Relevant Managers representing Adult & Childrens safeguarding (2 from each authority area)
- Business Manager for M&WW Regional Safeguarding Board
- Relevant manager in Education/Further Education
- Relevant manager (Hywel Dda and Powys Teaching Health Board) (HDUHB & PTHB)
- Relevant manager (Dyfed Powys Police)
- Relevant manager (Probation)
- Co-opted as required e.g. Information Governance and Complaints' Managers

## **7. Administration**

- Administrative support for the MAPF will be provided by the Regional Business Unit
- Briefing papers and case summaries where appropriate, will be circulated before each event.
- Administrative support for the learning events will be provided within the local authority area

## **8. Frequency of meetings**

The Forum will meet twice per year.

## **9. Review of Practice Guidance**

The Practice Guidance shall be reviewed by the Mid & West Wales Board in 12 months, thereafter at yearly intervals.

## **10. TOOLBOX**

The following documents and templates are annexed to support the running of learning events within the region:

- A. MAPF Referral
- B. Working Principles
- C. MAPF Flowchart
- D. MAPF Learning Event Planning Meeting Template
- E. Learning Event invite Letter template
- F. Agenda for Learning Event template
- G. Evaluation Form template
- H. Thank You template
- I. Report template
- J. Action Plan template

Annex A

MAPF Referral

<b>Name of referrer:</b>	<b>Directorate/Dept./Agency:</b>	<b>Email Address:</b>	<b>Contact Number:</b>
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**Details of subject**

<b>Name or initials:</b>	<b>Date of birth:</b>	<b>E Number (where appropriate):</b>	<b>Date of incident/death:</b>
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**Why are you referring this for a MAPF, CPR or APR? (Please give a brief outline of the case and refer to the guidance via the hyper-link below)**

[https://socialcare.wales/cms\\_assets/hub-downloads/Working Together to Safeguard People- Volume 2 Child Practice Reviews.pdf](https://socialcare.wales/cms_assets/hub-downloads/Working_Together_to_Safeguard_People- Volume 2 Child Practice Reviews.pdf)

[https://socialcare.wales/cms\\_assets/hub-downloads/Welsh language skills in your workforce- Early Years and Childcare.pdf](https://socialcare.wales/cms_assets/hub-downloads/Welsh_language_skills_in_your_workforce- Early Years and Childcare.pdf)

**Is there multi-agency involvement? (Please give an outline of which agencies are/were involved and what their individual roles/involvement were/are)**

**Provide details of a key contact for each agency. (Please make them aware you are making the referral as we may contact them for more information)**

<b>Agency:</b>	<b>Professional:</b>	<b>Email Address:</b>
<b>Agency:</b>	<b>Professional:</b>	<b>Email Address:</b>
<b>Agency:</b>	<b>Professional:</b>	<b>Email Address:</b>
<b>Agency:</b>	<b>Professional:</b>	<b>Email Address:</b>

**What are you hoping a MAPF, CPR or APR could achieve?**  
(Note that a key element of a review is a multi-agency Learning Event for practitioners involved in the case and a published report for CPRs and APRs)

**What involvement or engagement with the subject or family has there been regarding this referral, and who would be the best person to liaise with the subject/family going forward?**

**Please name your agency lead person to take this review forward (this person should be senior enough to facilitate staff attendance and will take a lead role in planning and delivery of the Learning Event).**

**Please provide a timeline of key events using the template below. (This should cover the 12 months preceding the incident/death. If there are significant and relevant events outside the 12 month timescale, please include them)**

Date	Source of information	Communication / Event type	Brief description	Response & action taken	Accountable Officer/Person

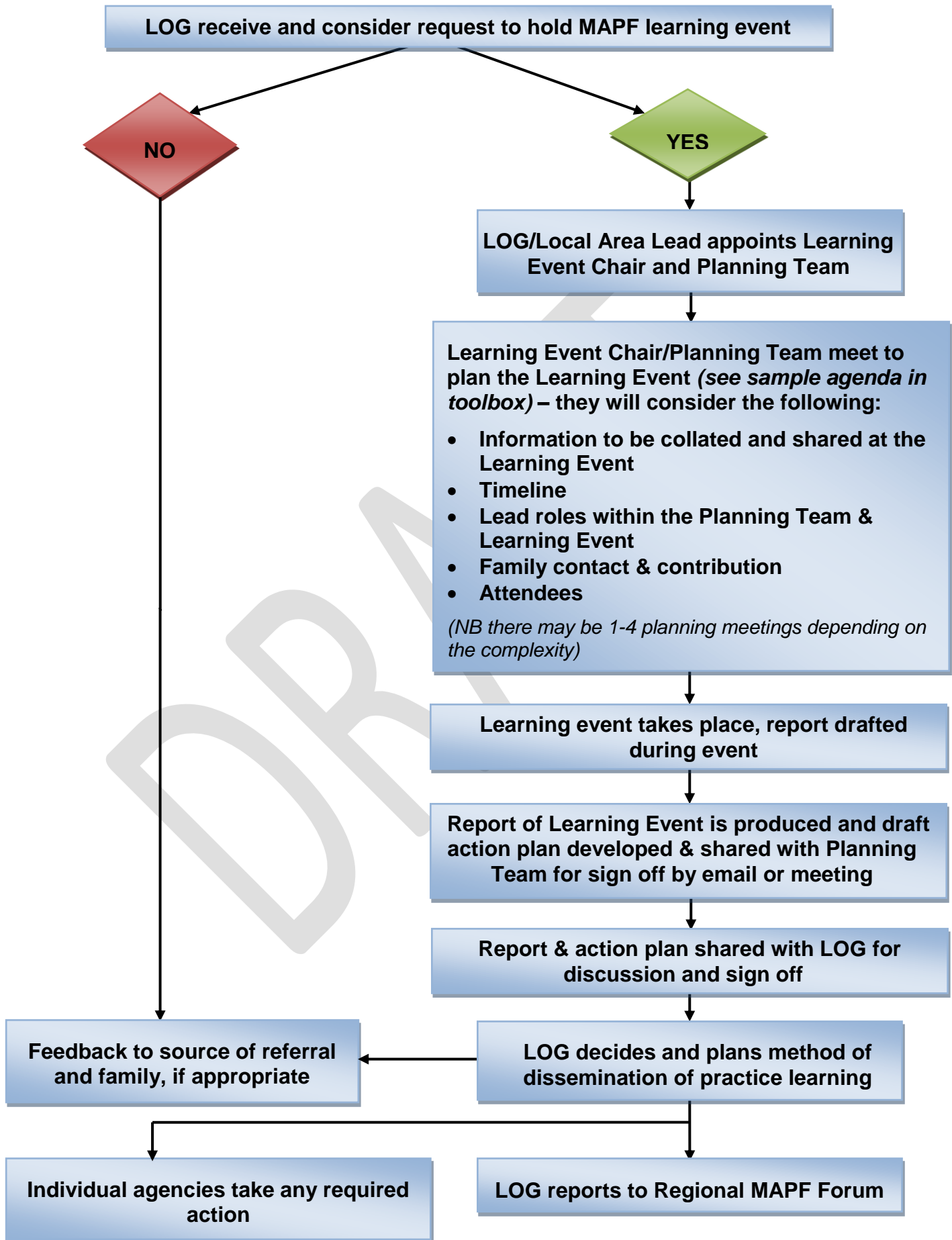


**MID & WEST WALES SAFEGUARDING BOARD**

**MAPF WORKING PRINCIPLES**

1. Each member of the group has a valid contribution to make which will be valued and listened to.
2. Where there are differences in views, these will be heard sensitively or questioned in a way which is constructive and enabling to the process of the group and its objectives.
3. We are all striving to challenge and address oppressive practices in our work and the whole group will share responsibility for addressing oppressive behaviour or language in a way which is sensitive and constructive.
4. Participants will support the principle of confidentiality about personal feelings or issues which are shared during our work together.
5. Naïve questions will be considered the norm.

AND... What else do *you* need to agree in order to participate fully and effectively?



**1. Planning Group membership:**

- Membership should be representative of the agencies involved with the case and family/carers.
- A suitably experienced chairperson will be agreed.
- Members must be of an appropriately senior level and be the single point of contact for their respective organisation/agency/service/department.
- Consistency of membership should be maintained for Planning Meetings.

**2. Background information and current position:**

- Provide a summarised background and current position of the situation under review. This includes the following points:
  - Origin and rationale for the MAPF referral.
  - Background of person/ family involved in the review.
  - Time period of events to be agreed for the process, and rationale.
  - Questions to be used/adapted for the Learning Event:
    - I. What went well, what were the areas of good practice?
    - II. What do we feel did not go well?
    - III. What would we do differently, what have we learned?
    - IV. What are the actions we need to take to make sure the things we have learned change what we do in the future?

**3. Key tasks and Facilitators:**

- Prior to the Learning Event:
  - Administration, including an appropriate date, time, duration, and venue.
  - Planning group members to brief attendees; agree pre-reading and invitations.
  - Agree roles within learning event.
- Facilitating the Learning Event/Roles:
  - Chair meeting, introductions and scene setting, including rationale for undertaking the MAPF and background to the case.
  - Time-line explanation.
  - Presenting the family/parents/carers views.
  - Facilitating the four key questions.
  - Report writer to attend the Learning Event and begin drafting the report & linked actions during the discussions.

**4. Family contact and involvement:**

- Agree a member of the planning group as the most appropriate person for the single point of contact for the family/carers.
- Agree the most suitable and sensitive method of obtaining the views of the family/carers, explaining the MAPF process & aims, and integrating the views into the Learning Event and report.
- Meetings with the family/carers should take place prior to, and after, the Learning Event. This enables opportunities for obtaining the views, and feeding back to the



family any recommendations for practice/system improvements. Wherever possible families should be given a copy of the report.

#### **5. Practitioner attendance at the Learning Event:**

- The Learning Event must be conducive to holding open, honest and challenging discussions around practice, systems and any changes and/or improvements that may need to be made as a result of the MAPF.
- The Adult/Child Practice Review guidance, referenced in the Social Services and Well-being (Wales) Act 2014, states that practitioners who have worked with the adult/child and family should attend, as they are best-placed to reflect on what happened and identify learning for future practice.
- Planning group members should therefore ensure that the most appropriate staff are adequately briefed, attend and participate in the Learning Event.

#### **6. Actions agreed at this Planning meeting:**

- List the agreed actions and tasks with deadlines assigned to each Planning Group member.
- These will include the following:
  - Arrange a further/final planning meeting to review/finalise details for the Learning Event.
  - Book the venue for the Learning Event; draft invitation letter, agree any pre-reading & Learning Event agenda for next planning meeting.
  - Link with the family/carer to explain MAPF and obtain views.
  - Liaise with identified practitioners and advise of date for Learning Event.
  - Draft the timeline for next planning meeting.
  - Draft report format for next planning meeting.

#### **7. Learning Event Considerations:**

- Make sure you have a neutral venue with enough space to move around, present a timeline and do work in groups.
- Provide refreshments and catering.
- Identify 'Safe Persons' in case anyone requires support.
- Leave enough time to run the event successfully, good learning events can't be rushed.
- Have feedback sheets for participants and a post box for anonymity.

#### **8. Following the Learning Event:**

- Keep the parents/family/carers updated.
- Make sure everyone is clear of the timescales for:
  - Draft Report circulated.
  - Feedback received.
  - Report presented to LOG.
  - Report presented to MAPF.
- Agree how any action plans are developed and agreed. The Planning Group may need to meet to do this.

Dear Colleague

**[Local Area] Multi-Agency Professional Forum – Learning Event**

**Time:**

**Date:**

**Venue:**

Multi-Agency Professional Forums (MAPF) are the foundation for producing organisational learning, improving the quality of work with families and strengthening the ability of services to keep adults and children safe.

The MAPF has two main purposes – they can be used for case learning events and to provide other important opportunities for local multi-agency practitioner and manager learning.

One of the features of the MAPF is that they involve partner agencies and practitioners in a Learning Event to reflect and learn from what has happened in order to improve practice in the future.

The Learning Event will adopt a constructive and reciprocal learning-based approach with a focus on multi-agency professional practice and inter-agency working.

Outline details of this MAPF have already been conveyed to you. This letter represents your formal invitation.

You are invited as you may have been involved in work with the case, and consequently have something to contribute to the overall learning. Some people have been invited as they work in or manage one relevant work area. It is expected that you will attend this important event.

The Learning Event will be independently facilitated by.....

Business and administrative support will be provided by.....

**Preparation for the Learning Event**

It would be helpful if you could give some thought to your involvement with this particular Child/Family/Adult. Could you also please read the following information in preparation for the Learning Event (insert relevant reading here).

The structure for the event will include the following:

- *Welcome and introductions*
- *Environment for learning*
- *Background and context*
- *Family views*
- *Timeline of key events*
- *Key questions and discussions*
- *Learning points*

- *Conclusion and next steps*

(Insert any catering arrangements here if appropriate)

We very much look forward to working with you at this important event, and we hope you find this approach constructive and helpful.

If you have any queries or need further clarification, please contact us on the above number.

Kind regards,

DRAFT

MAPF Learning Event Agenda			
MAPF Ref:	DATE:	VENUE:	
Order of Session			
ITEM	SUBJECT	LEAD	TIMING
1	Welcome & Introductions <ul style="list-style-type: none"> <li>• Why we are doing this event – how we got here</li> <li>• Ethos of learning event</li> <li>• Child/Adult/Family views</li> </ul>		
2	Timeline of key events <ul style="list-style-type: none"> <li>• What happened when?</li> <li>• Is anything missed?</li> </ul>		
3	4 Questions <ul style="list-style-type: none"> <li>• What went well, what were the areas of good practice?</li> <li>• What do we feel did not go well?</li> <li>• What would we do differently, what have we learned?</li> <li>• What are the actions we need to take to make sure things we have learned change what we do in future?</li> </ul>		
4	What happens next? <ul style="list-style-type: none"> <li>• Report Writing</li> <li>• Sharing the report – LOG, MAPF</li> <li>• Sharing the report – Family</li> </ul>		

<b>MAPF LEARNING EVENT EVALUATION FORM</b>
<b>MAPF REF:</b>
<b>Date of Learning Event:</b>

Sut oedd e i chi?  
**How was it for you?**

DRAFT

<b>Manylion cyswllt – yn opsiynol:</b>	
Optional contact details:	
<b>Enw:</b> Name:	
<b>Swydd:</b> Role:	
<b>Tîm:</b> Team:	
<b>Ebst:</b> Email:	
<b>Ffôn:</b> Telephone:	

## **Mid & West Wales Safeguarding Board**

[Insert Local Area] County Council

Multi-Agency Professional Forum (MAPF)

Learning Event

[Reference]

[Date]



***Thank you for your attendance and contribution today.***

### **What will happen next?**

- Please complete the evaluation sheet and leave it on the desk.
- If you have any queries our contact details are at the foot of the sheet.
- We will complete a report capturing the learning points.
- We will liaise with and feedback to the family.
- We will submit the report to the Local Operational Group (LOG).
- The LOG will advise how they wish the learning to be disseminated.
- Details of the Learning Event & report will be fed back to the regional MAPF.

### **Contact Details**

[Insert Relevant Staff for Local Area]

<b>Report of:</b>	<b>(Insert Local Authority name) MAPF</b>
<b>MAPF reference:</b>	<b>CYSUR or CWMPAS MAPF 1/2018 (insert Local Authority name)</b>
<b>Date of Learning Event:</b>	<b>Insert date</b>
<b>Date presented to Local Operational Group (LOG):</b>	<b>Insert date</b>

## 1. Introduction

- Reference the legislation/guidance/protocol under which the MAPF is taking place.
- Reference where, and how, the referral/recommendation originated, e.g., good practice case, Regional Child/Adult Practice Review sub-group, audited case, complaint investigation, Ombudsman.
- Brief summary of what will be considered and/or the events surrounding the case, incident or issue to be looked into.
- List the key principles, i.e., could include transparency, provide opportunities for the family to contribute - these views are then woven into the discussions at the learning event.
- Summarise how the family/person is/was known to professionals and agencies.

## 2. The Learning Event

- The learning event was held on **insert date** and was/not well attended by the agencies who worked with the family. There were **insert number** of professionals in attendance from **list agencies/organisations**.
- The learning event was independently facilitated by staff from **insert details**.
- The learning event considered the timeline of contacts and events for the period **insert timeline dates**. Describe rationale for the timeline.
- Professionals were asked to consider the following questions:
  - What went well, were there areas of good practice?
  - What do you feel did not go well?
  - What would we do differently, what have we learned?
  - What are the actions we need to take to make sure things we have learned change what we do in the future?

### 3. Practice and Organisational Learning

3.1 What went well, were there areas of good practice?

3.2 What do you feel did not go well?

3.3 What would we do differently, what have we learned?

3.4 What are the actions we need to take to make sure things we have learned change what we do in the future? These are the recommendations.

### 4. Action required

- This report is submitted to **insert Local Authority LOG** for ratification and determination of what action should be taken to disseminate the learning gained from this event.
- The linked action-plan to meet the recommendations will be overseen by the **insert Local Authority LOG**. All agencies involved with the MAPF have responsibility to implement their respective recommendations.
- The Mid and West Wales Safeguarding Board MAPF Strategic Group will receive the learning from MAPF reports on a bi-annual basis.



**ACTION PLAN TO MEET REPORT RECOMMENDATIONS**

MAPF REF: \_\_\_\_\_

NO	RECOMMENDATION	EVIDENCE OF ACTION ALREADY COMPLETED	ACTION REQUIRED	LEAD	TIMESCALE	RAG
1.						
2.						
3.						
4.						
5.						