



Mid and West Wales Safeguarding Board

Multi-Agency Professional Forum (MAPF)

Practice Guidance

Version 5

Version	Owner	Date of Issue	Approval by Exec Board	Review Date	Status
V1	MAWWSB	Oct 2017	Oct 2017	Oct 2018	Approved
V2	MAWWSB	Oct 2017	Oct 2017	Oct 2018	Approved
V3	MAWWSB	May 2018	Jul 2018	Jul 2019	Approved
V4	MAWWSB	Oct 2019	Oct 2019	Oct 2020	Approved
V5	MAWWSB	Sep 2023	Oct 2023	Oct 2025	

Document Version Control

PRACTICE GUIDANCE

1. Purpose of MAPFs

The MAPF is part of the continuous programme of active learning across the Mid and West Wales region, obtained via exploration of referred cases into the Mid and West Wales Through-Age Practice Review Sub Group.

The following extract from *Working Together to Safeguard People Volume 2 – Child Practice Reviews / Volume 3 – Adult Practice Reviews* outlines the purpose of and criteria for undertaking a MAPF:

3.3 Multi-agency professional forums are a continuous Board programme for learning together of multi-professional facilitated events for practitioners and managers. They provide an opportunity to examine case practice that allows for consultation, and reflection, and to disseminate findings from child/adult protection audits, inspections and reviews, in order to improve local knowledge and practice and to inform the Board's future audit and training priorities. Where the Child/Adult Practice Review Sub-Group considers a case does not meet the criteria for either a Concise or an Extended Child/Adult Practice Review, it may recommend the case be considered by the Multi-Agency Professional Forum to enable them to undertake a more proportionate approach than that required by CPRs/APRs.

[NB: Please see Annex A, containing the regional referral form to refer a case for multi-agency learning, for the criteria for undertaking a Concise or Extended Child or Adult Practice Review.]

5.5 The forums have two main purposes – they can be used for case learning events and for dissemination and exploration of learning from audits, inspections and reviews but they can also be used to provide other important opportunities for local multi-agency practitioner and manager learning:

- *Case learning: facilitated discussion, consultation and reflection by practitioners, managers or core groups, using a systems approach to examining and analysing individual current or no longer active cases. These may include complex cases where there have been good outcomes, current cases that have become stuck, or cases which cause professional concern or interest that do not meet the criteria for concise or extended child practice reviews.*
- *Dissemination of new knowledge and findings: from multi-agency child protection audits and from child practice reviews, inspections or other local or national sources, in order to ensure continuing local multi-professional learning and development.*

Once a referral is completed, it is shared with the Practice Review Sub-Group, who will recommend either a Practice Review, MAPF or alternatively single-agency process to the CYSUR/CWMPAS Chair for approval.

Whilst the Local Area may submit the referral with a view as to whether a MAPF, Review or other mechanism is most appropriate, the referral is generic at submission, with the decision as to which process to recommend being made at the Sub-Group. For this reason, the same

form is used to recommend MAPFs as Practice Reviews, and is taken from our Practice Review Toolkit.

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 Volumes 2 and 3.

4. Method of Operation for Learning Events

- Each authority will hold learning events in accordance with the number of MAPFs recommended by the regional Practice Review Sub-Group; it is expected this will be no less than 2 per year (1 adult/1 child). The learning obtained will be shared with the Practice Review Sub Group.
- 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 Practice Review Sub Group.
- 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 Planning Group

- Relevant Managers representing Adults' and Children's Safeguarding (2 from each authority area)
- Practice Review Business Manager for MAWW 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 from relevant agencies or services linked to the case and/or learning outcomes

7. Administration

- Briefing papers and case summaries will be circulated before each event.
- Administrative support for the learning events and any prior planning meetings will be provided within the local authority area.

8. Frequency of meetings

Each MAPF will convene a bespoke planning group and agree an appropriate frequency and number of meetings, which will usually be between one and four, dependent upon case complexity.

Overall MAPF monitoring will take place:

- Locally at quarterly LOG meetings
- Regionally at quarterly Practice Review Sub Group meetings

Informal communication and update will take place with the MAWWSB between these formal governance mechanisms to ensure MAPFs continue to progress and receive support from the Business Unit.

9. Review of Practice Guidance

The Practice Guidance shall be reviewed by the MAWWSB at regular intervals in line with the overarching Policy and Procedure Review Schedule.

10. TOOLBOX

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

- A. MAPF Referral Forms
- 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

Referral to CYSUR/CWMPAS Practice Review Sub Group for consideration to undertake a CPR or Child MAPF



Ref: **CYSUR */20XX (Local Area)**

Subject's Initials:

DoB:

DoD/Incident:

From:

Date of LOG (if discussed):

Date of Practice Review Sub Group:

Brief outline of Case/incident

Please include the legal status of child/children prior to incident and any immediate remedial safeguarding action taken by relevant agencies.

Rationale for Request.

Any other relevant information

--

Agencies involved in the case

(Please provide a summary below of the key agencies involved in this case, together with a summary of their involvement. These may include Children's Services, Police, Education, Probation, Youth Offending, Health Board, Local Authority, WAST, Public Health Wales, Other.)

Statutory Guidance

The CPR framework is underpinned by a set of principles to guide Boards, their partner agencies and other community partners in their responsibilities for learning, reviewing and improving local child protection policy and practice.

Under the Social Services and Wellbeing [Wales] Act 2014, statutory guidance in 'Working Together to Safeguard People – Volume 2 – Child Practice Reviews' states that:

6.1 A Board must undertake a **concise** Child Practice Review in any of the following cases where, within the area of the Board, abuse or neglect of a child is known or suspected and the child has –

- Died; or
- Sustained potentially life threatening injury; or
- Sustained serious and permanent impairment of health of development; **and**

the child was neither on the Child Protection Register nor a Looked After Child on any date during the 6 months preceding –

- The date of the event referred to above; or
- The date on which a Local Authority or relevant partner identifies that a child has sustained serious and permanent impairment of health and development.

7.1 A Board must undertake an **extended** Child Practice Review in any of the following cases where, within the area of the Board, abuse or neglect of a child is known or suspected and the child has –

- Died; or
- Sustained potentially life threatening injury; or
- Sustained serious and permanent impairment of health of development; **and**

the child was on the Child Protection Register and/or was a Looked After Child (including a care leaver under the age of 18) on any date during the 6 months preceding –

- The date of the event referred to above; or
- The date on which a Local Authority or relevant partner identifies that a child has sustained serious and permanent impairment of health and development.

Multi-Agency Professional Forums can also be recommended by the sub-group. The criteria for these are as follows:

5.5 The forums have two main purposes – they can be used for case learning events and for dissemination and exploration of learning from audits, inspections and reviews but they can also be used to provide other important opportunities for local multi-agency practitioner and manager learning:

- Case learning: facilitated discussion, consultation and reflection by practitioners, managers or core groups, using a systems approach to examining and analysing individual current or no longer active cases. These may include complex cases where there have been good outcomes, current cases that have become stuck, or cases which cause professional concern or interest **that do not meet the criteria for concise or extended child practice reviews.**

CONFIDENTIAL – when complete

- Dissemination of new knowledge and findings: from multi-agency child protection audits and from child practice reviews, inspections or other local or national sources, in order to ensure continuing local multi-professional learning and development.

Based on the above criteria, this referral has been submitted to the Practice Review Sub Group for consideration.

Relevant Local Authority officers, including the Head of Service, must be made aware of any referral to the Sub Group in advance. By submitting this referral, you confirm this has taken place.

To be completed by referring agency:

Name:

Designation:

Contact details:

Referral to CYSUR/CWMPAS Practice Review Sub Group for consideration to undertake an APR or Adult MAPF



Ref: CWMPAS */20XX (Local Area)

Subject's Initials:

DoB:

DoD/Incident:

From:

Date of LOG (if discussed):

Date of Practice Review Sub Group:

Brief outline of Case/incident

Please include the legal status of adult/adults prior to incident and any immediate remedial safeguarding action taken by relevant agencies.

Rationale for Request.

Any other relevant information

--

Agencies involved in the case

(Please provide a summary below of the key agencies involved in this case, together with a summary of their involvement. These may include Adults' Services, Police, Probation, Health Board, Local Authority, WAST, Public Health Wales, Other.)

Statutory Guidance

The APR framework is underpinned by a set of principles to guide Boards, their partner agencies and other community partners in their responsibilities for learning, reviewing and improving local child protection policy and practice.

Under the Social Services and Wellbeing [Wales] Act 2014, statutory guidance in 'Working Together to Safeguard People – Volume 3 – Adult Practice Reviews' states that:

6.1 A Board must undertake a **concise** Adult Practice Review where an adult at risk who has **not**, on any date during the 6 months preceding the date of the event, been a person in respect of whom a local authority has determined to take action to protect them from abuse or neglect following an enquiry by a local authority, and has:

- died; or
- sustained potentially life threatening injury; or
- sustained serious and permanent impairment of health.

7.1 A Board must undertake an **extended** Adult Practice Review where an adult at risk who has, on any date during the 6 months preceding the date of the event, been a person in respect of whom a local authority has determined to take action to protect them from abuse or neglect following an enquiry by a local authority, and has

- died; or
- sustained potentially life threatening injury; or
- sustained serious and permanent impairment of health.

Multi-Agency Professional Forums can also be recommended by the sub-group. The criteria for these are as follows:

5.5 The forums have two main purposes – they can be used for case learning events and for dissemination and exploration of learning from audits, inspections and reviews but they can also be used to provide other important opportunities for local multi-agency practitioner and manager learning:

- Case learning: facilitated discussion, consultation and reflection by practitioners, managers or core groups, using a systems approach to examining and analysing individual current or no longer active cases. These may include complex cases where there have been good outcomes, current cases that have become stuck, or cases which cause professional concern or interest **that do not meet the criteria for concise or extended adult practice reviews.**
- Dissemination of new knowledge and findings: from multi-agency adult protection audits and from adult practice reviews, inspections or other local or national sources, in order to ensure continuing local multi-professional learning and development.

Based on the above criteria, this referral has been submitted to the Practice Review Sub Group for consideration.

Relevant Local Authority officers, including the Head of Service, must be made aware of any referral to the Sub Group in advance. By submitting this referral, you confirm this has taken place.

To be completed by referring agency:

Name:

Designation:

Contact details:



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.

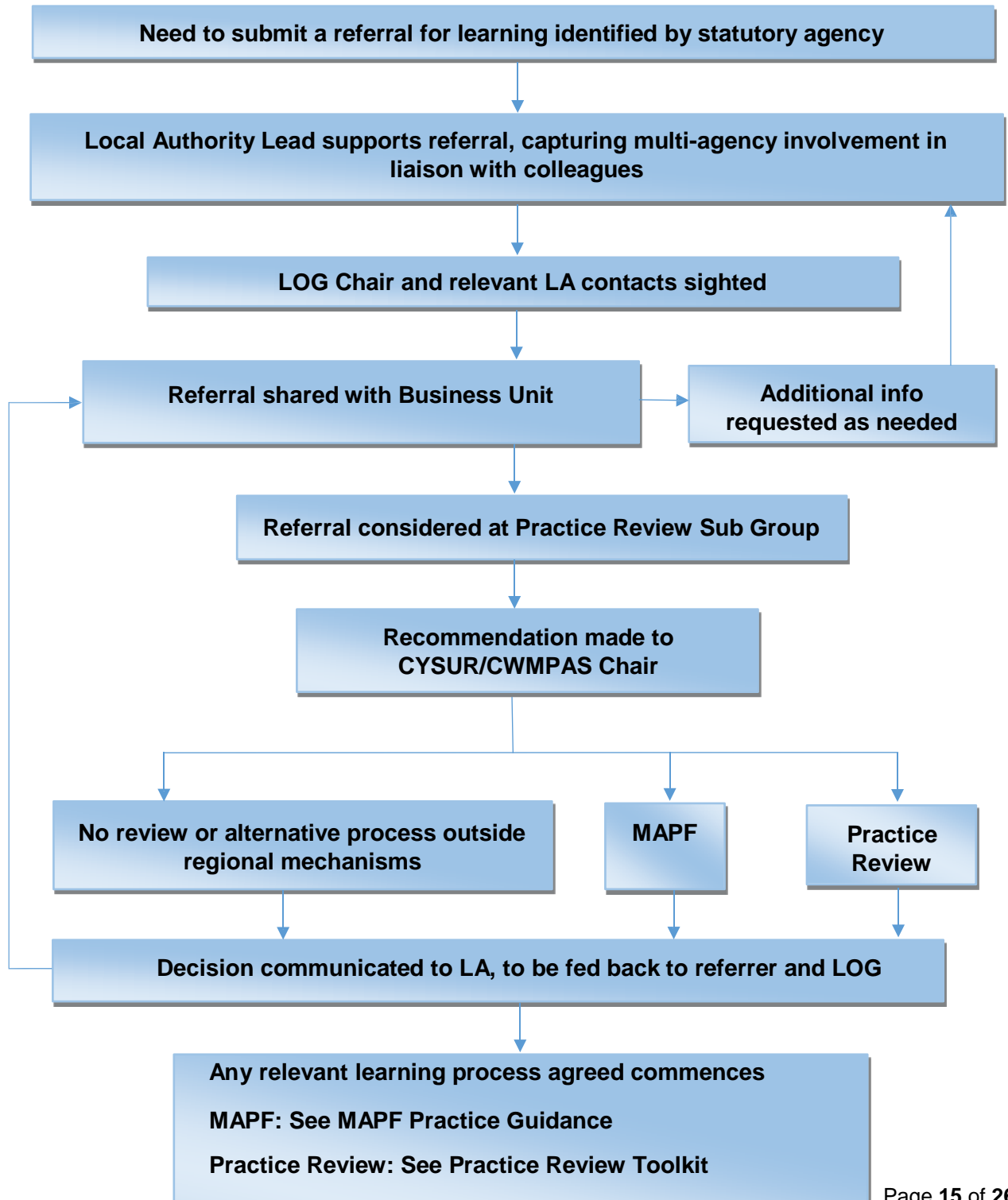
AND... What else do *you* need to agree in order to participate fully and effectively?

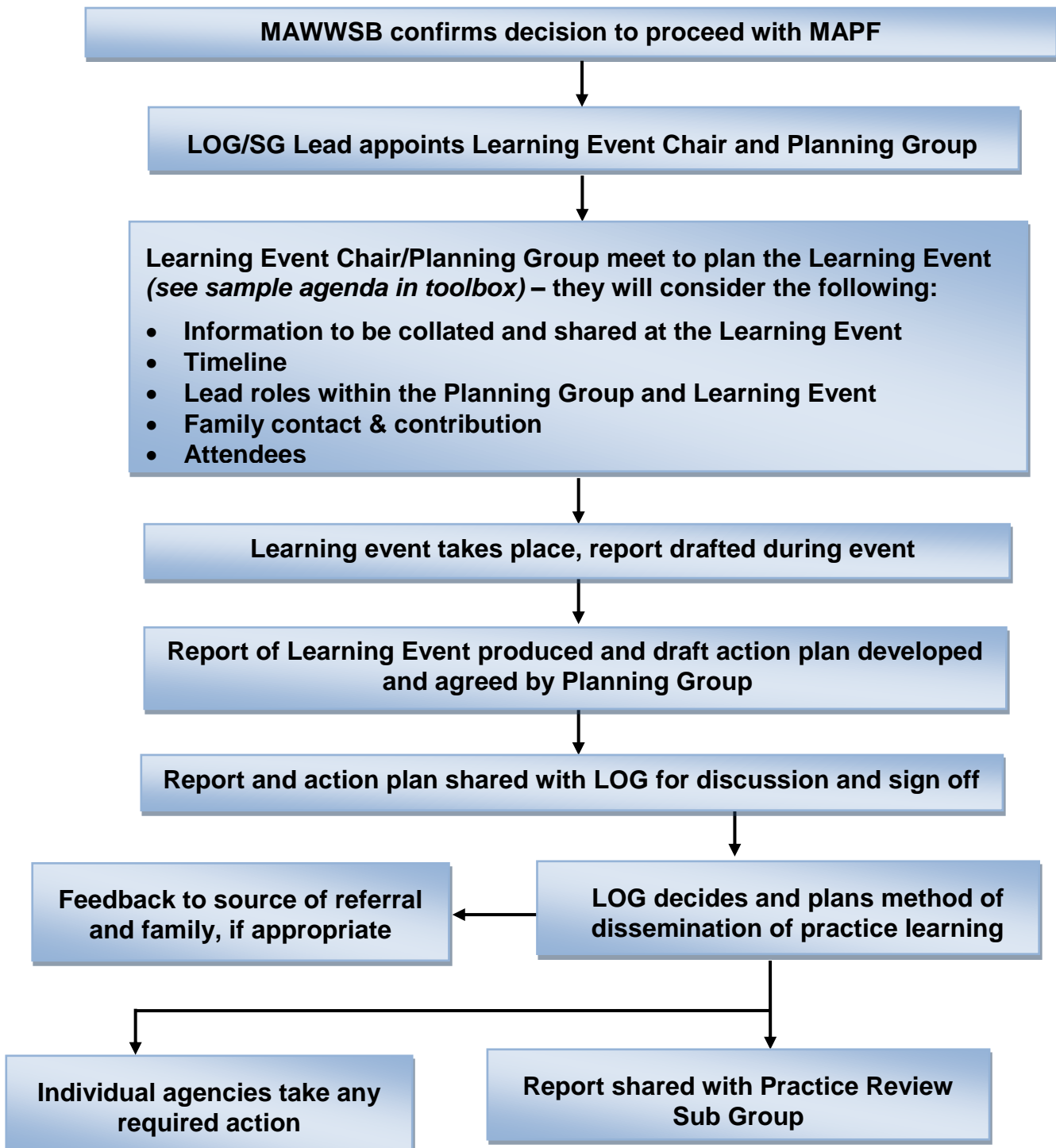


CYSUR and CWMPAS Referral Process

The following flowchart demonstrates the process for raising and considering new referrals for regional learning.

The same process is used irrespective of whether a referral is expected to result in a MAPF or a Practice Review.





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 group 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.
 - Timeline explanation.
 - Presenting the family's/carers' views.
 - Facilitating the four key questions.
 - Report writer to attend the Learning Event and begin drafting the report and linked actions during the discussions.

4. Family contact and involvement:

- Agree 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 and 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 and 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 Group:

- List the agreed actions and tasks with deadlines assigned to each Planning Group member.
- These will include the following:
 - Arrange a further/final meeting to review and finalise details for the Learning Event.
 - Book the venue for the Learning Event; draft invitation letter, agree any pre-reading and Learning Event agenda for next 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 meeting.
 - Draft report format for next 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 shared with Practice Review Sub Group.
- 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*

CONFIDENTIAL – when complete

- *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,

MAPF Learning Event Agenda			
MAPF Ref:		DATE:	VENUE:
Order of Session			
ITEM	SUBJECT	LEAD	TIMING
1	Welcome & Introductions <ul style="list-style-type: none"> • Why we are doing this event – how we got here • Ethos of learning event • Child/Adult/Family views 		
2	Timeline of key events <ul style="list-style-type: none"> • What happened when? • Is anything missed? 		
3	4 Questions <ul style="list-style-type: none"> • What went well, what were the areas of good practice? • What do we 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 future? 		
4	What happens next? <ul style="list-style-type: none"> • Report Writing • Sharing the report – LOG, MAPF • Sharing the report – Family 		

MAPF LEARNING EVENT EVALUATION FORM

MAPF REF:

Date of Learning Event:

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

Manylion cyswllt – yn opsiynol:

Optional contact details:

Enw:

Name:

Swydd:

Role:

Tîm:

Team:

Ebost:

Email:

Ffôn:

Telephone:

Annex H

Thank You Template

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 and report will be fed back to the regional Practice Review Sub Group.

Contact Details

[*Insert Relevant Staff for Local Area*]

Report of:	(Insert Local Authority name) MAPF
MAPF reference:	CYSUR or CWMPAS MAPF X/20XX (insert Local Authority name)
Date of Learning Event:	Insert date
Date presented to Local Operational Group (LOG):	Insert date

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 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 Practice Review Sub-Group will receive the learning from MAPF reports quarterly.

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.						