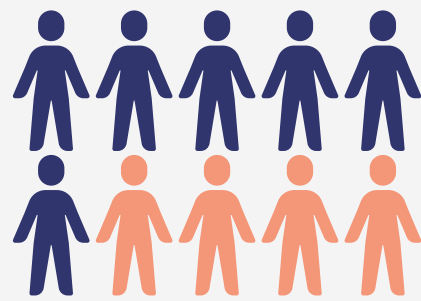# MAC Practitioner Survey

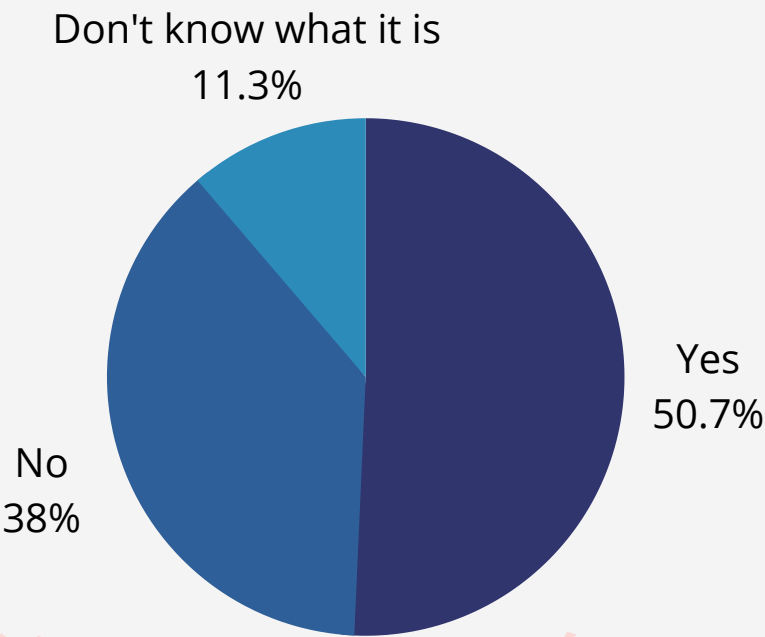This report provides an overview of practitioner responses to the MAC survey.

OVERVIEW

The survey was accessible from the 15th of February until 31st March.

Seventy three practitioners completed the survey, the majority from health and education settings.
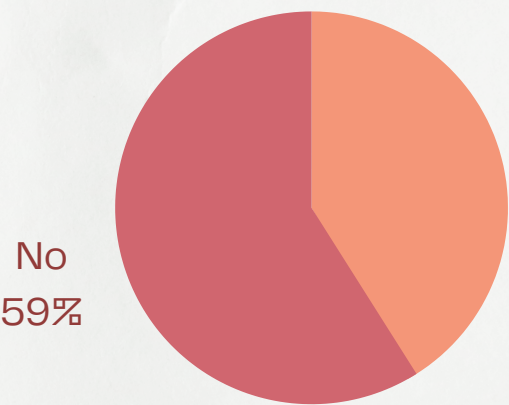
Have you contributed to, or been asked to contribute to, a multi-agency chronology?

Don't know what it is
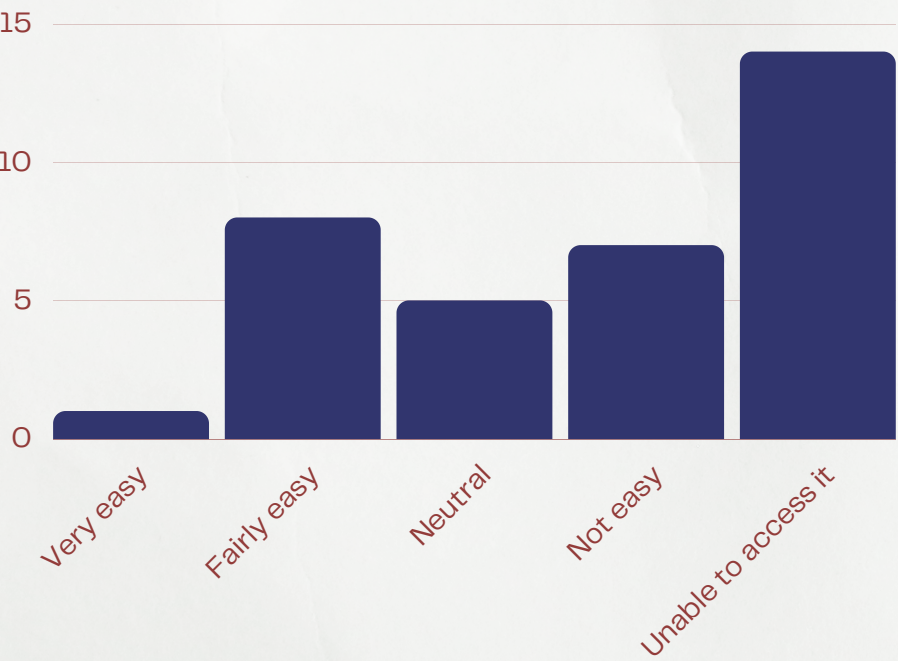11.3%

Yes
50.7%

No
38%

36 of those related to child protection, and 3 child-in-need

If you have contributed to a MAC, was it used in follow up meetings to inform next steps, decision making and improving outcomes?

Yes
41%

No
59%

If you have contributed to a MAC, how easy was it to use the portal?

Very easy	Fairly easy	Neutral	Not easy	Unable to access it
1	8	5	7	14

How was the MAC used in follow up meetings to inform next steps, decision making and improving outcomes?

The majority of respondents stated it was used to inform discussion, share information held by all agencies (in a chronological order), and to build a thorough picture of the family.

Some practitioners noted that they weren't sure to what degree it informed decision making and outcomes, and one respondent said it was not referred to at all.

"Informed discussion in RCPC linking up our observations with those of other agencies"
"It was helpful in mapping the child's behaviour in connection to the wider concerns around the family"
"It contributed towards a MARAMP meeting to consolidate all versions of events"

Practitioner feedback

Comments on the portal

Thirty three practitioners commented on improvements to the portal.

Several respondents noted they had never been asked to contribute to a MAC and a number said they had never been sent the link to the portal, most of the latter had submitted paper/email copies.

The most common suggestions were as follows:

- Further clarification on what should and should not be included
- More notification to complete the chronology
- Simplification of log-in, currently need to wait for a secure code to be emailed. Could there be a faster system e.g. two-step authentication linked to a smartphone where you just tap a button?
- More consistent use across CIN/CP, other meetings/processes and across agencies
- Make it easier to select the correct child on the portal when there are multiple siblings, i.e. a selection right at the start of which child you are answering for rather than having all the children in the family under each heading/ question
- Reduce repetition

Feedback on the benefits of using a MAC

Twenty eight practitioners responded, reporting the following benefits to the MAC and portal:

- Really helpful to see a timeline of events, episodes/patterns in a child's life, key changes in behaviour, concerns and turning points
- Structured way of reviewing history
- Collation of accurate information, clearly highlights any ongoing issues across all agencies
- Helps when asked to write a court report, to prepare for meetings and summarising key information
- Easy to use
- To inform the independent chair, prior to Conference
- This is invaluable practice in gathering an understanding of the child's lived experience.
- The online portal is much quicker to use which helps with submitting the chronology on time, especially with a busy workload

> **"Good for reflection and able to see the child at the centre"**
> **"Very useful to see big picture if referred to at core groups - this has not happened in any that I have attended"**
> **"A mac template is more efficient than a lengthy report"**

Barriers to using the MAC

Thirty seven practitioners noted barriers to using the MAC , with the majority stating they were not asked to complete it, were not aware of the portal, and/or did not know how to use it/access the portal.

Additional barriers were noted in relation to the length of time it takes to complete, and it not being possible or straightforward to upload information from own systems to the portal, e.g. police system, CPOMS, health records.

Other feedback included the system not being user friendly, it not being used as standard practice/consistently, and not being given sufficient notice or time to complete

Further comments

Additional comments indicate that there remains a lack of awareness across agencies, regarding the MAC and the MAC portal. Furthermore, practitioners report a lack of consistency in being asked to complete MAC's for CIN and CP meetings, and in being sent the link to the portal.

"I think this is a fantastic idea. I would have contributed if I had been asked to. I think this is the missing piece to the puzzle for many children and it should be something that can be accessed across counties as well".

Where practitioners have contributed to a MAC and the MAC has informed the discussion at reviews and core groups, practitioners generally report finding it helpful in giving them a clearer picture of what is happening in the life of the child, family, and all agencies input .

"I have found these a really useful tool to have. I wasn't very good at remembering to submit my paper chronology previously but this way I have a prompt to do it. It's also been a useful tool for me to gather the events together in my head prior to a CGM - particularly if it's been 6 weeks and a lot has happened!"