

Multi-agency data sharing (MADS)

Make faster, evidence-based interventions that prevent harm and protect the public

Casey's grades have dropped - her

EDUCATION
Data source

weight has dropped too. She's been getting

HEALTH SERVICES
Data source

arrested for shoplifting food. Her parents

YOUTH CRIME
Data source

can't afford to put food on the table.

SOCIAL CARE
Data source

Get the right information, to the right people, at the right time

As public sector professionals,
you make vital decisions every day.

But the information you need to form better-informed conclusions often lies outside your own agency – whether that's the police, judiciary, local authorities or the NHS.

If your agency is unable to access information promptly and securely from other public sector organisations, patterns in behaviour may be missed, crucial details and critical cases that require interventions may be overlooked, potentially affecting public or individual safety.

Why change is essential

Despite legislative frameworks and clear statutory guidance, there are still major barriers that are preventing agencies from effectively sharing crucial information. From the Victoria Climbié case to the Radubukana case, serious safeguarding failures have consistently revealed similar obstacles:

- Siloed systems with poor quality or inaccurate data formats.
- Outdated and incompatible legacy technology.
- Inconsistent risk assessment frameworks and unclear access controls.
- Professional uncertainty about what can be shared and when.
- Resource constraints that delay or derail collaboration.

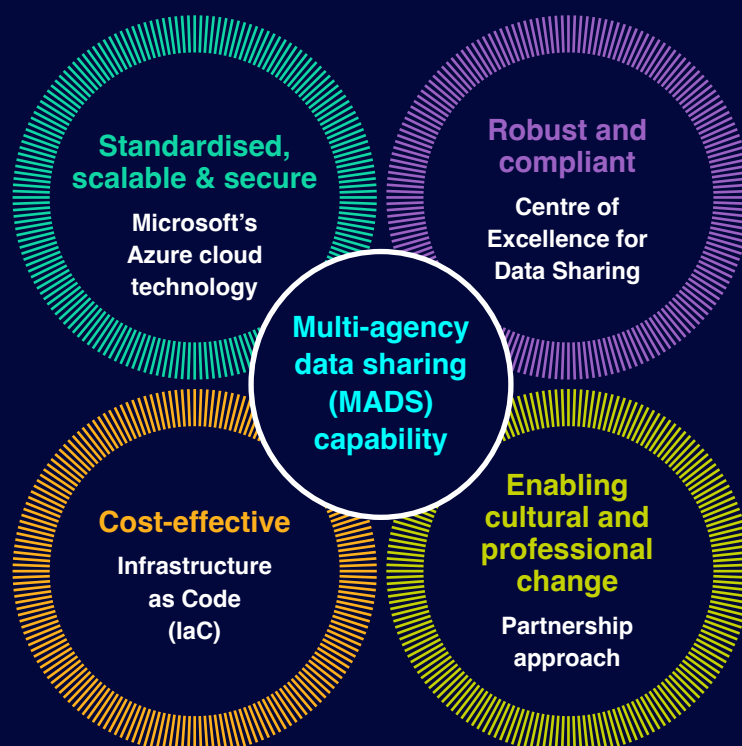
Introducing MADS

A secure, scalable and cost-effective solution

Working together with police and local authority partners, we have co-designed a secure solution that overcomes the technical and cultural barriers to data sharing, while also fitting within the operational and budget constraints that public sector agencies often encounter.

Our multi-agency data sharing (MADS) capability enables teams across agencies to access and share data in a timely and secure manner. It consolidates data from multiple sources into a unified cloud platform, helping users to identify risks early and proactively trigger interventions to prevent harm.

There are four key elements that collectively provide a cost-effective, scalable, and secure solution to address legacy technology challenges and enable effective data sharing:



What our MADS capability delivers

The benefits for your agency



Stronger safeguarding and earlier intervention

Our MADS capability brings together data from multiple sources, giving frontline teams access to near real-time information. This allows earlier identification of risks, supports proactive interventions, and helps protect vulnerable individuals, reducing harm and strengthening community safety.



Greater operational efficiency that frees up resources

By providing near real-time access to comprehensive data, reducing manual data entry, streamlining referral processes, MADS improves inter-agency communication — leading to greater productivity, faster decision-making, and better resource allocation that delivers substantial cost savings.



Reduced complexity and cost with Infrastructure as Code (IaC)

We have pioneered the use of IaC in the public sector to simplify implementation and minimise ongoing management.

This approach:

- Automates the configuration of cloud resources.
- Ensures consistent deployments across different environments.
- Speeds up implementation from months to weeks.
- Minimises configuration errors through standardised templates.
- Facilitates easier compliance auditing and governance.





Scalable technology, ready to grow with you

Built on Microsoft Azure's secure cloud infrastructure, MADS is designed to scale. Whether you are adding new partners or expanding capabilities, the platform adapts —without costly infrastructure changes. Infrastructure as Code (IaC) also ensures consistent, fast rollouts across multiple environments.



Built-in compliance and security

Our SaaS-based MADS capability is fully compliant with public sector data standards, and we will work closely with you to ensure alignment with all applicable legislation. It enables ethical, secure data-sharing practices—strengthening professional confidence and building public trust.



A culture of sharing, backed by standards

Technology alone is not enough. Our Centre of Excellence for Data Sharing supports agencies to build common standards, strengthen governance, and embed ethical sharing practices.

Through our tailored training and cross-agency relationship building, MADS enables the shift from risk-averse to responsible sharing—creating safer, more connected public services.

The Centre of Excellence for Data Sharing

The Centre of Excellence provides cost-benefit analysis tools and resource optimisation frameworks that can help your organisation to identify and quantify the efficiency gains you will benefit from improved information sharing.

Our implementation consultants work with you to develop a phased approach so that resource requirements can be distributed over time.

We can also identify potential funding streams. Our skilled team helps to streamline your processes and use automation to release capacity.



Case study

Our partnership with a Northern police force and a ministerial department

We partnered with a police force in the North of England and a ministerial department to adapt and successfully test our secure, cloud-based MADS capability that enables officers to access critical information from across public sector organisations.



Challenge: A fragmented data landscape

The police force wanted to proactively access and share data with other agencies to support early intervention, reduce community risk, and assist vulnerable individuals. However, they faced several challenges:

- Disparate systems and outdated infrastructure.
- Incomplete or siloed data.
- Cultural resistance and legal uncertainty.
- Limited internal resources and technical capacity.

They needed a solution that could securely unify data from multiple agencies into a single, accessible view.



Solution: Enabling safe, cloud-based data sharing

We adapted our multi-agency data sharing (MADS) capability for police force technology environment. Built on Microsoft Azure cloud platform, MADS uses Infrastructure as Code (IaC) to automate infrastructure setup and management, enabling consistent, cost-effective deployments.

A demonstrator pipeline using synthetic data proved the concept, after which the team moved to operational data. IaC tool Terraform was used to automate infrastructure provisioning across environments. Agile delivery, close collaboration, and support from enabling partners such as Microsoft allowed successful deployment without altering existing infrastructure.



Beyond technology: Enabling cultural change

It takes more than technology—it is important for public sector employees to understand the value of their data and feel confident in sharing it appropriately. We supported knowledge transfer and training to reduce anxiety around data sharing and build confidence in decision-making.



Key benefits of the solution

- Reliable, accessible data.
- Clear reporting dashboards.
- Strong data governance.



Result: A proven model that effective data sharing is possible

A police force in the North of England now has a fully operational capability ready to go live as soon as the force is prepared, enabling officers to access essential cross-agency information. This supports safeguarding, highlights vulnerability, and helps identify criminal patterns earlier.

This achievement sets a new benchmark for public sector data sharing. Together, we have proven that effective, end-to-end data sharing is possible without costly infrastructure changes. The MADS capability offers a scalable, secure model that other agencies can adopt with confidence.

Read the full case study [here](#).

Key features

A complete ready-to-deploy solution

Our MADS capability provides complete end-to-end technical and operational environment for secure, multi-agency data sharing, which includes:

Secure cloud infrastructure	Pre-configured MADS platform	Integration services	Managed technical operations	Comprehensive support services
Purpose-built environment within our UK-based Microsoft cloud infrastructure	Fully developed multi-agency data sharing application suite	Efficient, secure and standardised process of ingesting source data	Continuous monitoring and performance management	24/7 technical support desk
IL3/Official-Sensitive accredited hosting meeting all government security standards	Standardised data models based on safeguarding best practice	Data transformation services for standardisation across sources	Automated backup and disaster recovery	Named service delivery manager
Comprehensive security monitoring and management by our dedicated security operations centre	Configurable data to support insights such as event cost analysis	Near real-time and batch integration options	Regular platform updates and security patching	Regular service review meetings
Regular penetration testing and security assessments	Role-based access control aligned to professional responsibilities		Capacity management and scaling	Performance reporting and insights
	Comprehensive audit and governance capabilities		Proactive issue identification and resolution	Continuous improvement programme

Faster, simpler implementation

Your route to operational impact and real-world results

Our MADS capability follows a streamlined implementation process that reduces complexity, shortens timelines and stays fully aligned with your governance requirements:



Discovery and preparation (1-2 months)

- Partnership formation and governance establishment.
- Information governance framework development.
- Configuration requirements gathering.
- Initial data quality assessment.
- Stakeholder engagement and communications.
- Establishment of data sharing agreements.



Onboarding and configuration (2-3 months)

- Tenant establishment in Capita's secure cloud.
- Agency access configuration and security setup.
- Core data model configuration for local context.
- Configuration of data ingestion processes.
- Initial data loading and validation.



Adoption and embedding (3-6 months)

- Phased user onboarding with comprehensive training.
- Process alignment and refinement.
- Change management and cultural development.
- Benefits monitoring and realisation.
- Continuous improvement based on user feedback.



This accelerated timeline typically enables initial capabilities to be operational within 3-5 months, compared to 9-12 months for self-managed implementations of comparable scope.

Why choose Capita's MADS capability

Achieving long-term success through sustained outcomes, governance and support

Benefits	Capita's MADS capability advantages
 <p>Implementation timeline</p>	<ul style="list-style-type: none"> • Typical reduction of 6-9 months in time to initial capability. • Elimination of lengthy procurement and design phases. • Accelerated configuration vs. custom development. • Rapid scaling to additional agencies and users.
 <p>Technical complexity</p>	<ul style="list-style-type: none"> • Elimination of infrastructure design and deployment challenges. • Reduced integration complexity through efficient, secure and standardised processes for ingesting source data. • Comprehensive security management by specialists. • Simplified technical architecture and operations.
 <p>Resource requirements</p>	<ul style="list-style-type: none"> • Significantly reduced customers' technical staffing needs. • Less demand on agency IT departments. • Rebalanced focus towards practice and governance. • Access to specialist expertise without recruitment.
 <p>Economic value</p>	<ul style="list-style-type: none"> • Reduction in total cost of ownership over 5 years. • Conversion of capital to operational expenditure. • Earlier realisation of efficiency benefits. • Predictable costs without technical refresh spikes.
 <p>Risk profile</p>	<ul style="list-style-type: none"> • Reduced technical delivery risk through proven platform. • Enhanced security through specialist management. • Lower dependency on scarce technical skills. • Greater predictability in timelines and costs.
 <p>Strategic focus</p>	<ul style="list-style-type: none"> • Increased emphasis on practice and culture vs. technology. • Enhanced governance support and expertise. • Knowledge transfer from multiple implementations. • Continuous improvement without major reinvestment.
 <p>Safeguarding impact</p>	<ul style="list-style-type: none"> • Earlier risk identification through accelerated implementation. • More timely interventions to prevent harm. • Reduced opportunity cost of delayed capabilities. • Continuous enhancement of preventive capabilities.

Let's explore how it works

Arrange a demonstration

Get in touch to see how MADS can work for you.

We'll review your existing systems, priorities and challenges - and arrange a tailored demonstration.



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content.capita.com/MADS

About Capita Public Services

We believe that quality public services, innovatively designed and powered by technology, are critical to delivering **safer, greener and healthier communities**. We're helping the UK Government and agencies to improve services and deliver better experiences for citizens.



At a glance:

Capita's multi-agency data sharing (MADS) capability



Near real-time access

Authorised users have immediate access to relevant information across agency boundaries.



Compliant

Public data standards is the foundation of the solution.



Secure

Robust encryption, role-based access controls, and comprehensive audit trails ensure security.



Cost-effective

The Infrastructure as Code (IaC) approach reduces deployment time and delivers substantial cost savings.



Flexible

Utilises Microsoft Azure technology to easily scale-up without expensive infrastructure changes.

 Capita