

Hello Autumn, 🍁

We're delighted to provide you with our weekly progress update on the transforming the front door of children's services project with you.

Mission Control: Feedback Report! 🧐🚀

This week our testing team shared a positive example of an emergency department referrer taking part in the routes in test, which had a good outcome for the child and family.

"We were able to consider together the information, jointly agree on safe next steps and both the referrer and the test social worker felt this conversation came to the best outcome for the child".

Contacting the front door 📞

Through reviews it has been identified that several referrers are currently calling the test telephone number for advice, or to be asked to be passed on to a Social Worker. While the Social Workers on the test pod are managing these calls, they risk clogging the telephone line that isn't intended for this type of call.

We therefore remind you that the telephone number **0115 804 0003** is for professional referrers in **Bassetlaw** and **Newark and Sherwood only** to refer safeguarding concerns.

- Referrers from all other areas, are reminded to please contact the MASH as normal on 0300 500 80 90
- Referrers requiring advice before making a referral to the MASH are asked to contact the Consultation Line on 0115 977 4247

For advice and guidance on local, early help resources available to support children and families, professionals can contact an **Early Help Advisor** as detailed below. The Advisors may invite referrers to attend a multi-agency conversation if they feel a multi-agency approach would be beneficial.

For Bassetlaw: Please email eha.bassetlaw@nottsc.gov.uk, or phone the Advisors directly using the details below:

Hannah Straw (Mon - Wed): Tel: 0115 8044590 / **Rachel Morley (Wed - Fri):** Tel: 0115 8042553

For Newark and Sherwood: Please email eha.newarkandsherwood@nottsc.gov.uk, or phone the Advisors directly using the details below:

Tracey Jennison (Mon - Fri): Tel: 0115 8040292 / **Lesley Duigenan (Wed - Thu):** Tel: 0115 8041873

MASH Multi-Disciplinary Team (MDT)

The MASH Multi-Disciplinary Team (MDT) meetings were recently relaunched and have worked really well, helping families to get the right support at the right time. The meetings take place on Tuesday and Thursday and include representatives from Children's Social Care, Police, Health, Education, Early Help and Youth Justice, discussing up to 3 families that have been referred to the MASH. In the meeting partners share the pertinent information they hold, summarise the needs, risks and strengths for the family, then agree the most appropriate support for the child and family.

The MDT working group helped to steer the relaunch and iron out the practical challenges, and will meet to review progress soon, feeding into the wider review of the Big Test.

Professional referrers and test teams, we require your support! 🚀

Big Test review meeting

Thank you to everyone who attended our first review meeting on Wednesday. Our final session is scheduled for **October 9th at 3:30pm**. Your feedback is crucial in assessing the effectiveness of the Big

Test, and we would greatly appreciate the participation of all those involved in the testing process. This meeting offers an opportunity for everyone involved in testing to review successes, identify potential challenges, discuss process changes, ask questions, and share thoughts and ideas.

You can register your place on the review meeting by clicking [here](#)

Survey

If you have used any part of the Big Test, such as making referrals to the MASH on the test line or consulting an Early Help Adviser and haven't yet had an opportunity to share your feedback, please complete the survey below:

<https://consult.nottinghamshire.gov.uk/children-and-families-services/a4194914>

We greatly value your feedback and assistance in getting this right. Your contribution and engagement are highly valuable and will help us enhance outcomes for children.

Share the News!

Got someone in mind who'd love our biweekly updates? Spread the word and let us know – we'd be delighted to add them to our mailing list! And whether you're a newcomer or feeling a bit nostalgic, you can always catch up on past weekly updates on our website. Dive into the archive and relive those treasured moments here: [Needs-led Front Door Project \(nottinghamshire.gov.uk\)](https://www.nottinghamshire.gov.uk/children-and-families-services/a4194914)

We're All Ears and Ready to Listen

If you have any questions, comments, or ideas about the front door project, feel free to drop us a line through our group mailbox. We're always here to listen! childrens.frontdoorproject@nottsc.gov.uk

And that's a wrap for this week's update! Have a fantastic weekend, enjoy the crisp autumn air, and get ready for more exciting news in a couple of weeks! 

NSCP project team