

Happy Friday everyone 😊

This week sees the completion of Week 9 of 12 of the needs-led front door project.

This week's weekly update is brought to you by Jayne and Chris from NSCP. We are the project team who will be facilitating the needs-led front door project going forward.

From this week we are going to be taking over the writing and publishing of the week notes from Public Digital!

What has happened this week...

Recording workshop

On Monday, Public Digital facilitated a recording workshop with people who refer from schools (DSL) and health providers, MASH officers who take referrals and MASH social workers.

Recording practices kept coming up before and during the test so we did the workshop to uncover why, what's working and what isn't, and how we could change it safely at the new front door. How might we design recording practices that meet the needs of children, referrers and partners at the new front door?

One of the outputs from the workshop was the need to design "recording that is proportional to the needs of the child" at the new front door, and we designed how this could work.

We are going to get more feedback on the design next week and involve the technical team so that we are able to test it on a small scale.

Planning session

On Tuesday, Jayne, Chris, Sam, Merlin, David, Steve and PD met in person to look at the future for how to get a needs-led front door and the outcomes we're looking to achieve across the partnership for children, young people and families in Nottinghamshire.



We reflected on discussions held over the last two months and started creating a roadmap of the main outcomes we want to achieve, now (in the immediate 6 months), next (in the next year) and later (in the next 2 years). Our next step is to look at refining this with the Diamonds before we share this more widely.

We also managed to squeeze in taking our southern friends for lunch at Mrs Bun's...*bacon and hashbrown cobs anyone?*

Diamond working session

On Thursday, we worked with Diamonds and staff who were involved in the testing to conclude what we have learnt from the test and decide where we test next.

We have learnt that our idea of placing a multi-agency team at the front door to receive and triage referrals could meet unmet needs of the child, referrer and MASH partners. We have collected some evidence of this and staff involved in the test experienced the benefits themselves, but we haven't got enough evidence yet.

We decided this is the idea we want to keep iterating incrementally to make placing the multi-agency at the front door feasible, realistic and scalable. We identified five areas to iterate on next, these are:

- Optimising the input of the multi-agency team
- Recording and taking consent at the new front door
- Ensuring multi-agency decisions are not duplicated
- Scaling the number of referrals the multi-agency triages
- Understanding the new front door impact on other services

Out of these areas, Diamonds wanted to experiment with optimising the input of the multi-agency team next. We are going to design test 2 and implement the test in the next few weeks.

Show and Tell

This week saw our 2nd Show and Tell meeting. Rachel, Merlin, Stu and Emma from Diamond volunteered to present, and they did such a brilliant job of preparing and delivering the show and tell, as well as answering questions in a very clear way. The slides from the presentation are attached.

It was attended by 57 people online and about 25 people in person. We had members of the Senior Leadership Group (SLG) and members of the Platinum group attending to show their support. We had questions about the test and our next steps.

Below are some of the feedback we received at the Show and Tell:

"Pace of thinking & change is really impressive, colleagues ...thank you! Just to assure you that this work is understood, endorsed and supported by the partnership's Sr Leadership Group..."

“...pace of progress and the potential for change (and getting things right for children and families) feels very exciting - thank you for all of your hard work...”

“What is really impressive to see is how well individuals from all the agencies have come together to make this piece of work happen. The individual and cohesive relationships built during this period will be long lasting and key moving forward in delivering this work. Thanks all.”

That's all from us this week, hope you all have a fantastic weekend and remember there are now only 52 days left until Christmas 🎄 whoop!!

Jayne and Chris, NSCP project team