

## We have finished the first test!

Connie, Jesse and Saw here from Public Digital. This is a weekly email update from transforming the front door project with Public Digital x NSCP. We have completed Week 8 of 12.

### You're invited to our next show and tell - It's on Friday 3 November, 11am-12pm

We'll be live and in person from the Piazza, with the option to join us via Teams. The invite will be winging its way to you next week (and we promise it really is an open invite this time!)

#### This week

##### The test

We have continued to test a multi-agency front door, and we even tried something even more different yesterday. You can read more in **The test in the more detailed** section below.

##### Update at Strategic Leadership Group (SLG)

On Thursday 26th, we updated on our work so far at the interim SLG meeting to:

- Colin Pettigrew - Corporate Director for Children and Families
- Mark Peel - Independent Scrutineer
- Rosa Waddingham - Chief Nurse at Nottingham and Nottinghamshire ICB
- Robert Griffin - Assistant Chief Constable

A few members of the Platinum group - Amanda Collinson, Rhonda Christian and DCI Natasha Todd also attended to support the work.

We took the group through all the work we have done over the last 8 weeks and the progress on our first experiment and next steps. We have attached a deck we used in this email. The feedback was really positive and we talked about how to sustain this work going forwards.

##### Content design for Pathway to Provision

We are going to do a small bit of work to kickstart changing the Pathway to Provision content. The goal is to ensure that professionals working with children in Nottinghamshire are able to more easily understand how to access the right support for children, at the right time and based on their needs. This work is also about making a shift in language and mindset from threshold-based decisions to needs-led and strength based practice type decisions. We are aiming to make a plan for that work next week.

##### What else is happening next week?

- **On Monday**, we are running a workshop with a small but multidisciplinary group to understand current recording practices and how we might like to experiment with changing them in a safe and viable way
- **On Tuesday**, we are coming up to Nottingham (woo!) to meet with Sam, Merlin, Jayne, Chris and Steve (the project management team) to start developing a roadmap and a backlog of work for NSCP to use to continue the work we have started
- **On Thursday**, we are having a test debrief with the Diamonds and some of the people who were involved with the testing to review the data we have

collected and what we have learnt against our initial hypotheses and assumptions, and plan what we want to do next

- **And on Friday we have our next show and tell and no mistakes this time, everyone is invited!**
  - **It's on Friday 3rd November 11-12 pm.** You can join the Diamonds in person at MASH downstairs kitchen or virtually via MS Teams
  - The invite will be winging its way to everyone on the weeknotes list soon
  - Please come and join us and hear about the work Diamond has been doing!

That's all from us for today. We're looking forward to seeing you next week!

Saw, Jesse and Connie  
Public Digital team

### [The test in more detail](#)

Last week we learnt that having a multi-agency team at the front door has had a impact on:

- Outcomes for children - the right support is being given to the right child at the right time
- Building and strengthening partnership relationships and ways of working
- Changing the mindset and making a cultural shift from binary threshold-based decisions to a holistic needs-led assessment and support for the child

Further opportunities and challenges emerged. For example:

- How might we make the process more efficient to be able to scale and deal with real demand?
- How might we record the actions and discussions of the multi-agency team in an effective and succinct manner, so that everyone else can understand what happened and what the decisions were?
- How might we take consent for multi-agency discussions and information sharing at the front door?

The test team started to iterate over the course of this week. They started:

- Using a template for multi-agency discussions to keep it structured and to ensure discussions are kept within a certain length of time
- Recording actions and the assessment each partner from the multi-agency takes and makes for each referral, and how they reached a conclusion on an outcome

### [Pivoting on Wednesday afternoon](#)

The team decided that they were no longer learning much that was new, and were aware they had only been triaging a small number of referrals each day, compared to the typical rate. So, they decided to place the multi-agency team in with a couple of the pods. That way, we could trial the multi-agency team triaging and responding with the social workers.

Here's some feedback from the day of testing with the pods:

- "Having a conversation feels more human and relationship based"
- Previously a social worker felt disconnected from health but expressed, "today I learnt a lot from health"

- “It has been great today to include more people. Better for more Social Workers and more MASHOs to share their views. It’s more realistic. It shows more about what we deal with.”

The other themes that emerged from Thursday’s test were similar to what we were already seeing around consent, recording and the need for a clear structure or a template for discussions.

Before pivoting to the work with the pods, over the 4 days the multi-agency team was at the front door (18, 19, 24 and 25 October), the team triaged 24 referrals in total.

Route of referral	Number triaged
Phone call	8
Online form	6
Email including PPNs	10
<b>Total number of referrals</b>	<b>24</b>

**Out of 24 referrals**, 3 referrals were sent to the assessment team and the rest were actioned by the multi-agency team. From referring to another service, to getting other universal services like an antenatal midwife involved or no further action needed.

There were four stand out examples which illustrated the impact on outcomes for children of having the multi-agency team at the front door, and one example in particular showcased how the multi-agency brought relevant services together around the person. Please come to our show and tell on Friday 3 November at 11am - in person in the Piazza kitchen or online via Teams to hear more!

We are still collecting feedback from referrers or other professionals involved in the test and we will share once that is completed.

Next week Thursday, we are going to synthesise the data and plan our next iteration test with the Diamond.

[For those that have really been paying attention: a note on pivoting on “Test 2”](#)

Last week we shared that Test 2 was going to be about testing a move from several routes of referral to one route only.

We have since reflected that testing this now isn’t the priority. We can have more impact by continuing to experiment with how referrals are managed and moved, and the processes within and around the MASH that influence that.