

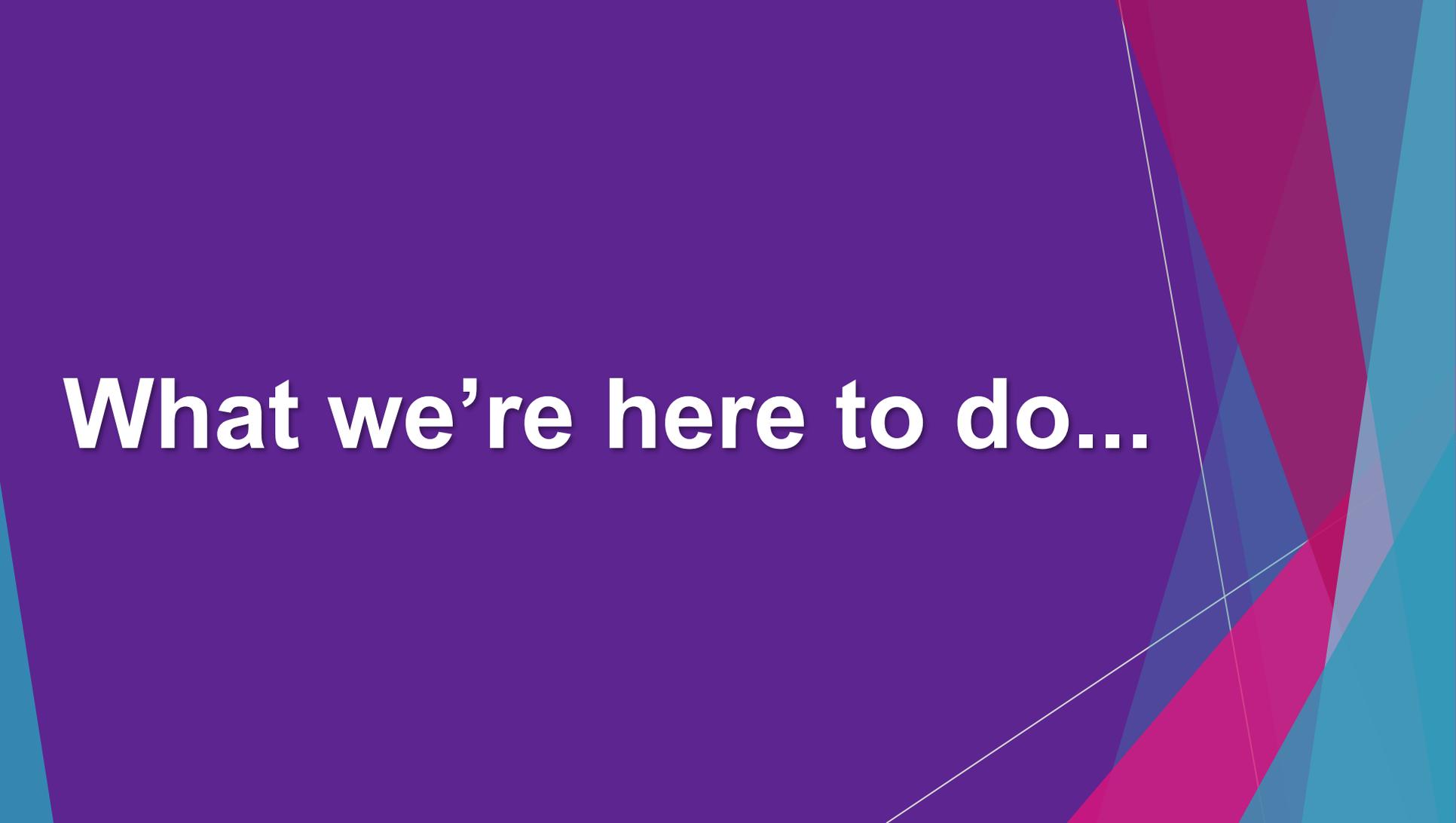
Show and Tell: A new needs-led front door model

Nottinghamshire Safeguarding
Children Partnership

5th December 2024

Agenda

- 01** What we are here to do
- 02** 'The Big Test'
- 03** Dave's Data
- 04** What we've learnt
- 05** What's next

The background features a solid purple field on the left, transitioning into a complex geometric pattern of overlapping triangles and polygons in shades of blue, pink, and teal on the right. A thin white line runs diagonally across the lower right portion of the image.

What we're here to do...

The Big Problem

Children, young people and families who are referred to MASH often need support beyond safeguarding or social care.

Currently, these needs aren't always being met because the MASH is optimised to identify safeguarding and social care service needs.

If we can identify these needs and provide support earlier, we will prevent children, young people and families from further deterioration and from needing social care in the future.

*We want children and families to receive
the right support at the right time*

‘The Big Test’

What is The Big Test?

For all referrals about children who live in **Bassetlaw and Newark & Sherwood ONLY**

Early Help Advisor role working with practitioners in Bassetlaw

Multi-agency conversations with key partners in the Bassetlaw Family Hub Network.

Asking most referrers to refer to the MASH via phone rather than email or online forms

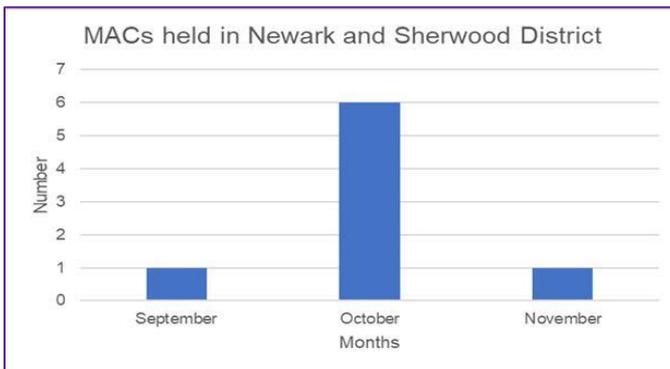
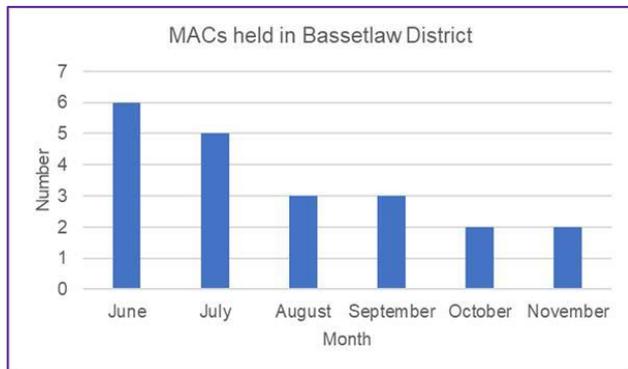
Social Workers and MASH officers answering MASH calls

Multi-disciplinary triage for some MASH referrals

Informed by a working draft updated *Pathway to Provision* language and taking a strength-based approach

Early Help Tests

- **Early Help Advisors** – A test to support professionals by providing advice and guidance on resources and opportunities available locally to help meet the child or young person's needs.
- **Multi-agency conversations** – A test to utilise a multi-agency approach to support families with multiple needs.
- **Request for service form** – A test to simplify and streamline how professionals request services from NCC's core early help teams.

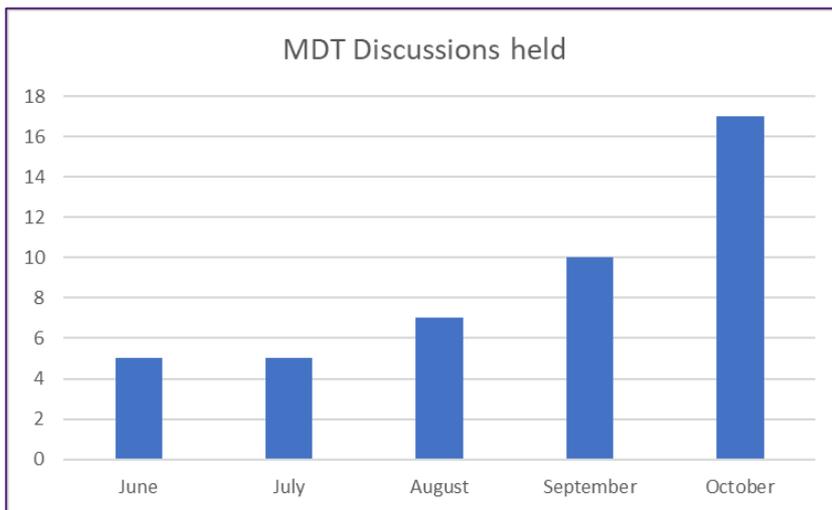


*" What was the
MAC members
experience? "*

Multi-disciplinary Team Test

Complex referrals discussed by Multi-agency group

- A test to see if multidisciplinary professionals reviewing selected referrals improved the needs-led Front Door approach



" What was the MDT attendees experience? "

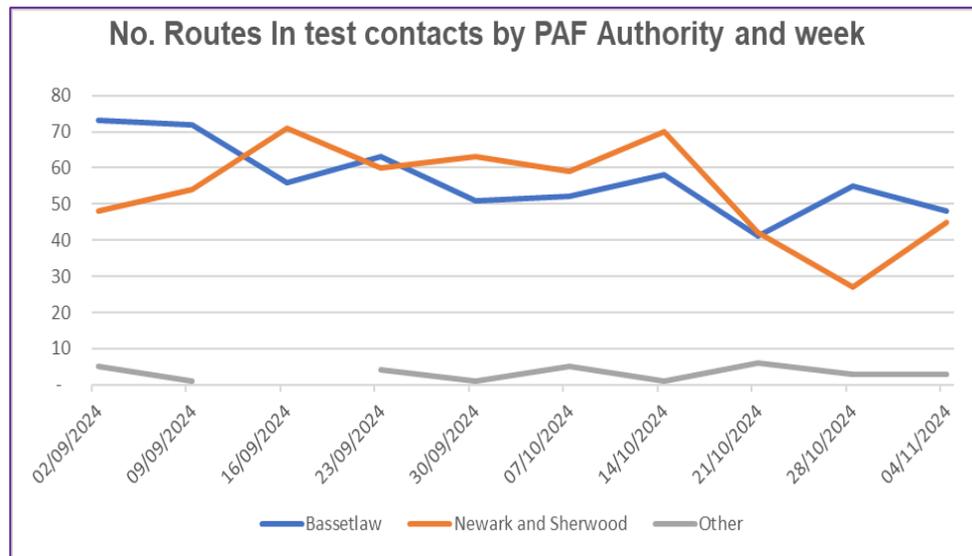
Routes In

Referrals by Phone

- A test to see if referrers making calls to the MASH, answered by a Social Worker, improved the Front Door

“ Better working relationships and understanding of different roles ”

“ *Progressing immediate enquiries direct to assessment team works well in terms of speed/efficiency* ”



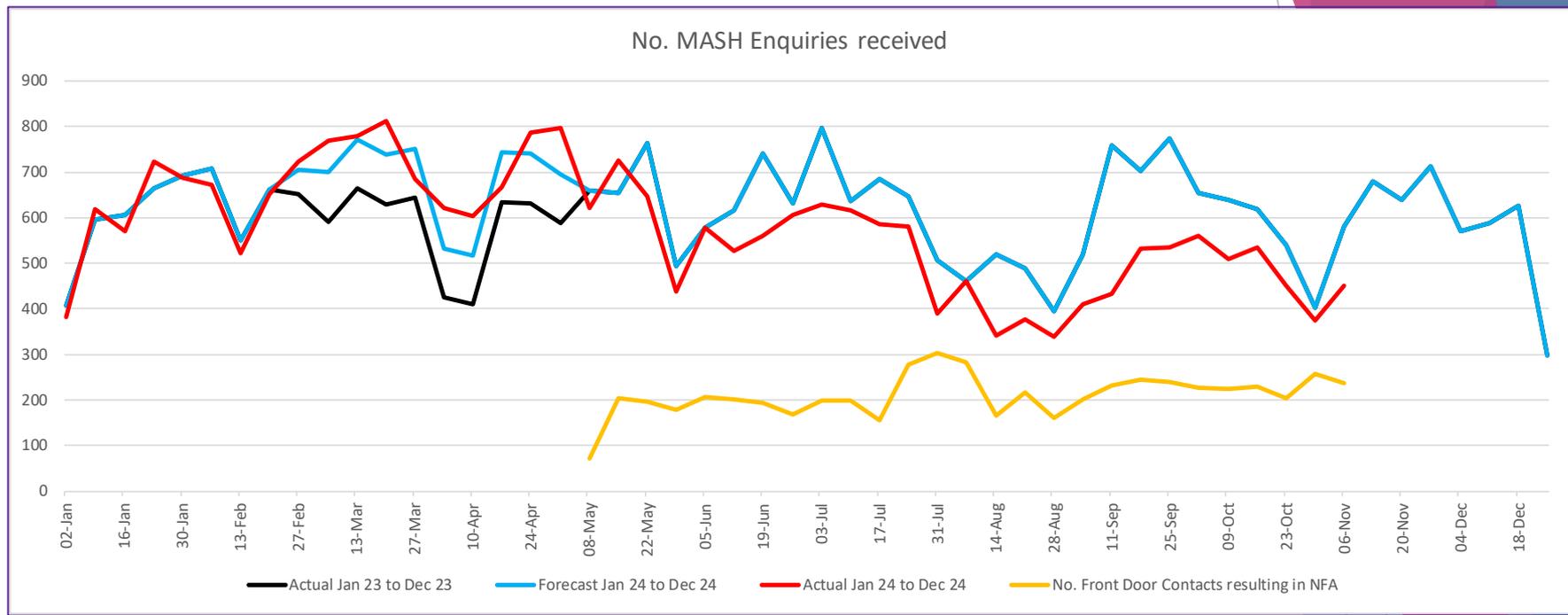
“ *Not enough calls coming in to know what impact the test is having or how it is helping families* ”

“ *Working dual processes for a prolonged period was tiring for the test team* ”

Dave's Data...

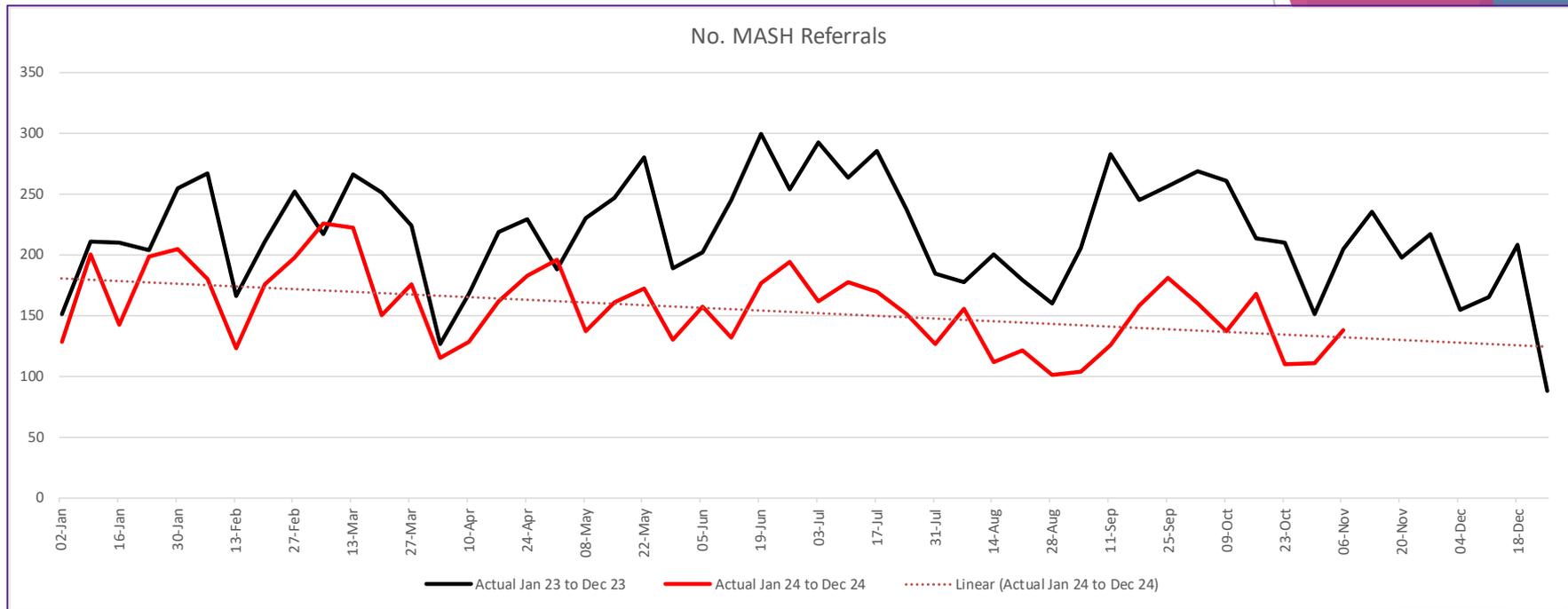
The background features a solid purple field on the left, transitioning into a series of overlapping, semi-transparent geometric shapes in shades of blue, teal, and magenta on the right. A thin white line is visible, crossing the shapes diagonally.

Number of MASH Enquiries Recorded



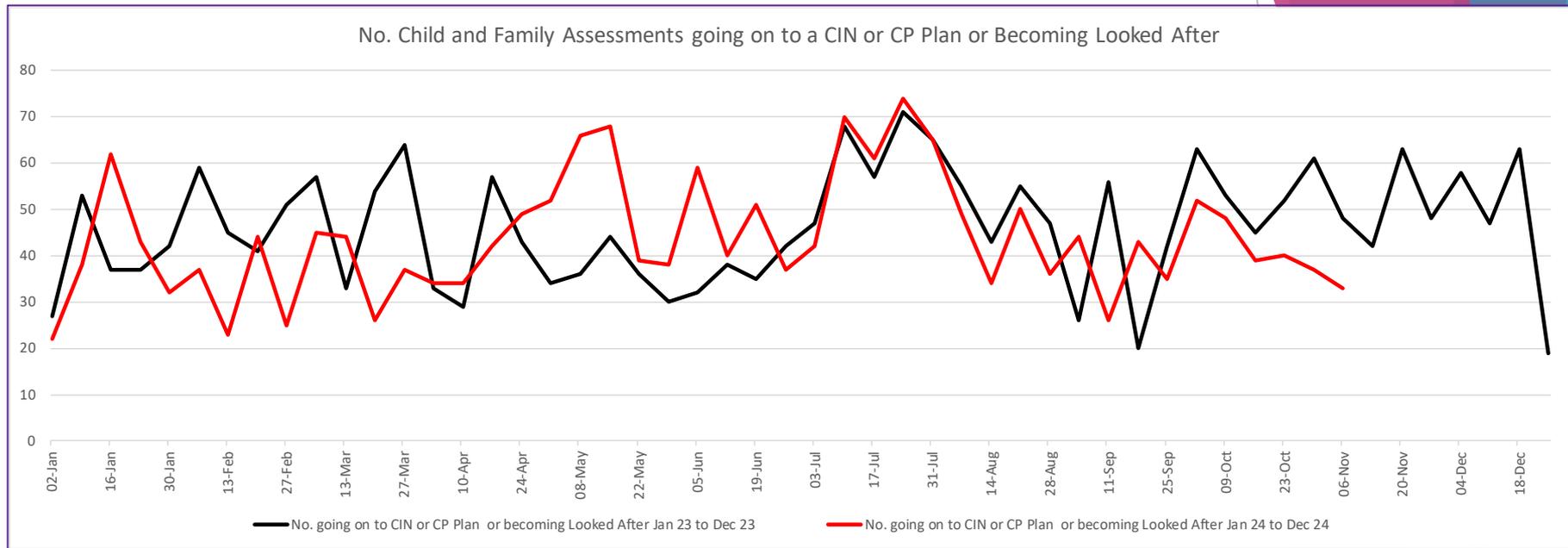
- Since the start of the big test on the 12th June there has been a 19% reduction in the number of MASH enquiries recorded, a total reduction of 2,511. Over the same period 4,820 FDCs have been recorded which didn't result in a MASH Enquiry, these include those recorded by early help.

Number of MASH Referrals

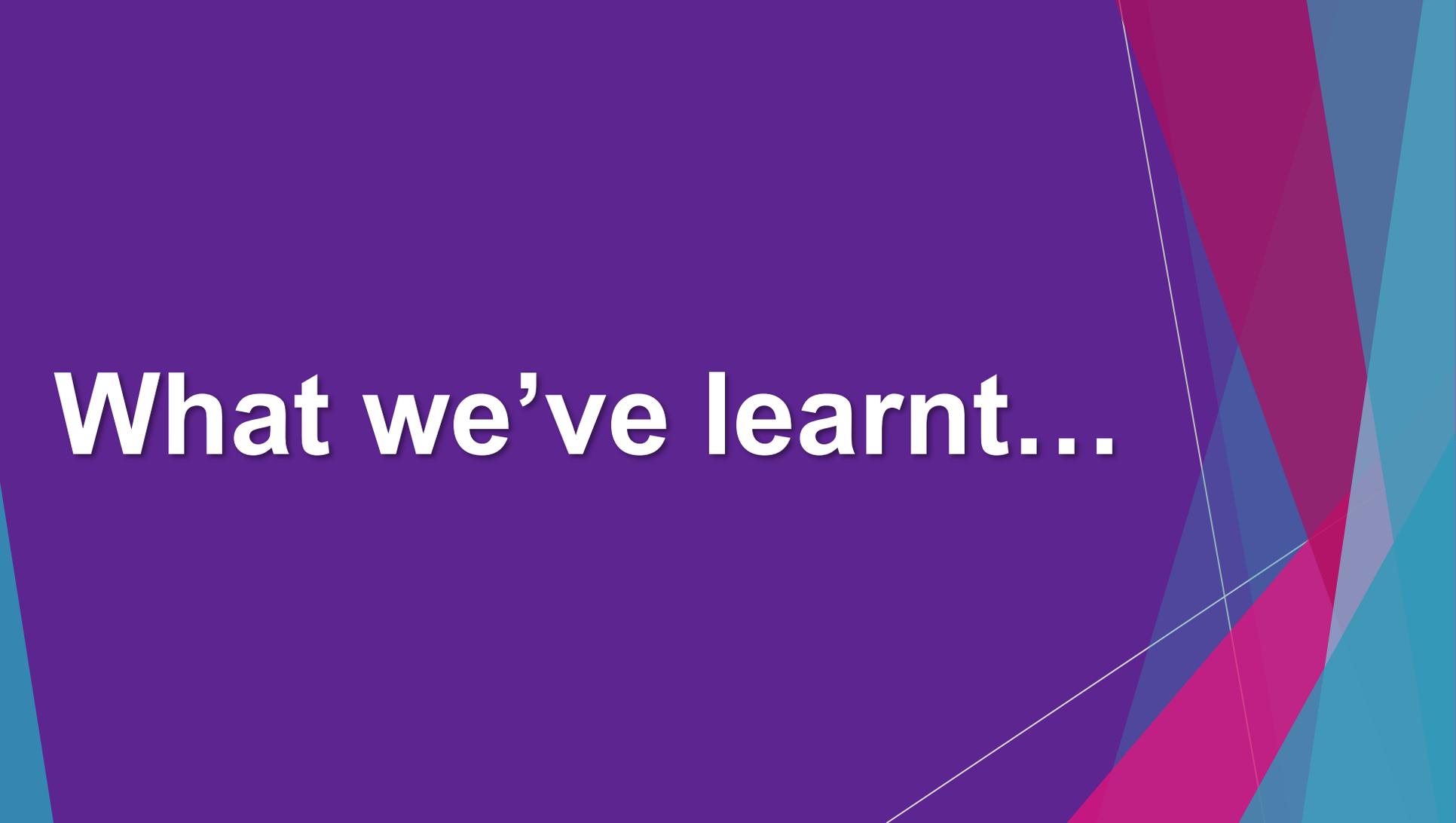


➤ Since 1st April 2024 there have been 4,715 referrals made compared to 7,167 over the same period last year, a reduction of 34%.

Number of Child and Family Assessments going on to a CIN or CP Plan or where the child became looked after



- Since the 1st July 2024 we have seen 878 assessments going on to a CIN or CP Plan or the child becoming looked after, compared to 974 over the same period last year, a reduction of 9%. This is mainly due to fewer assessments being completed over the 2-week autumn half term with overall levels of demand remaining in line with last year.

The background features a solid purple field on the left, transitioning into a series of overlapping, semi-transparent geometric shapes in shades of blue and teal on the right. These shapes are primarily triangles and quadrilaterals, creating a dynamic, layered effect. A thin white line runs diagonally across the lower right portion of the image.

What we've learnt...

Positives of The Big Test

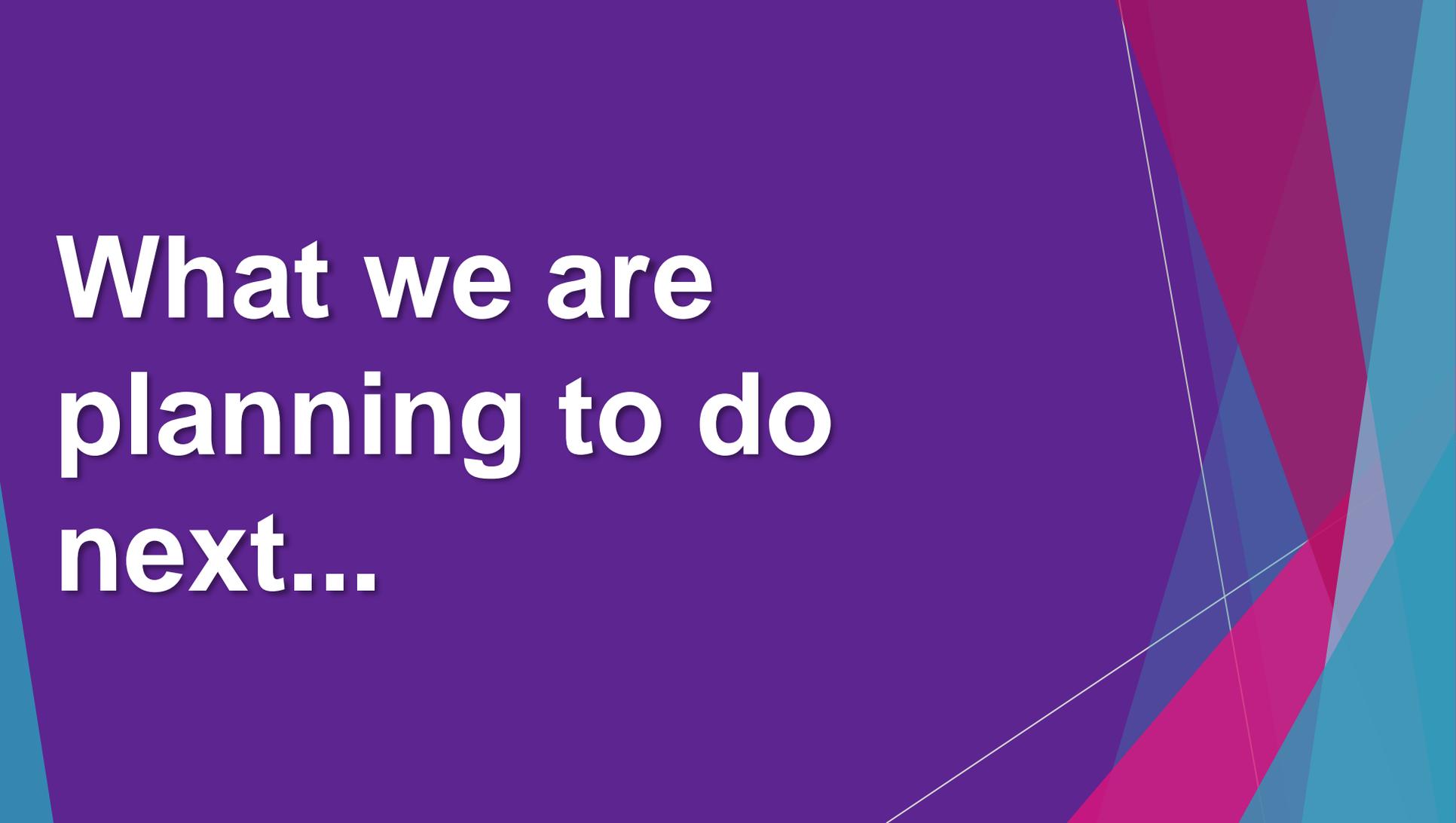
- Telephone call method felt to be a more direct support system.
- Increased efficiency and speed.
- Effective verbal communication.
- Quality advice, clear communication and a feeling of support
- Direct communication between social workers and referrers was highlighted as beneficial for quick decision-making and clarity on actions.
- Quicker responses and actions, leading to faster support.

Positives of The Big Test

- Focussing on need rather than thresholds led to identifying better support for children and achieving positive outcomes for families.
- Schools broadly like having a named Early Help Advisor (EHA) that they can go to with queries.
- Good opportunity for different agencies to share knowledge and build relationships.
- Early information sharing and advice and guidance made possible with MACs.

Key Identified Challenges & Opportunities

- Limited feedback and data gathered meant that we were unable to prove every hypothesis.
- High online referral rates and low call volumes prevented an accurate assessment of the test's impact on families.
- Low call volumes did not allow us to stress test the system or fully clarify & utilise all roles.
- Capacity of the Early Help Advisors (EHAs), they are getting busier as more people get to know about them. Is this sustainable?
- Time constraints and capacity issues made it challenging to support MAC & MDTs effectively alongside regular duties.
- More robust training is needed for any future tests.

The background features a solid purple field on the left, transitioning into a complex geometric pattern of overlapping triangles and polygons in shades of blue, pink, and teal on the right. The text is positioned on the left side of the purple area.

**What we are
planning to do
next...**

Next steps

- **Priority 1** – Establishing a pod that specifically responds to referrals from partners who are unable to contact the MASH via phone (police, ambulance service, fire service & NSPCC).
- **Priority 2** – Early Help tests will continue with the aim to gradually roll out.

Please continue to contact the Early Help advisors using the details below:

Bassetlaw:

EHA.Bassetlaw@nottsc.gov.uk |T: 0115 8044590 / 0115 8042553

Newark and Sherwood:

EHA.NewarkandSherwood@nottsc.gov.uk |T: 0115 8040292 / 0115 8041873

Next steps continued

- **Priority 3** – Refine and continue Routes In test (referrals made by phone).

Bassetlaw & Newark & Sherwood referrers please continue to refer to the MASH via telephone on 0115 804 0003 instead of via email or online form.

- Multi-Disciplinary Triage will be paused and complex cases directed to the Multi Agency Conversation where appropriate.

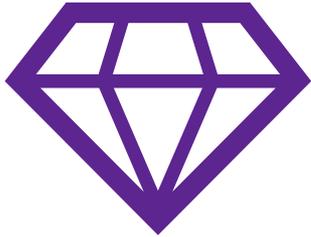
Emergency Services Pod

- 35% of incoming referrers need a needs-led response without a phone call.
- Using the current success of the PPN Pod to expand into a small team who do this work (working title 'Emergency Services Pod').
- Prioritised to remove this demand from the wider testing.

Emergency Services Pod

- Testing an alternatively qualified practitioner role, triaging referrals not requiring an urgent response with support and supervision from social work qualified advanced practitioner (Working Together, 2023).
- Aspiring to joint triage with police and EMAS, early conversations.
- Taking the full 35% of referrals from the end of January 2025.

The NSPC Core Team: Diamond



childrens.frontdoorproject@nottsc.gov.uk

Name	Role
Jayne Hopkinson	Project Manager for the front door project
Christopher Neijs	Project Officer for the front door project
Katie Warner	Head of Service – MASH and Assessment Teams
Merlin Tinker	Operations Manager - MASH
Carolann Cairns McFarlane	MASH Business support manager
Janet Smith	Children's Service Manager - MASH
Andrew Wells	Group Manager – Early help & Youth Justice
Sam Harris	Service Manager - NCSP
Amy Revill	Detective Inspector – MASH
Moira Loadman	Education adviser - MASH
Natalie Long	Associate Designated Nurse for Safeguarding Children
Amanda Marsden	Team Manager - Adult MASH

Get in touch

childrens.frontdoorproject@nottsc.gov.uk