

NSCP inception: a new operating model for a needs-led front door

Nottingham Safeguarding Children Partnership

6 September 2023

Agenda

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- 02 Context, goals and timelines
- 03 Hopes and fears
- 04 Break
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- 06 Ways of working
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Introduce yourself:

- Your name
- Your job title
- The organisation you work for
- A sentence about what you do

Then nominate the next person


Who we are

Public Digital is a specialist digital transformation consultancy.


What we do

We help organisations create the right conditions to achieve change at scale.

Our definition
of digital



Applying the culture, processes,
business models and technologies
of the internet era to respond to
people's raised expectations.



Our team



Connie van Zanten
Director



Chris Fleming
Partner



Jesse Meers
Data strategy and
research specialist



Saw Nwe
Consultant



Cate McLaurin
Director

Context and goals



Problem area

Nottingham's Multi-Agency Safeguarding Hub (Mash) is the county's first point of contact for new safeguarding referrals.

Pressure on the service is increasing and resource and capacity continue to be squeezed.

The Nottinghamshire Safeguarding Children Partnership is seeking to find more efficient and productive ways to work. There is a particular appetite to explore how to provide early help and support for families and children that are at most risk of harm.

Aims:

- To examine NSCP's existing operating model
- To support NSCP adopt a new way of working around a needs-led front door incorporating pathways for advice, safeguarding referrals and requests for early help

1. Understand the status quo
2. Make sense of data and how it moves
3. A new operating model
4. A way forward

- A shared view of a new operating model
- A roadmap to implement this new model
- A short report to accompany what we have done and learnt, and how to keep the momentum up

Any questions so far?

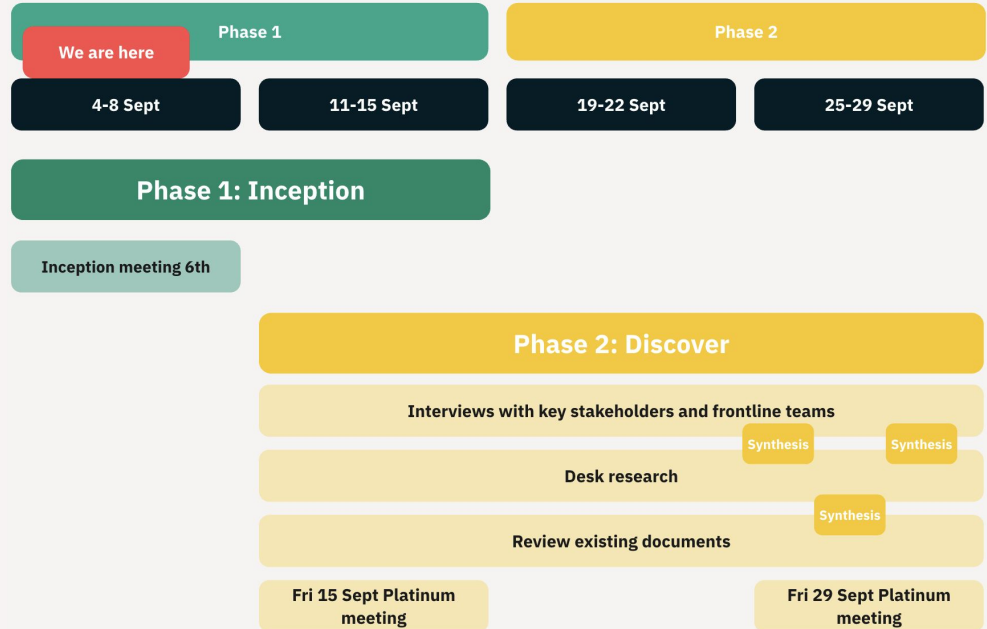
Timelines

Timeline



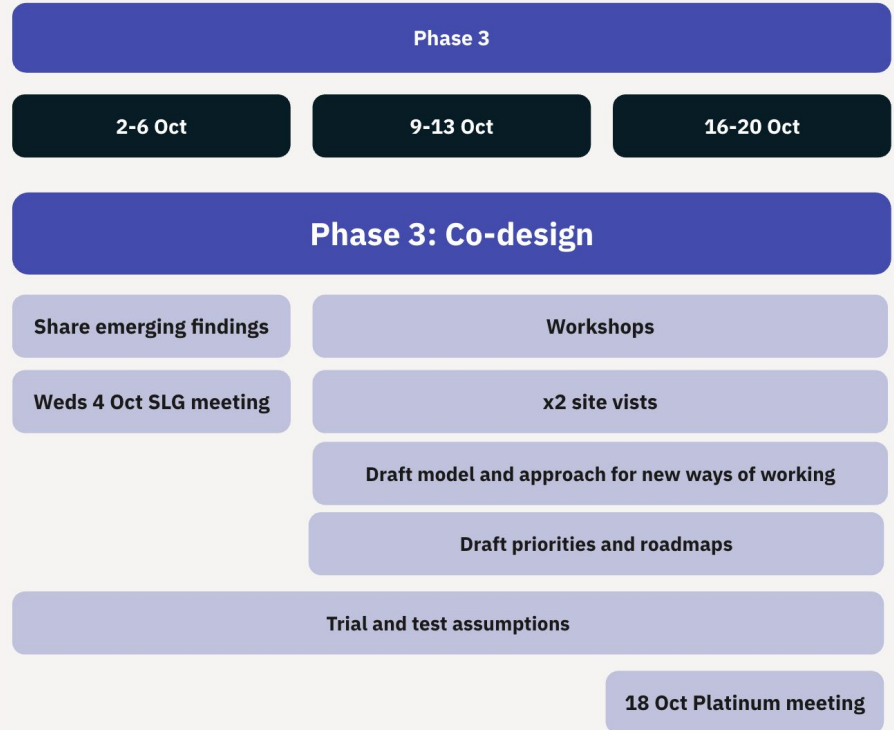
Phase 1 and 2

- Agree scope and ways of working
- Document review
- Key stakeholders and practitioner interviews to understand the context
- Synthesis of interviews and documents to map the as-is service delivery model
- Planning for testing and implementing



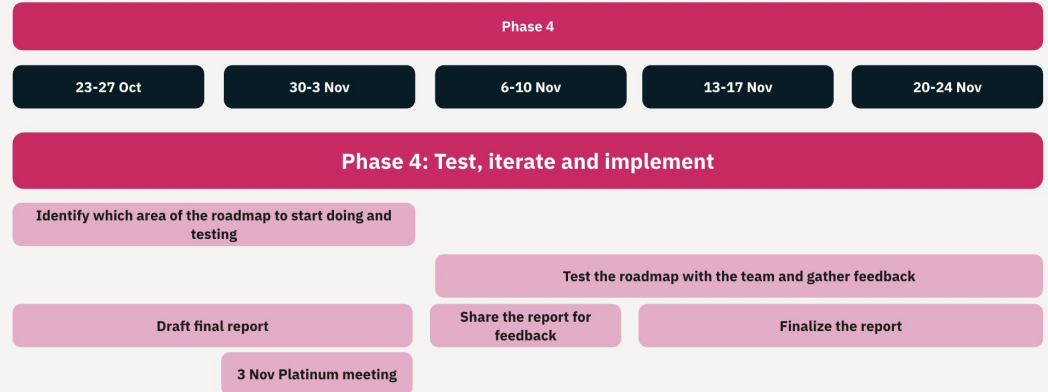
Phase 3

- Site visits and workshops to playback synthesis and test assumptions
- Identify opportunity areas for improvement
- Prioritise where to focus effort
- Co-design and develop future ways of working and processes with NSCP staff for improved experience



Phase 4

- Test and implement newly developed processes and ways of working for improved experience
- Gather feedback and further iterate on the design and implementation
- Recommendations report and presentation



- **Is this what you were expecting?**
- **Are we focusing on and talking about the most important things?**
- **Where are the gaps?**

Hopes and fears

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What are your hopes for this work?

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What are your fears for this work?

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Break

**What has already been done
and who should we speak to**

Work already done

We have been sent the following documents

- Essex diagnostic Nov 21
- 360 Audit June 2022
- MASH Dashboard
- MASH Health info stats
- Highlight report to MASH Governance Group June 2023
- MASH action plan update 11/08/23
- Lucy Peel's review for the MASH, April 2023
- Letter from national police chief's council about new information sharing guidance
- MASH advice to police forces August 23
- Options appraisal re Operation Encompass and daily domestic abuse meeting
- PPN guidance for the MASH police team
- Partnerships and policing report 2020
- NCC Sprint October 2022
- Adult's MASH Channel 3 second workshop

Ways of working

- Open, collaborative, iterative
- Start small, test assumptions, iterate based on feedback

- A weekly check-in between PD and NSCP core team to plan, work together, share progress and blockers
- Monthly Platinum group meeting updates
- Regular SLG meeting updates

What we need from you

- Your help to shape the work to make sure what we end up with is what you need
- Connections and recommendations to relevant resources, teams and people to ensure we are involving the right people and information in the process

Who we need to collaborate with (our core project team):

- We need a core team of people who know the overall service, partners and people and who are available for regular check-ins, will champion the work, and can be accountable for continuing the work when we are gone
- We could start with a point of contact or a representative from each of the partners

What do you think?

Next steps

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What do you need from us?

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Next steps

- Finalise who we'll work with on a regular basis
- Set up first meeting with the core team - and then book in our weekly meetings
- Run a session to develop outcomes and measurements
- Meeting with Channel 3 to align our work
- Share first project updates at :
 - Platinum Front Door on 15th Sept
 - SLG meeting on 4th Oct

How to contact us

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