

Greetings from the project team!

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

Summary of Last Year's Progress 📊

Before we dive into our exciting plans for this year, let's take a moment to celebrate some of the standout achievements from 2024:

- ♦ The partnership team, 'Diamond', continued to work together, showcasing exceptional teamwork in redesigning the front door.
- ♦ The MASH team maintained their enthusiasm, championing and supporting the project's journey.
- ♦ The project designed, conducted, and learned from three mini tests, which included:
 - Changing who is at the front door (multi-disciplinary triage team).
 - Optimising who is at the front door and proportionate recording.
 - Changing how referrals come into the front door (referrals made by phone).
- ♦ Building on the lessons learned from these mini tests, the project successfully conducted a much larger test known as the 'Big Test'. This test involved scaling up elements from the previous tests and running the test for a longer period.
- ♦ As part of testing, we introduced a new front door contact form to streamline the completion of the Mosaic (NCC recording system) MASH enquiry work step.
- ♦ We devised a framework to cover the QA process for social workers signing off decisions. This will support to reduce touchpoints and streamline the process. Testing in this area has been ongoing since September, and the initial outcomes are proving to be successful. The project's aim is to have this test process rolled out in the MASH by the end of February 2025.

Focus for the Coming Months 📅

Using the valuable insights gained from the test and learn approach at the MASH, the project is now well-positioned to focus on its priorities for the coming months:

- ♦ On Wednesday, we began testing an alternatively qualified practitioner role. This practitioner role will triage referrals that do not require an urgent response, with the support and supervision from a social work-qualified Advanced Practitioner.
- ♦ Developing a continuous training program to support MASH colleagues.
- ♦ We are in the planning phase for 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).
- ♦ Continuing to refine referrals being made via phone within the 'Routes In' test process.

Interesting Presentations 👁️

There's a final chance on **11th March** to hear an informative presentation about Family Hubs and a thought-provoking presentation about language and shifting our culture away from considering thresholds towards considering needs. These topics and much more are covered in the always excellent [NSCP Safeguarding Children Today Level 3](#). We definitely recommend it (although we may be a little biased... 😊)

Keeping you Informed 📧

We want to continue with the project's 'working in the open' approach, by continuing to update you on the project's progress. Updates will continue to be shared via our show and tell presentations and via our formally known weeknotes. Going forward, you may find our email progress updates are sent out more periodically rather than on a bi-weekly basis. This is in response to our tasks getting bigger and so our pace slowing, and we want to ensure our communications remain meaningful and we continue to update you all with the most relevant and significant developments as we continue to strive towards our goal of transforming the MASH into a Needs-Led Front Door. In the meantime, we'd still like to hear from **YOU**, therefore, please feel free to continue reaching out to us via email

childrens.frontdoorproject@nottsc.gov.uk if you have any questions or feedback you'd like to share with us.

Share the Scoop! 📢

Do you know someone who would love to stay updated on our progress? Spread the word and let us know - we'd be thrilled to add them to our growing mailing list! Don't forget you can always binge our past Weeknotes and updates on our website: [Needs-led Front Door Project \(nottinghamshire.gov.uk\)](https://www.nottinghamshire.gov.uk/Needs-led-Front-Door-Project)

Thank you for taking the time to read our first progress update of the new year. We are excited about the journey ahead and look forward to sharing more updates with you as we continue to make strides in the transforming the front door of children's services project. Your support and feedback are invaluable to us, and we remain committed to achieving our goals together.

NSCP project team