

## We are officially testing!

Connie, Jesse and Saw here from Public Digital. This is a weekly email update from the transforming the front door project with Public Digital x NSCP. We have completed Week 7 of 12.

### This week...

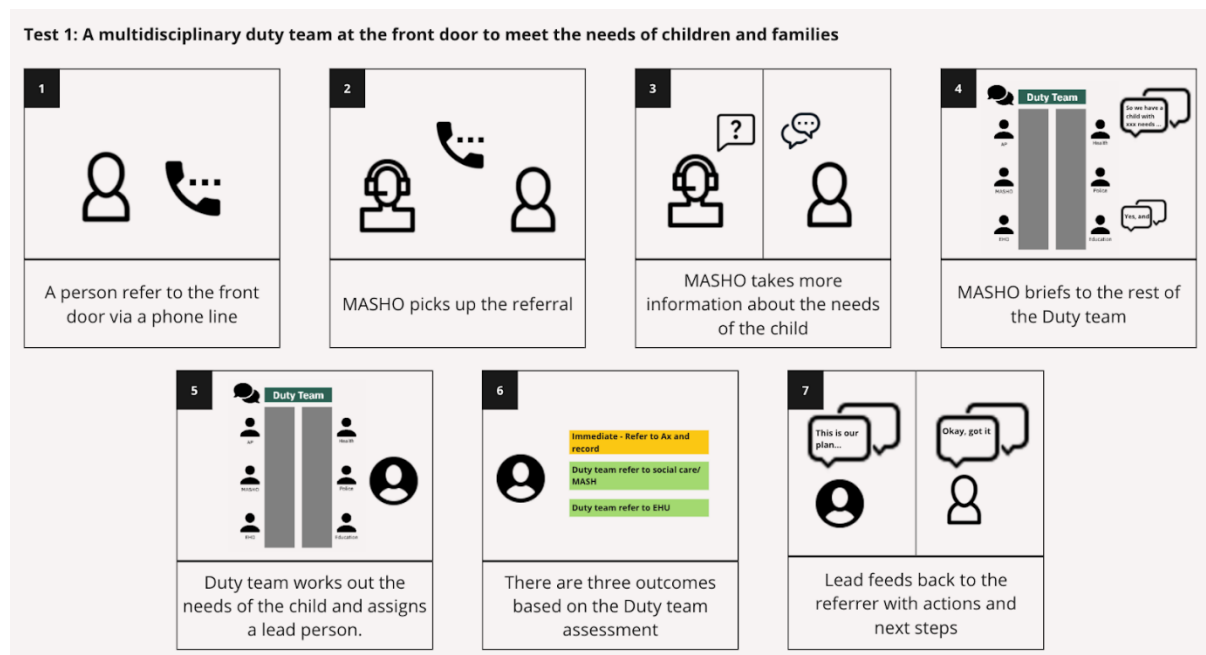
#### Test 1: Changing who is at the front door

We have started testing a multi-agency front door!

Despite the heating in the Piazza Building trying its best to stop us from testing, we managed to get up and running with our first test on Wednesday morning.

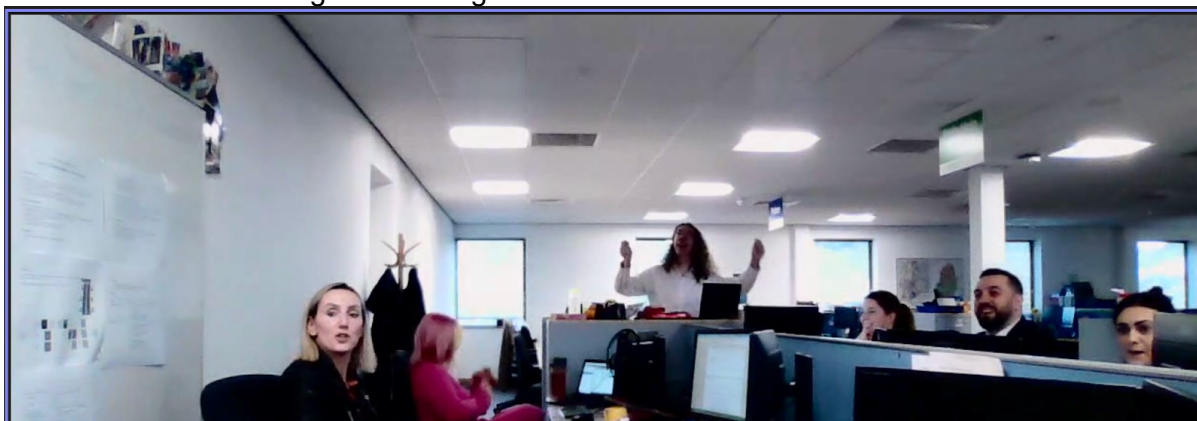
We are testing the impact of:

- A test team made up of multidisciplinary professionals to receive and respond to referrals based on the needs of the child. The test team includes a MASH Officer, an Advanced Practitioner or Social Worker, MASH Health, MASH Police, MASH Education and an Early Help Officer.
- A physical, co-located team in the MASH
- A mindset shift from “Is this for Social Work?” to “Which services will meet this child’s needs?”



We tested it on Wednesday and Thursday this week and will test it again on Tuesday, Wednesday and Thursday next week (half term!).

Here's Merlin conducting a debriefing!



Key measures:

- Referrer satisfaction
- Experience of the test team
- No. and quality of action plans created
- Time immediate referrals take to get to the Assessment Team
- Decisions made by duty team

We are briefing each morning and debriefing at the end of each test day. Here are some of the reflections from the debriefs this week:



Huge thanks to those that have been involved in the first two days of testing for being part of this! Your skills and experience are exceptional. This has included:

- Merlin Tinker
- Moira Loadman
- DI Stuart Barson
- DS Sarah Jackson
- Jade Rushin
- Halley Saeed
- Rachel Morley
- Tracey Marshall

- Emma Wilson
- Ana O'Sullivan
- Katie Collis-Hunt

The teamwork we are seeing across Diamond and the test team is truly inspiring.

### Test 2: Changing how referrals get to the front door

On Thursday we worked with Diamond to do some planning, reflect on the testing happening so far, and to dig into the design of test 2 - changing how referrals get to the front door.

Last week when we designed this test, as well as opting for one referral route via the phone, we also sketched out what that phone conversation could look like and what would happen after the phone call.

We realised that in doing things differently, we wanted to try changing the way we are having discussions with the referrer to be able to assess and provide advice and next steps for the child before the phone conversation ends. We also designed how we would like to change how we record referrals and enquiries depending on the needs of the child.

Recording practices definitely keep coming up as a “sticky” point. Understandably this is coming with some anxieties and whether it is feasible from the regulatory standpoint. We are going to unpick this more and understand if this can be feasibly and safely tested so that we can change our processes to better meet the needs of children.

**Important thing to know: we have not started this test yet because we have more to explore around the design for test 2, so watch this space!**

### Meanwhile, we have also...

- We updated Platinum on Wednesday and had a few requests for them around increasing the Diamond team's capacity, empowering Diamond, and how to role model the mindset and partnership shift from “thresholds and information sharing” to “how can we meet the needs of the child”. You can see the detail of what we talked about in the deck attached to these weeknotes.
- We met **Saika Jabeen, Lisa Adkins-Young and Tamar Henry** from the Probation team and are very excited about them coming on board
- We updated **Lucy Peel and Amanda Collinson** and had a great chat about the NSCP's ability and willingness to jump into doing things differently

### Next week

- We will start planning for our next Show and Tell - which will be on **November 3rd at 11am.**
- We will map out all the people and groups that are involved in this work and plan our key communication messages.
- We will continue with Test 1 on Tuesday, Wednesday and Thursday and summarise our learnings.
- We will pivot on Test 2 to start exploring why we record to be able to experiment with what we record and how we record

Have a fabulous weekend and until next week! 🙌