

Good day,

Below you will find an update on this week's progress of the transforming the front door project.

### At Diamond...

We held our first Diamond group meeting of 2024, this week's meeting focused on the priority workstreams we identified in the joint Platinum and Diamond group meeting last week. We delved further into the workstreams and discussed possible actions, timescales and responsibility for these.

The workstreams we are currently focusing on:

- **Routes in:** This will form part of our next test where we will request referrers to call with their enquiry, where safe and secure to do so, rather than via email or the online form. So that we can ensure we capture the impact of this route, calls will be answered by an identified role.
- **Mosaic workflow** - Redevelop the Mosaic steps, online forms and associated performance reporting for MASH and EHU from entrance to exit of the front door.

**Just a recap for those of you who are new to weeknotes:** Diamond are a multi-agency team from across the whole partnership and beyond. It is made up of professionals that all have experience of working in or with the MASH. This team meet each week and together are working on a re-design of the needs-led front door.

### The next show and tell! 🗣️

A reminder, our next 'Show and Tell' meeting has been arranged for the **31<sup>st</sup> January**, invites have been sent out to you all, however if you know anyone who would like to attend this meeting please feel free to let us know and we will add them to the invite list.

**For those who are new to 'Show and Tell':** A show and tell is a regular meeting that a team holds to enable people outside of the team to understand and input into what they are working on. It gives the team the opportunity to share what they have done, what they have learned and what they are planning to do next. It creates a feedback loop which people - **like all of you!** - can use to ask questions, form connections and influence the work.

That is all from us this week, we hope you enjoyed our update and until next time we hope you have an excellent weekend.

If you know anyone who should be receiving these week notes, then please let us know. If you would like to see week notes from previous weeks, please follow this link [Needs-led Front Door Project \(nottinghamshire.gov.uk\)](https://nottinghamshire.gov.uk)

Jayne and Chris, NSCP project team