

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

Nottinghamshire Safeguarding
Children Partnership

10th JULY 2024

Agenda

- 01** What we are here to do
- 02** What we have done so far
- 03** 'The Big Test'
- 04** What's next

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**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*

Our approach

- Co-design with those that are in it
- Focussing on meeting the needs of people who use the service
- We are building a shared understanding
- We are working in the open
- Testing something and learning - doing not just talking

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**What we have
done so far**

What we have achieved

- We have created a vision and operating principles
- We have produced our best guess service map
- We have produced a visual roadmap
- We have implemented an amended Mosaic form
- We are updating the *Pathway to Provision*
- We have completed and evaluated several tests
- We have planned and begun the big test!

‘The Big Test’

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What is the big test?

- Combining and building on elements from previous tests, alongside our stakeholders
- Incorporates lessons learned from the previous tests
- Running for a longer period of time to allow us to gather data, review & refine

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.

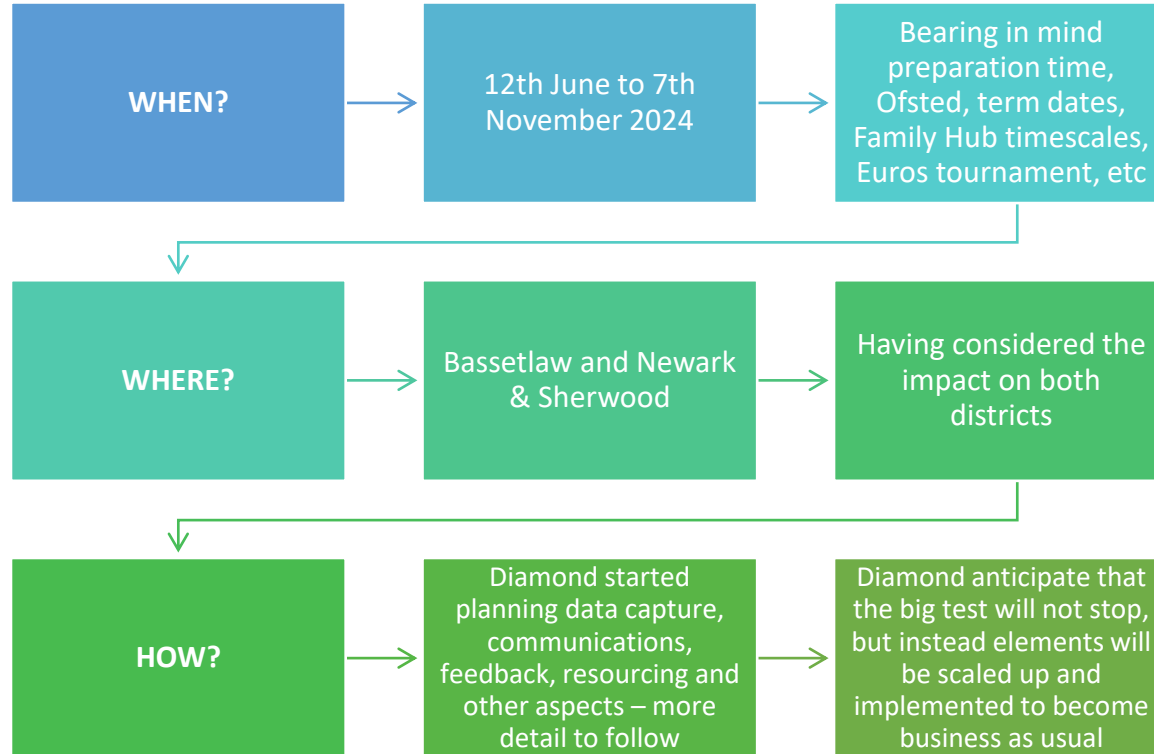
Asking most referrers to refer to the MASH via phone rather than email or online forms

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

Practicalities



What we've learnt so far..

- 35 calls to the MASH Big test
- 5 MDT discussions with a total of 6 families discussed
- We are currently not getting the number of calls needed to challenge our routes in and MASH MDT
- Communication is key

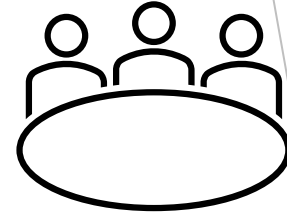


What are we asking referrers to do?

- Professional referrers in **BASSETLAW** and **NEWARK & SHERWOOD ONLY** are asked to please refer safeguarding concerns to the MASH via telephone on **0115 804 0003** instead of via email or online form.
- Please continue your own safeguarding procedures - we are just asking that when you report a safeguarding concern to the MASH, telephone us instead of sending an email or completing an online form. Do everything else as normal!

Multi-Agency Conversation

- 3 MACs held with a total of 5 families discussed.
- Attendance has included representatives from Family Hubs, Family Service, Education, Early Help Unit, Healthy Family Teams and Youth Service.
- Each agency brings something to the discussion which has highlighted the value of the multi-agency approach.
- Learning from the test so far is that we need a social work presence at the meetings to provide advice for families where there are potential safeguarding concerns. There will now be a Social Worker on call for future meetings.
- There is more work to do on streamlining the format of the conversation and on clarifying the types of cases that best fit the multi-agency approach. This is ongoing and, once finalised, we will share this information with you to support your understanding of how the MACs work.



Early Help Advisors

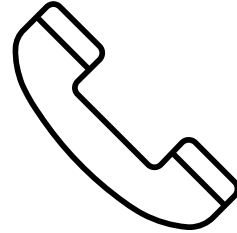
- Feedback on the role has been positive. Referrers like having a named contact to talk things through with.
- In some cases, the Early Help Advisor has been able to prevent issues from escalating. One referrer was planning to submit an enforcement request, however, through a supportive conversation with the Early Help Advisor, they were able to avoid this by having CAMHS meet with the young person offsite rather than at school.
- It has been tricky to quantify the impact of the role in these early weeks as we have been building relationships and trying to get the word out to professionals in Bassetlaw. Please help us assess how effective the role is by providing feedback either directly to the EHAs or via the referrer surveys that will be sent out throughout the testing period.
- We ask that referrers in Bassetlaw, please contact the Early Help Advisors in the first instance if you have any early help queries or just want some support with a family you are working with:

Email: eha.bassetlaw@nottsc.gov.uk

You can also phone the Advisors directly:

Hannah Straw (working days Mon-Wed) - Tel: 0115 8044590

Rachel Morley (working days Wed – Fri) - Tel: 0115 8042553



Remember

- This is a test – it won't be perfect and that's okay!
- Things will change and evolve as we go along
- We really need your feedback to help to get this right
- We will look at adding in other districts as the test progresses



**What we are
planning to do next**

Mid-point reviews

Your feedback is essential to assess whether the big test is working.

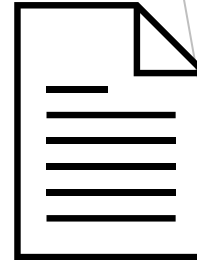
If you have been involved in testing, please join our big test review

- July 10th at 3.30pm - register for this date by clicking [here](#)
- July 17th at 9am - register for this date by clicking [here](#)

Your contribution and engagement are highly valuable and will help us enhance outcomes for children.

Shared Early Help Request for Service Form

- A shared early help request for service form is in the final stages of being developed.
- It will be launched later this summer in Bassetlaw and Newark and Sherwood initially.
- The aim of the form is to simplify and streamline how professionals request services from NCC's core early help teams e.g. Family Hubs and Family Service.
- We have taken on board feedback about some of our other referral forms and will ensure the form does not time out.
- The focus will be on identifying need not on thresholds so we can get families to the right support at the right time.
- The form will be hosted online, and we will share the link with you once it is live.



Next steps

- Run, monitor and refine the big test!
- Hold workshops for the Mosaic and Reporting workstream in July
- Continue the development of Family Hubs

Working in the open

- We will update and refresh the roadmap
- We will keep sharing weeknotes
- We will continue with our Show & Tells

The full Ofsted inspection of NCC will be published on Friday.

Colleagues will be able to read some extremely positive feedback from the inspectors about our work together on this project.

The inspection team saw and recognised us developing a more needs-led approach, meaning children get the right help at the right time.

The NSCP core team aka 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	Group Manager – 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
Christie Burton	Project Officer for the Early Help Redesign
Debbie Clarke-Colton	Service Manager for Early Help Unit
Rachel Matthews	Project Manager for the Early Help Redesign
Amanda Marsden	Team Manager - Adult MASH
Sandra Morrell	Designated Nurse for Safeguarding
Stuart Barson	Detective Inspector – MASH
Moira Loadman	Education adviser - MASH
Irene Kakoullis	Group Manager Early Childhood Services

Our Diamond team



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