

Hello from the project team! We're excited to share our weekly progress update on the transforming the front door of children's services project with you.

## Celebrating forty weeks of weeknotes 🎉

As we mark this significant milestone, let's reflect on the incredible journey we've shared. Over the past forty weeks, we've learned, grown and collaborated, we've transformed challenges into opportunities and ideas into reality. Our collective effort has brought us to this point, together we are helping reshape the front door to make a real impact and help the children of Nottinghamshire get the right support at the right time. This fortieth week also marks the publication of the Ofsted inspection into NCC children's services where inspectors recognised '*the front door change programme has significantly transformed the multi-agency safeguarding hub, where practice is collaborative, focusing on earlier help for children and families through the multi-agency partnership. This is ensuring that children get the right help at the right time*'.

We thank you all for being part of this journey with us! Here's to many weeks of discovery, innovation and collaboration.

## Latest update from mission control! 📢

This week professional referrers in Newark and Sherwood joined Bassetlaw referrers as part of the big test. It's vital that professionals from these areas please follow the instructions below, this will support us in building a much better understanding of the impact these testing processes are having at the MASH.

- Professional referrers from both **Bassetlaw** and **Newark and Sherwood** please refer safeguarding concerns to the MASH via telephone on **0115 804 0003** instead of via email or online form.
- From the **15<sup>th</sup> July** professional referrers from **Newark and Sherwood** are asked to contact the Early Help Advisors, Tracey Jennison and Lesley Duigenan, for support navigating early help services, to seek advice or help to address the needs of the family. You can contact our Early Help Advisors by emailing [eha.newarkandsherwood@nottsc.gov.uk](mailto:eha.newarkandsherwood@nottsc.gov.uk), or by contacting them directly using the details below:

**Tracey Jennison** (working days Mon - Fri):  
Tel: 0115 8040292

**Lesley Duigenan** (working days Wed - Thu):  
Tel: 0115 8041873

- Bassetlaw referrers please continue contacting your Early Help Advisors by emailing [eha.bassetlaw@nottsc.gov.uk](mailto:eha.bassetlaw@nottsc.gov.uk)
- Referrers from all other districts, please contact the MASH in the usual way.

If you're interested in learning more about the big test, please refer to the information provided at the end of this email.

## Big test feedback

Professional referrers from both Bassetlaw and Newark & Sherwood districts who have made a referral during the big test, as well as our testing teams, will receive a regular online survey to gather their feedback on the testing processes. We kindly request that you complete the survey multiple times, as we will be adjusting processes throughout the test duration and your perspectives may evolve as the test progresses.

If you think you should have received a survey link but haven't, please don't hesitate to reach out to us at [childrens.frontdoorproject@nottsc.gov.uk](mailto:childrens.frontdoorproject@nottsc.gov.uk), and we'll make sure to share it with you.

## Mid-test review meetings 💬

Thank you to those who attended our first mid-test review meeting on Wednesday. We have our final session scheduled on the **17<sup>th</sup> July from 9am**, receiving your feedback is essential to assess whether the big test is working and we would really appreciate anyone that has been involved in testing to join us.

You can book your place on the review meeting by clicking [here](#)

We really value your feedback and assistance in ensuring that we get this right. These meetings provide an opportunity for everyone involved in testing to review successes, identify potential challenges, discuss process changes, ask questions, and share thoughts and ideas. Your contribution and engagement are highly valuable and will help us enhance outcomes for children.

## Update from the Early Help Review Project Team

Hi everyone. Rachel and Christie here from the Early Help Review project team. In Bassetlaw, the Early Help Advisor and Multi-Agency Conversation tests are now in their fifth week. Practitioners tell us they like having a named person to contact about early help queries and having input from multiple services at the Multi-Agency Conversations is helping families get the right help sooner. We welcome your feedback on these tests and look forward to learning more over the coming weeks.

If you have any queries about the early help tests or about the wider early help review, please contact us at [earlyhelpreview@nottsc.gov.uk](mailto:earlyhelpreview@nottsc.gov.uk).

## Also, this week... 📄

- On **Wednesday**, we held our 9th Show and Tell meeting, presented spectacularly by our Diamond members Sandra, Jayne, and Christie and Early Help representative Sharon. The presentation was attended by over 100 people and formed some great questions, we are still working on answering some of these questions and we will share these with you once we know more. The slides from Wednesday's Show and Tell presentation can be found attached.

## Weeknotes 📧

If you are aware of anyone who should be receiving these weeknotes, please don't hesitate to inform us. We would be happy to include them. If you are new or would like to see weeknotes from previous weeks, these can all be found here [Needs-led Front Door Project \(nottinghamshire.gov.uk\)](https://www.nottinghamshire.gov.uk/Needs-led-Front-Door-Project)

## Got a question...? 🙋

If you have any questions, comments, or ideas related to the front door project, please feel free to reach out to us via our group mailbox: [childrens.frontdoorproject@nottsc.gov.uk](mailto:childrens.frontdoorproject@nottsc.gov.uk)

That's a wrap for this week's updates! We hope you found them engaging and can't wait to bring you more exciting news next week. Stay tuned!

And while we're in a celebratory mood... **it's coming home!** 🌍 😊

NSCP project team

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**For further information on 'the big test', please refer to the details provided below:**

- Professional referrers in **BASSETLAW** and **NEWARK AND 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!
- Referrers from all other areas, please contact the MASH in the normal way.
- Professional referrers in **BASSETLAW** and **NEWARK AND SHERWOOD ONLY** are asked to contact the Early Help Advisors for support navigating early help services, to seek advice or help to address the needs of the family, using the contact details below.

For Early Help concerns, professionals and families in Bassetlaw / Newark and Sherwood can use the following options:

- **Early Help Advisor** - Professional liaises with Early Help Advisor to seek advice or help to address the needs of the family. Early Help Advisor may ask referrer to attend multi-agency conversation meeting.

### **Bassetlaw**

- Please email [eha.bassetlaw@nottsc.gov.uk](mailto:eha.bassetlaw@nottsc.gov.uk). You can also phone the Advisors directly using the details below:

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

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

### **Newark and Sherwood**

- Please email [eha.newarkandsherwood@nottsc.gov.uk](mailto:eha.newarkandsherwood@nottsc.gov.uk). You can also phone the Advisors directly using the details below:

**Tracey Jennison (working days Mon - Fri):**  
Tel: 0115 8040292

**Lesley Duigenan (working days Wed - Thu):**  
Tel: 0115 8041873

- **Open access** - Family member calls, emails or walks in asking for a service:

**Email:** [FHBassetlaw@nottsc.gov.uk](mailto:FHBassetlaw@nottsc.gov.uk)  
[FHNewarkSherwood@nottsc.gov.uk](mailto:FHNewarkSherwood@nottsc.gov.uk)

**Call:** Customer Services Contact Centre 0300 500 8080 (open Monday to Thursday: 8:30am to 5pm, Friday 8:30am to 4:30pm)

**Walk ins:** Families can walk into their local Family Hub

To follow at a later point in the test:

- **Professional 'request for service/assessment of need form'** - we are going to develop a new form to request early help services, and this will be tested in Bassetlaw. The form will be online and will be for professionals to use. This eventually will have a direct link into Mosaic (NCC Case management system) ready for triage and/or allocation.

As a reminder, the big test will run until the 7<sup>th</sup> November 2024 and the main elements included are:

- Early Help Advisor role working with schools in Bassetlaw and Newark and Sherwood.
- Multi-agency early help conversations with key partners in the Bassetlaw Family Hub Network.

- Switch off online and email referral routes into the MASH for most referrers in **Bassetlaw** and **Newark and Sherwood** (excluding emergency services)
- Social workers and MASH Officers answering MASH calls and having coaching conversations.

We anticipate that the test will not stop on the 7<sup>th</sup> of November but that elements will be implemented and become business as usual.

Do you have a question about the big test? Please feel free to reach out to us by emailing [childrens.frontdoorproject@nottscc.gov.uk](mailto:childrens.frontdoorproject@nottscc.gov.uk)