

## Happy Friday everyone 😊

Welcome to another update on this week's progress of the transforming the front door project.

### The test has begun... 📞

On Tuesday our testing team gathered at the MASH to begin our 2 weeks of testing. We tested on Tuesday, Wednesday, Thursday and Friday this week and will test again from Monday to Friday next week.

A reminder of what we are testing:

**'Routes in' test:** this test includes 40 schools in Newark making referrals by telephone rather than via the online form or email and testing Social Workers answering those calls.

We found that the number of referrals we were receiving were initially low, so we agreed to increase the number of schools involved. In addition to this, we transferred some calls from other schools that had used the usual MASH number, to the test Social Workers.

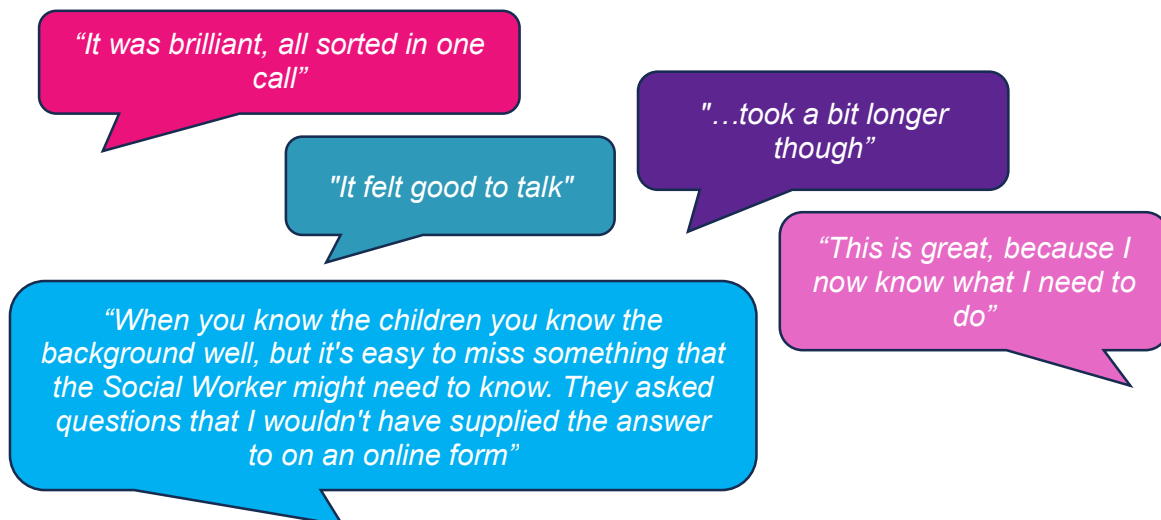
### Our hypotheses are that this test will:

- Improve the referrer's experience by speaking with a Social Worker who can provide advice, describe available support and quickly decide on the most appropriate service
- Enable a supportive conversation about how best to meet the needs of the child and family, rather than just whether they 'meet threshold' for an assessment by social care
- Reduce the time spent asking for missing information, clarifying points or recording unnecessarily
- Shift our mindset from thinking about the threshold for a social care assessment to thinking about how best to meet the needs of the child and family
- Still ensure that 'immediate' referrals are quickly passed to the Assessment Team

And most importantly...

- Get the child the right support to meet their needs

We are holding regular briefing and debriefing meetings throughout the test, here are some of the reflections and feedback shared during the test this week:



Here we are with the testing team on Tuesday during our debriefing session



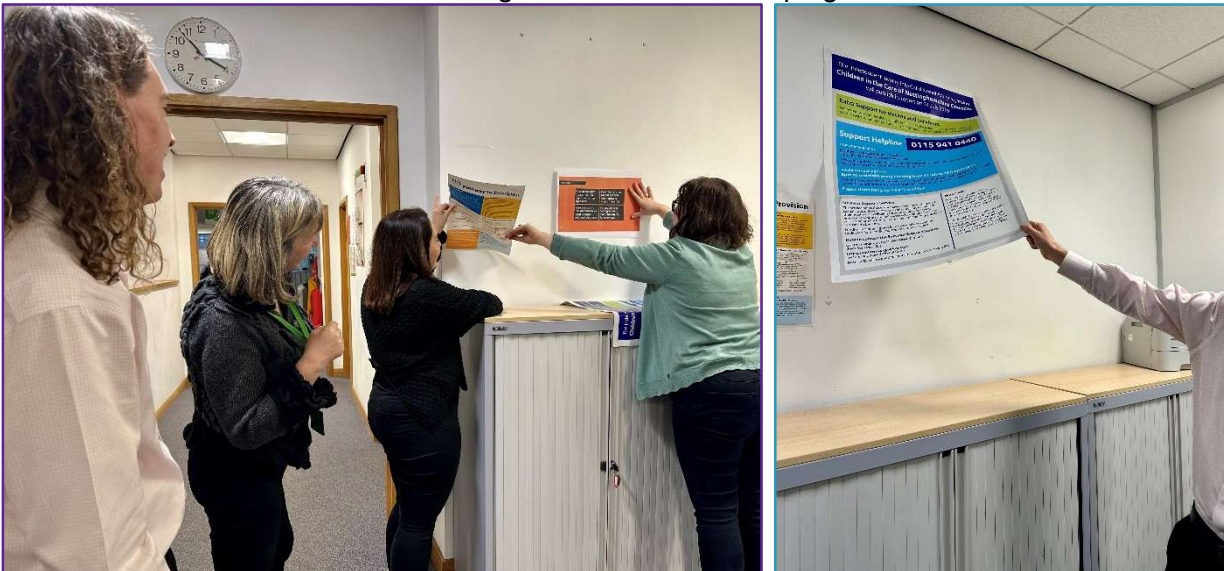
A huge 'thank you' to all colleagues who have supported us with testing this week, your support and passion during this week's testing has been excellent and we are looking forward to continuing testing next week.

At the same time as this test, colleagues are testing a TAFSO (Team Around the Family Support Officer) role, providing additional support and advice to a group of 17 schools in the Newark Town area. We're running the tests in parallel and working together to measure the impact.

### Makeover @ the MASH

On Wednesday, Diamond and MASH colleagues helped to start putting up poster materials from the project onto the walls at the Piazza and removing material no longer required. The purpose of this is to allow the opportunity for colleagues at the MASH to view these materials and to reflect on the transformation we're undertaking together.

Here are some of our wonderful colleagues at the MASH helping with the makeover



### Weeknotes

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

Got a question...? 🙋

If you have any questions, comments, or ideas, please feel free to contact us using our group mailbox:  
[childrens.frontdoorproject@nottscc.gov.uk](mailto:childrens.frontdoorproject@nottscc.gov.uk)

That is all from us this week, so until next time, we hope you have an amazing weekend.

Jayne and Chris, NSCP project team