

Hello everyone

Saw here from Public Digital. I am writing this on behalf of our team: Connie, Jesse, Chris and Cate.

This is the end of week 2 of 12 of our transforming the front door project with NSCP. Before I go into the details of this week, thank you to so many of you who gave your time to engage with us.

This week:

We mainly focussed on having more conversations with you to gain a much more holistic picture of the end-to-end service. MASH is a complex system, each of you are providing different pieces of the puzzle to help us form a whole picture.

We had conversations with:

- Matthew Baldwin - Nottingham police performance analyst
- Stuart Barson - DI for MASH and DASU
- Peter Molduano, Allan Lugin and Ben Briggs about work on Strengthening Families and data maturity
- Debbie Clarke-Colton - service manager for the Early Help Unit
- Sandra Morrell - Designated nurse for safeguarding in the ICB and MASH health
- Emma Wilson - Designated nurse and service manager for MASH health
- Katie Warner - Group Manager for NCC for MASH and Emergency Duty Team and Assessment Service
- Janet Smith - Service Manager for the social work MASH teams

Connie also joined Janet and Stu to observe their reviews of PPNs to reflect and learn from them. This was really useful for us to understand the types of referrals that were coming through and the processes the police and social work teams have put in place to triage them.

We updated our work so far at two forums: MASH Operational Management Group on Wednesday and at the Platinum Group meeting this afternoon. We received feedback on the wider engagement, including education, and consideration of the connection between children and adult social care. In response to feedback we have included Moira Loadman, the Education Lead for the MASH in our core group and will explore representation from Adult Social Care in the group too.

Our internal core group met for the first time for a group working time on Thursday morning. We focussed on thinking about the outcomes or impact we want to achieve together from redesigning a new needs-led front door.



A screenshot of the workshop board

We brainstormed our ideas on outcomes for children, families and the overall system from the redesign. We then had an open discussion and prioritised which outcomes were the most important for the users of MASH and which were the most feasible to achieve within the 12 weeks.

There were similarities and differences between our ideas as it is a multidisciplinary team with different perspectives. The common denominator they had was to improve the safety and experiences of children and families, but we have different ideas on how we could achieve that, whether that is by:

- making data sharing more effective and impactful for partners,
- improving training and partners' understanding with clearly identified roles,
- improving how children and families reach the front door or
- improving a joined-up community approach to reduce referrals into MASH or referrals that end up in NFA.

This is not a final list of outcomes, it will continue to evolve. It is a conversation starter to kick off multidisciplinary discussions and ideas, and to get a consensus of what the group is thinking.

Next week:

- Conversations with Irene Kakoullis and Moira Loadman
- Meeting with Integrated commissioning and Public Health with Katharine Browne, Kerrie Adams and Louise Lester
- We will be updating our work at the Project Board: Early Help System and C&F Needs-Led front Door on Tuesday and MASH Governance Group on Wednesday
- Continuing to synthesise and playback
- Core group Diamond meeting on Thursday to playback our observations and work on how we might measure outcomes

As well as conversations, updates and playbacks we will also:

- Start identifying where we could test redesign ideas
- Support the core team, Diamond to form connections and spot opportunities to work together across organisations

- Align on shared vision and direction of travel for how we might want to deliver services for children and families in the futures, and outcomes from the redesign

That's all for this week! If you have any questions, if you would prefer not to receive this email or would like to add someone to our weeknote distribution list, please let us know.

Thank you!

Saw and the rest of the Public Digital team