

Hello from the project team!

We're delighted to provide you with our weekly progress update on the transforming the front door of children's services project with you.

Mid-test review reflections

This month, we conducted two big test mid-point review meetings. These meetings sparked some insightful reflections and thought-provoking questions and ideas, some of which are summarised below:

Social Workers answering calls into the MASH

What has gone well so far?	What has been challenging?	How can we do things differently?
<ul style="list-style-type: none"> Good to speak with a Social Worker directly, they have access to the history and context of a case and can start to offer advice and support straight away. It's a positive experience providing advice and guidance to referrers in a coaching way which empowers referrers to think creatively. 	<ul style="list-style-type: none"> The initial positive conversation did not then lead to a faster or better outcome for the family - Got passed on to another agency and then nothing has happened for several days. Still receiving online and email referrals from districts within the routes in test. 	<ul style="list-style-type: none"> A rota system to be introduced for Social Workers answering calls in the MASH to allow for work to be progressed timely.

Multi-Disciplinary Team (MDT)

What has gone well so far?	What has been challenging?	How can we do things differently?
<ul style="list-style-type: none"> Decision-making happens earlier. Good information sharing and informed joint decision making was positive and done quickly as MDT triage. 	<ul style="list-style-type: none"> Not getting enough cases through for discussion. Colleagues across multiple agencies are making themselves available for a daily meeting only for it to be cancelled at short notice when no cases are available for discussion. 	<ul style="list-style-type: none"> What is the relationship between the Multi-Disciplinary Team and the Multi-Agency Conversations, Is there an agreed escalation process?

Early Help Advisor

What has gone well so far?	What has been challenging?	How can we do things differently?
<ul style="list-style-type: none"> Valuable to be signposted to a wide range of resources. We now have more options of services to signpost families to. Named early help contacts for partners. 	<ul style="list-style-type: none"> Not always able to get through to an Early Help Advisor as quickly as they would like to particularly where the query was time sensitive. Some of the services that the Early Help Advisor signposted to were not available in the local area for the family. 	<ul style="list-style-type: none"> Provide the Early Help Advisors with a mobile to allow them to be more responsive when they are out on visits. Advise referrers that they can also use the Early Help Consultation Line if they are not able to get through to an Early Help Advisor where there isn't an immediate safeguarding concern.

Multi-Agency Conversations (MAC)

What has gone well so far?	What has been challenging?	How can we do things differently?
<ul style="list-style-type: none"> Networking across partners, increases awareness of what services are available. Having a Social Worker presence at the meetings means that they can take next steps straight away if needed. Takes a step out of the process. 	<ul style="list-style-type: none"> Not all agencies have attended the MAC – DWP didn't receive invites initially. Moving from old to new processes. Schools are not aware they can be a part of a MAC. 	<ul style="list-style-type: none"> Younger children (not compulsory school age) sometimes get missed and we wait for things to get worse or for them to start school. Is there more we could be doing with them earlier? Elective Home Education children – are we missing the opportunity to engage them in early help when

		needed because we don't have a school providing that oversight?
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We'll schedule more review meetings later this year. Be sure to watch your inbox for updates. If you have any additional insights about the testing processes, feel free to continue filling out those big test feedback surveys or reach out to us directly by contacting us on childrens.frontdoorproject@nottscc.gov.uk

At Diamond we...

We started to look at what our summer plans will look like, we reflected on your feedback from the mid-point review meetings and how the big test is going overall including potential next steps.

You know anyone who could be missing out..?

If you know someone who should be part of our weeknotes mailing list, don't keep it a secret! Share the fun and let us know, we'd be thrilled to include them. Also, if your new here or just feeling nostalgic, you can find past weekly updates from previous weeks on our website. Dive into the archive and relive those delightful moments: [Needs-led Front Door Project \(nottinghamshire.gov.uk\)](https://www.nottinghamshire.gov.uk/Needs-led-Front-Door-Project)

We are all ears 🙋

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@nottscc.gov.uk

That's a wrap for this week's updates! We hope you found them engaging and delightful. But guess what? The best is yet to come, so stay tuned for more exciting updates next week.

NSCP project team