

Hello everyone,

What a week!

Connie, Jesse and Saw here from Public Digital. This is a weekly email update from transforming the front door project with Public Digital x NSCP. We have completed Week 6 of 12. We are at the halfway point!

If this is your first weeknotes - hello! Weeknotes are a weekly informal update so you can hear about what we've been up to, what we've learned and what we are planning next. So that we aren't squirrelling away in a dark room, but are working in the open. Please reply to this email or reach out to any Diamond Team members* if you have any questions.

This week we came to the MASH!

On Wednesday

- We observed a strat discussion - thank you to Lauren, Aly, Rachel, Colette and Rebecca for letting us listen to you in action
- We behaved like an enquiry moving through the MASH by speaking to people who would be processing the enquiry and making decisions about it. We spoke to Ana (MASHO), Laura (SW), Debbie (TM), Tracey (EHUO).
- We took some photos and did some drawings
- We supported the Diamond Team to be ready for the Show and Tell

On Thursday

With 26 practitioners from across the MASH, Partners, Early Help, the Assessment Team and referrers, we co-designed two ways that we can start trying to change things. The two tests are experimenting with:

Test 1 - WHO is at the front door

Creating a duty team made up of MASHO, AP, Police, Health, Education and EHO who will triage calls and online forms that come in on Tuesday, Wednesday and Thursday over the next 2 weeks.

Test 2 - HOW the referral gets in

Carefully selecting a group of referrers to test out just using a phone line to discuss why the referrer has called. A frontdoor professional makes a professional judgement of the needs and risks of the child during this discussion and communicates next steps or outcomes back to the referrer. The referrer is able to receive advice, support and next steps at the point of contact.

You can read both ideas and tests in more detail attached to this email.



A group photo at the end of the co-design session

Show and Tell

We did our first Show and Tell! We made a mistake last week (woohoo!) and invited you all, but we decided to keep it to MASH and EH staff members as they hadn't heard much about this project. Next time, the invite will be wider.

Emma, Moira, Merlin and Stu from Diamond, who volunteered to present, did an excellent job of creating the story they wanted to tell and presenting it succinctly!

The presentation deck they used is also attached to this email.



Emma opening the Show and Tell!

Retrospective

We ran a 'retrospective' with the Diamond group. This is a debrief type meeting where you reflect on the group's way of working. We reflected on what has gone well in the last 6 weeks, what has gone less well and we came up with ideas and actions for what we would do differently.

Next week:

- We are going to start testing Test 1 - the “Who” test.
- We will be updating at Platinum on Wednesday
- We will set the date for our next Show and Tell - please come!
- We will develop Test 2 - the “How” test in more detail, taking the actions that came out of the workshop to design it further.

Any questions you have please let one of us know or contact someone from Diamond.

*Diamond team members:

Carolann Cairnsmcfarlane
Emma Wilson
Debbie Clarke-Colton
Janet Smith
Jayne Hopkinson
Katie Warner
Merlin Tinker
Moir Loadman
Rachel Miller
Samantha Harris
Sandra Morrel
Stuart Barson



Diamond group photo

Have a lovely weekend everyone!