

Hello World,

NSCP project team here, bringing you an update on this week's progress of the transforming the front door project.

We have lift off

On **Wednesday**, our testing teams gathered to begin the big test. After all the planning and working group meetings it was great to get started. It's very early days so we will have more to share with you all next week.

For all our Bassetlaw referrers, here's a recap on how we're asking you to help;

- Professional referrers in **BASSETLAW 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 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 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. EH Advisor may ask referrer to attend multi-agency conversation meeting.

Please email BOTH Early Help Advisors. Their contact details are:

Hannah Straw:

Email: hannah.straw@nottsc.gov.uk

Tel: 0115 8044590

Rachel Morley:

Email: rachel.morley@nottsc.gov.uk

Tel: 0115 8042553

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

Email: FHBassetlaw@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 7th November 2024 and the main elements included are:

- Early Help Advisor role working with schools in Bassetlaw.
- 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 (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 7th 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@nottsc.gov.uk

Mid-test review meetings

We have 2 planned mid-test reviews for our operational colleagues and referrers, these reviews will be held on both the **10th & 17th July**. Look out 📧 for invites to these reviews appearing in your inbox soon!

We want your feedback and help to make sure we get this right. These meetings will allow an opportunity for everyone involved in testing to review what has worked well, any potential challenges and changes to processes, ask questions and share thoughts and ideas. Your contribution and engagement is really valuable and will help us improve the outcomes for children.

Update from the Early Help Project Team

Hi everyone, Christie and Rachel here from the Early Help Review project team. We officially launched the Early Help Advisor and Multi-Agency Conversation tests this week and are already capturing learnings that we will use to improve how the tests run in future.

On **Wednesday**, we held the second of our two Big Test briefing sessions for education settings in Bassetlaw. It's all part of our aim to work in the open and keep you informed of what we're doing. Thank you to everyone who attended, listened and asked questions, we really appreciate your engagement and will use your questions and suggestions to inform our ways of working.

We are looking forward to learning even more next week and will, as always, keep you updated on our findings. In the meantime, if you have any questions about the Early Help Advisor and Multi-Agency Conversation tests or about the wider early help review, please contact us at: earlyhelpreview@nottsc.gov.uk

Also, this week... 📄

- On **Monday**, we ran a 'retrospective' with the Diamond group. 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.



The Diamond group during the Retro and Planning session

- On **Wednesday**, we held our 8th Show and Tell meeting, presented marvellously by our Diamond members Moira, Merlin and Rachel. The presentation was attended by over 100 people online and in person at the MASH. As always, this presentation formed some great questions which will support and influence the work we are doing on transforming the front door project going forwards. If you have any further questions, comments or ideas, please feel free to contact us via our group mailbox: childrens.frontdoorproject@nottscc.gov.uk

The slides from the Show and Tell presentation can be found attached. Our next show and tell is scheduled to take place in **July**, if you are on the distribution list to receive these weeknotes you will be automatically invited to this presentation.

Weeknotes 📧

If you know anyone who should be receiving these weeknotes, then please feel free to let us know. 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 regarding the front door project, please feel free to contact us via our group mailbox: childrens.frontdoorproject@nottscc.gov.uk

That is all from us this week, we hope you enjoyed our update and we look forward to updating you all again next week.

Until then, we hope you have an out of this world weekend. 🌍

NSCP project team