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Show and Tell: A new operating model for a needs-led front door

NCSP x Public Digital

8 December 2023

Agenda

- 01 Who we are
- 02 What are we here to do
- 03 What have we done so far
- 04 Our tests
- 05 What next

Meet the team

Diamond



The NSCP core team aka Diamond

Name	Role
Sam Harris	Service Manager - NCSP
Merlin Tinker	Operations Manager - MASH
Jayne Hopkinson	Project Manager for the front door project
Christopher Neijs	Project Officer for the front door project
Carolann Cairns McFarlane	MASH Business support manager
Janet Smith	Children's Service Manager - MASH
Katie Warner	Group Manager – MASH and Assessment Teams
Debbie Clarke-Colton	Service Manager for Early Help Unit
Rachel Miller	Group Manager – Youth Justice and Early Help
Amanda Marsden	Team Manager - Adult MASH
Sandra Morrell	Designated Nurse for Safeguarding
Stuart Barson	Detective Inspector – MASH and DASU
Moira Loadman	Education adviser - MASH
Tamar Henry	Senior Probation Officer

What we're
here to do

The big problem

Children, young people and families who are referred to MASH often need support beyond safeguarding or social care.

Currently, these needs aren't always being met because the MASH is optimised to identify safeguarding and Social Care service needs.

If we can identify these needs and provide support earlier, we will prevent children, young people and families from further deterioration and from needing Social care in the future.

Our approach

- Co-design with those that are in it
- Focussing on meeting the **needs** of people who use the service
- We are building a shared understanding
- We are working in the open
- Testing **something** and learning - doing not just talking

What have we
done so far

The vision

Provide the right support for the right child at the right time

Give referrers the confidence and information to support the child

Ensure access to the information we need to make informed decisions

Shift from meeting thresholds to meeting **needs**

4. Operating principles

How we work

1. Children, young people and families come first
2. We make decisions based on needs, not thresholds
3. We are improving our service one step at a time; no big bangs
4. We won't be restricted by technology or process
5. We are honest and show people what we are doing
6. We learn through doing. When we don't know, we experiment
7. We thrive with high support and high challenge
8. Our partnership is one team. We involve everyone who has a stake in the service or how it's delivered when we are making changes

The co-design phase



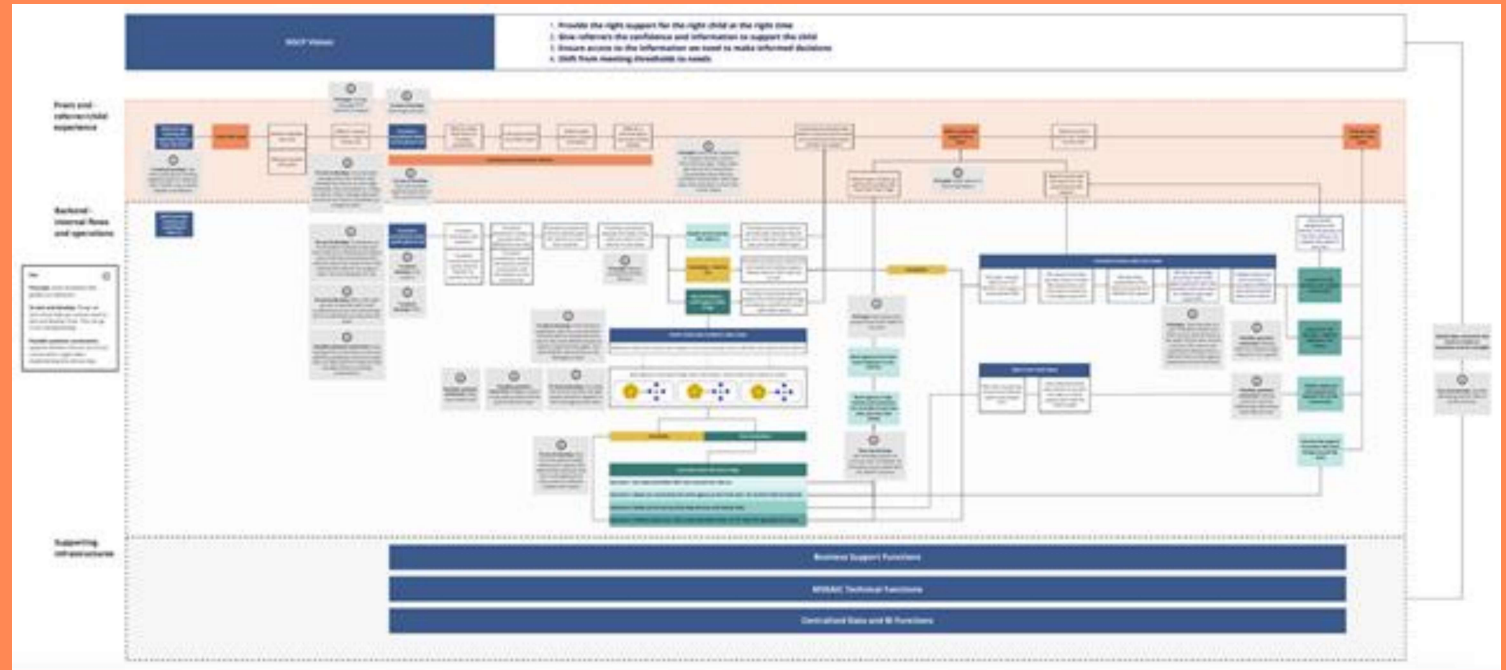
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Roadmap



2. Service map

Our current best hypothesis for how to deliver the service



[Full map here](#)

Service map



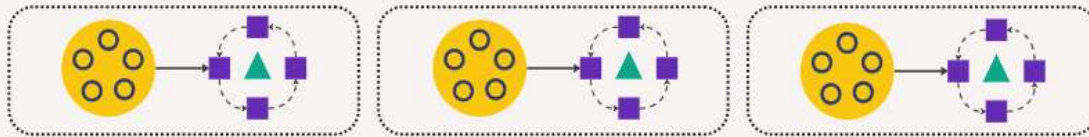
multi-agency (MA) triage

and advises Lead MA will contact with further advice

FRONT DOOR MULTIAGENCY (MA) TEAM

MASHOs in each pod receives and creates a front door journey note on MOSAIC with details of the referral

Multi-agency in each pod triage, share information, actions their plans based on needs



Principle: Recording to be proportional to the needs of the child

Multi-agency front door lead feedbacks to the referrer

Multi-agency triage, actions and outcomes are recorded on journey note. Journey note closed



To test & develop: To further test and iterate who the right people should sit together at the multi-agency front door

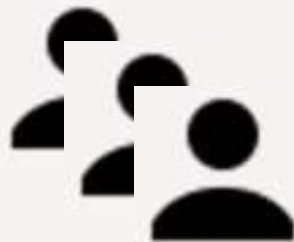
Our current tests

Experiment with how to optimise the input of the multi-agency team

Building on our first test

A MASH Officer picks up the phone, has a conversation with the referrer and then goes to a duty team made up of multidisciplinary professionals.

Together, they review and respond to the referral based on the needs of the child.



Plus - on hand:
Police
Probation
Adult Safeguarding
Business Support



Duty Team



AP



MASHO



EHO



Health



Social
Worker



Education

Experiment with changing our recording practices so that they are proportionate to a child's needs

What we
learned and are
continuing to
learn!

Outcomes for children



Partners' experience

- “We can do a test; we can do it!”
- Built and strengthened partnership relationships and ways of working
- ‘I’ve learnt so much from you today’
- Contributed to a mindset cultural shift from threshold to needs
- **“We genuinely improved outcomes for children yesterday”**

What are we
planning to do
next

- Continuing our current tests and analysing the results
- Building on our roadmap and service map
- We will keep sharing weeknotes
- Next Show and Tell soon

Relationship and outcome driven

We can't solve this alone

Relationships are the foundations for solving this together

Thanks

