

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

NCSP x Public Digital

3 November 2023

Agenda

- 01 Who we are
- 02 What are we here to do
- 03 What have we done so far
- 04 Our first test
- 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
Chris 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
Emma Wilson	Associate Designated Nurse - Safeguarding Children
Sandra Morrell	Designated Nurse for Safeguarding
Stuart Barson	Detective Inspector - MASH and DASU
Moira Loadman	Education adviser - MASH
TBC Tamar Henry	Senior Probation Officer
Jess Smith	Acting Team Manager - Adult MASH

Meet the Public Digital team

Public Digital is a transformation consultancy.



Connie van Zanten
Director



Chris Fleming
Partner



Jesse Meers
Data strategy
specialist



Saw Nwe
Consultant



Cate McLaurin
Director

We help organisations create the right conditions to achieve change at scale.

**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.

- 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**

Discovery phase

Understanding the end to end service

- Document review
- 1:1 interviews with over 20 people
- Workshops with different groups of referrers
- Workshop with Children's Social Care team managers downstream of the MASH
- Synthesising and validating findings

p.d



Diamond have aligned on needs and areas for testing

- Aligning on problems and customer (user) needs
- Generating ideas and selecting two to test safely
- Co-designed ideas and tests with frontline practitioners

As a person who refers to MASH,

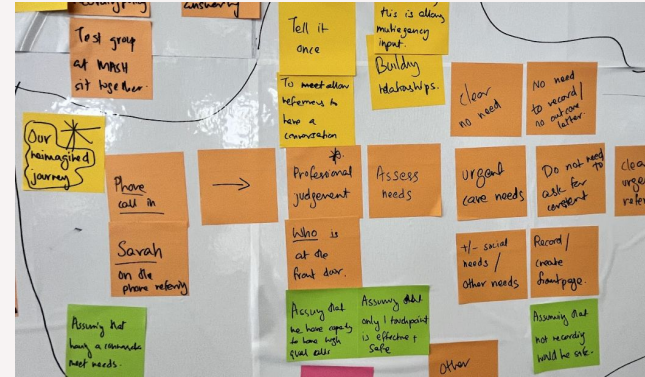
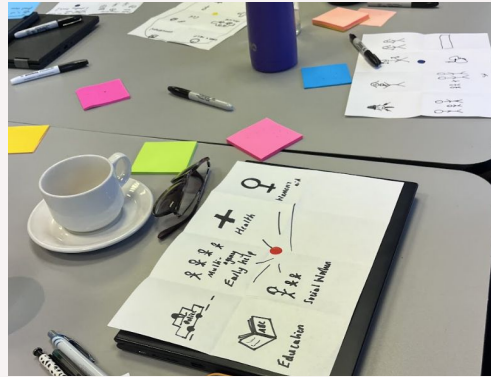
As a MASH staff member,

As a partner of the MASH,

I need ...

So that ...

The co-design phase



Our first test

Our first test:

Experiment with changing **who** is at the front door

Changing who is at the front door

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.



Duty Team



AP



MASHO



EHO



Health



Police



Education

- **Multi-agency team on hand**
- **Physical, co-located team in the MASH**
- Mindset shift from “Is this for Social Work?” to “Which services will **meet this child’s needs?**”

Testing timelines:

- Week 1: Wednesday 18, Thursday 19 October
- Week 2: Tuesday 24, Wednesday 25, Thursday 26 October (half term)

Key measures:

- Experience of duty team
- Number and quality of action plans created
- Time immediate referrals take to get to the Assessment Team
- Decisions made by duty team

What we learned

Out of the 24 referrals the MDT triaged over 4 days,

- 16 referrals were managed and resolved within the MDT team without the need for onward referral to another team such as CSC or EHU
- 3 referrals needed Children Social Care (CSC) support
- 5 referrals were no actions as no needs were identified

Outcome for a child or family



- “We can do a test; we can do it!”
- Built and strengthened partnership relationships and ways of working
- We have built a shared understanding
- Contributed to a mindset cultural shift from threshold to needs
- **“We genuinely improved outcomes for children yesterday”**

- Efficiency
- Recording and consent
- Duplication of decisions
- Feasibility and scalability
- Impact on other services

**What are we
planning to do
next**

Our next test:

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

- We are creating a roadmap
- We will keep sharing weeknotes
- Next Show and Tell soon

We can't solve this alone

Relationships are the foundations for solving this together

Thanks

