

## Happy Friday everyone

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 3 of 12**.

### This week

Our main focus this week was on making sense of everything we have heard and validating our observations with you in the following ways:

We had more **conversations** with:

- Irene Kakoullis
- Moira Loadman
- Katharine Browne, Kerrie Adams and Louise Lester at Integrated commissioning and Public Health
- Merlin Tinker

We **updated** at two forums:

- Project board: Early Help System Redesign and C&F Needs-led Front Door, and
- MASH Governance Group

### Our reflections so far

In the Diamond core group meeting, we played back our early reflections to the group, deck attached. Our reflections included how MASH as a service has evolved over time, the culture, the partnership ways of working and the use of data across the system. MASH also serves different user groups: C&F, referrers, staff and partners with specific user needs. We need to align and prioritise the problems we want to solve for these users so that we create solutions that will meet the needs of these users in the longer term.

### A service map

The week started with me and Jesse drawing out the end-to-end service journey for a child/family as we understand it so far.



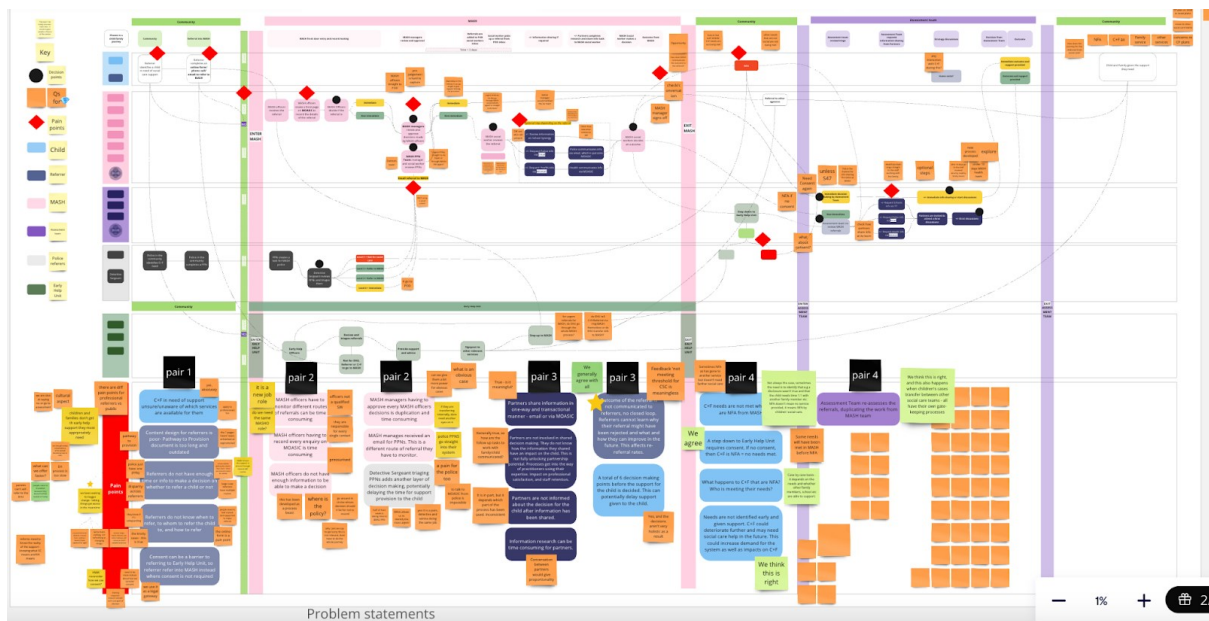
We turned this into a journey/service map shown [here](#). We reflected on the complexity and the interconnections between different services, and the need for the transitions between one service to another to be seamless for the child and family.

On the service map attached, you can view the end-to-end journey map of a child or a family going in and out of MASH, Assessment team and the Early Help Unit. Please note that this is high level, and every piece of detail is not included.

On the map you can see,

- **Black** dots as points of decision making by professionals about the child/family
- **Red** diamonds as pain points which can be faced by different users of the service with explained pain points at the bottom of the map.

We used our time with the core Diamond group to walk through this service map and to validate our assumed pain points for different users at specific points of the journey.



From this we have drafted problem statements that we need to solve with the redesign of the front door. We will agree and prioritise these at the next Diamond group.

### Next week

We will be shifting our focus to understanding more about the referrers as well as moving from problems to aligning on opportunity points, and start planning how we might design improvements and test them in the next phase.

We have conversations and workshops scheduled in with:

- Designated Doctors for children safeguarding and LAC
- Team managers of services in the community
- Referrers from health provider organisations and Designated Safeguarding Leads

That's it from us, and have a lovely weekend!