

PD x NSCP Co-design session 1

Test 1: Changing **who** is at the front door

Opportunity area

To shift the front door from being about making a binary decision about safeguarding and access to Social Care, to becoming a place that facilitates a needs-led approach to supporting children, young people and families, we want to experiment with changing **who** is at the front door. We believe this will enable us to better:

- Meet the needs of Partners who want to be involved in decision making earlier
- Meet the needs of referrers to want to find the right support for a child and be listened to by a trusted professional
- Meet the needs of MASH staff who want the right information to make a decision and signpost to the correct services

What are we testing?

Whether having a multi-disciplinary team at the front door:

- Improves the experience of referrers (being respected and listened to, being able to use their professional judgement and contributing to decision making, knowing what happens next and their role in delivering the plan for the child)
- Reduces the number of decisions made within the MASH
- Improves partner experience
- Gets the child to the right services to meet their needs more quickly
- Enables faster development of a multi-agency action plan

Assumptions

- That a decision will be made fast for immediate safeguarding referrals

- That children have other needs beyond safeguarding
- That EH can deal with increased capacity
- That the roles on the duty team will learn about each other's areas of expertise
- The MASHO is the best person to be the first contact
- That we don't need to record everything
- That staff can clear time to run the test realistically

What could go wrong → how will we know?

- Demand rockets → noticeable increase in enquiries to MASH or EHU
- Resistance from referrers to take on more responsibility or be part of delivering action plan for child → feedback from referrers when talking through action plan
- Recording - not recording enough / recording too much and it taking up too much time →
- Immediate referrals don't move quickly enough to SC → time lag for immediate referral compared to usual speed of getting them to Assessment Team
- Staff assigned to Duty Team don't really have time to be there → debrief at end of day

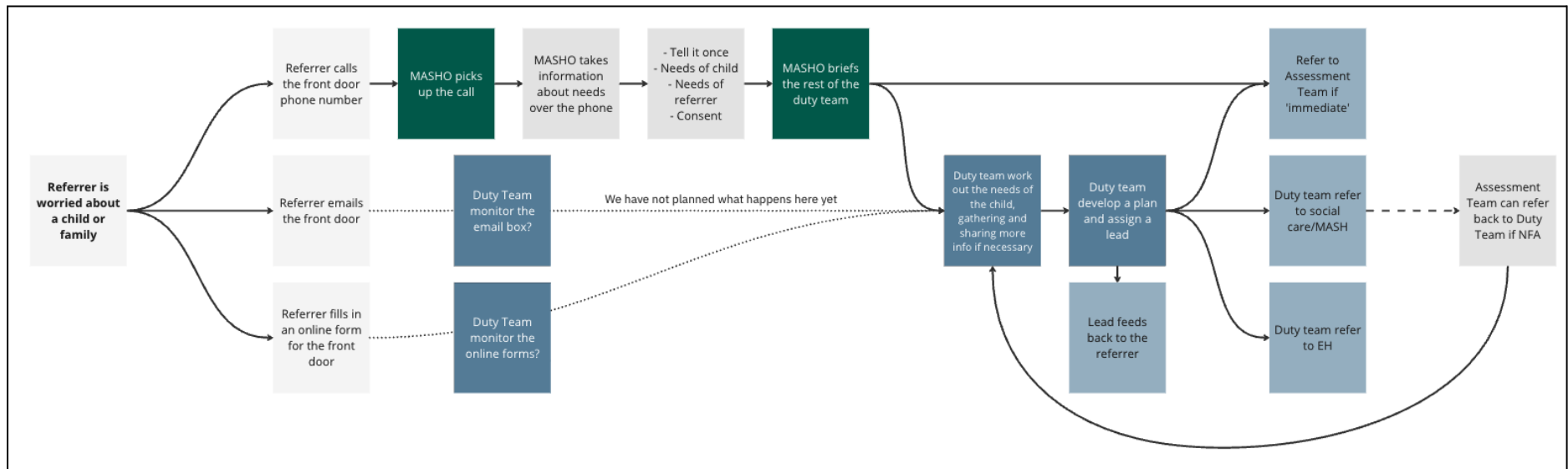
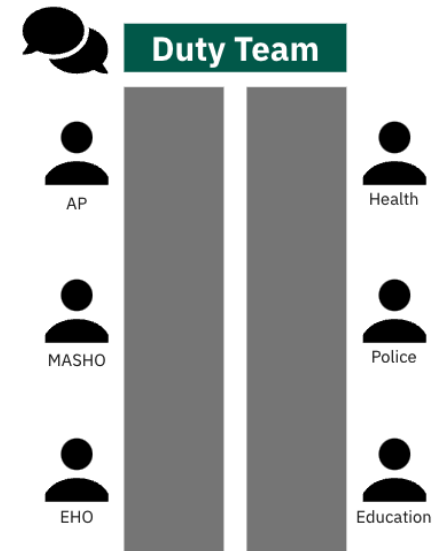
The data we will need

- Feedback from referrer
- Debrief duty team at end of day (staff experience of capacity, what is being recorded, value of multi-disciplinary team)
- Decisions made by duty team
- Action plans created by the duty team (child's needs understood and met?)
- Time immediate referrals take to get to the Assessment Team
- Number of decisions made in the MASH

The idea

Duty team is made up of a multi-disciplinary group of professionals who all sit within speaking distance of each other. See diagram to the right.


See below a flow diagram for the process at the front door that we are testing.



The test

- Tuesday, Wednesday and Thursday for 2 weeks, starting on the 17 October 2023
- Daily brief and debrief to capture data and mitigate risk

Actions

Action	Detail	Who is responsible?
Create duty team rota	<ul style="list-style-type: none">• Ana - MASHO• Shevaughn - AP• Rachel - EHO• Emma / Aly - Health• Moira with EHO shadow - Education• Sarah and Stu to work out Police rota	Merlin
Work out police rota	<p>Week 1</p> <ul style="list-style-type: none">• Tuesday 17th October- AM DI Stu B & Ds Sarah J/ PM Ds Sarah J• Wednesday 18th October- Ds Sarah J all day• Thursday 19th October- DI Stu B & Ds Sarah J all day. <p>Week 2</p> <ul style="list-style-type: none">• Tuesday 24th October- DI Stu B• Wednesday 25th October- DI Stu B• Thursday 26th October- TBC (Me and Sarah are on leave, I will try and move mine)	Stu and Sarah 

Identify who will shadow Moira from EHU		Moira
Sort out desk space	Request from Stu that it's in the desks next to MASH police	Merlin
Free up staff time	Early Help APs	Katie
Documentation / recording <ul style="list-style-type: none"> • Info taken to duty team • Info shared between partners • Decisions made • Actions taken 	<ol style="list-style-type: none"> 1. Start with word doc used when mosaic crashes 2. Sense check the doc to make sure not binary focus on SW or not 	<ol style="list-style-type: none"> 1. Ana 2. Someone
Design referrer feedback survey	<ul style="list-style-type: none"> • Questions to ask • How to record answers 	Debbie
Assign someone to gather feedback from referrers	Using questions designed by Debbie	Someone
Set up daily reflection	A time and space to debrief, iterate and mitigate risks at the end of every day	PD and Sam