

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

Nottinghamshire Safeguarding
Children Partnership

12 March 2024

Agenda

- 01 What we are here to do
- 02 What have we done so far
- 03 Our current test
- 04 What's next

The background features a solid purple field on the left, transitioning into a complex geometric pattern of overlapping triangles and polygons in shades of blue, teal, and magenta on the right. A thin white line runs diagonally across the lower right portion of the image.

**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

The background features a large, solid purple rectangle on the left side. To the right, there is a complex, abstract composition of overlapping geometric shapes in various shades of blue, teal, and magenta. A thin white line runs diagonally across the lower right portion of the image, intersecting the purple area and the colorful shapes.

**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**

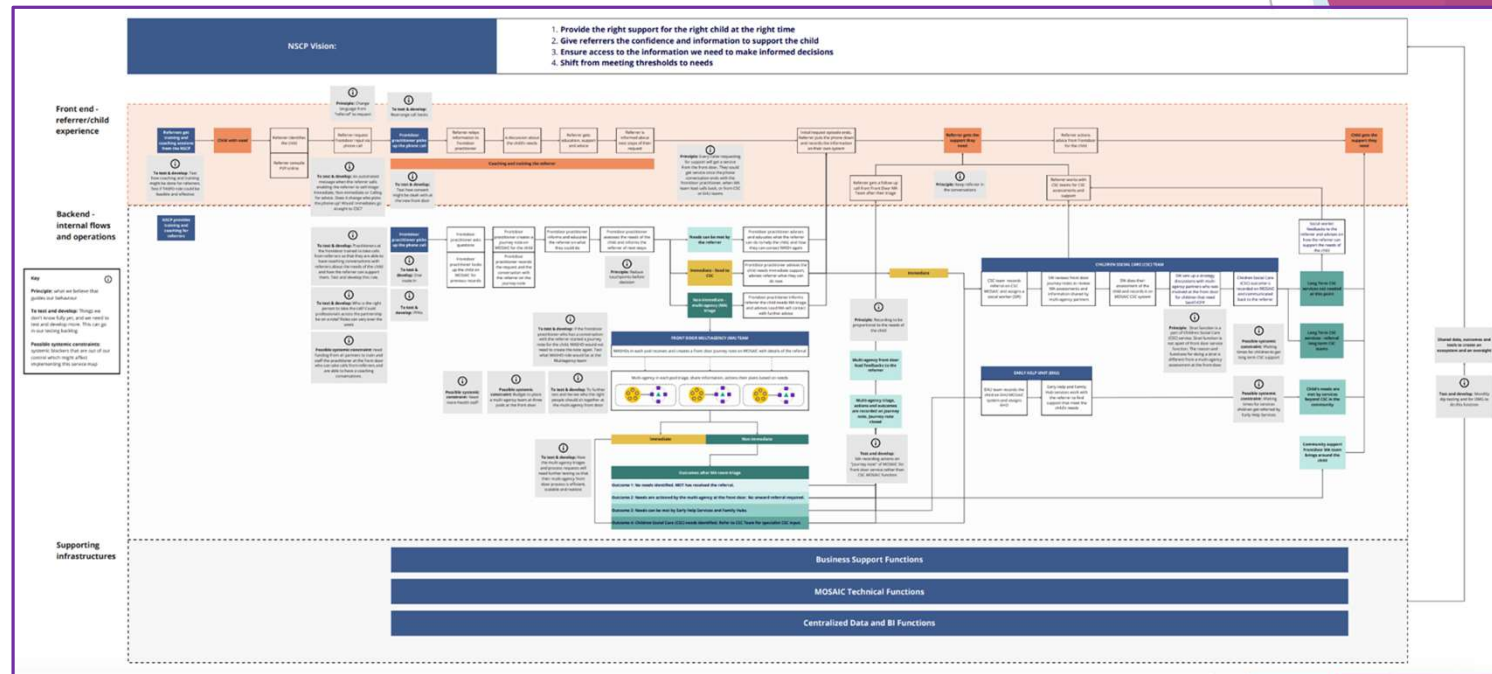
Operating principles

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

Service map

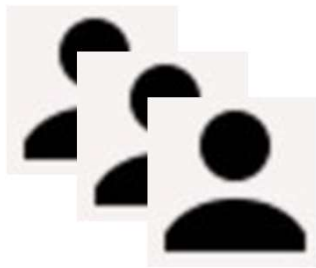
Our current best hypothesis for how to deliver the service



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



Advanced
Practitioner



MASHO



EHO



Health



Social
Worker



Education

But also...

- Adapted the Public Digital approach
- Literally broken-down barriers
- Modelled a partnership culture
- Inspired a new team structure



Roadmap

	NOW 3 months			
	January	February	March	April
Routes In		Planning for test 29/01 - 16/02	Testing social workers taking calls from schools 20/02 - 01/03	2nd iteration - answering the phones from schools and health 28/02 - 08/03
Mosaic Workflow		Interim solution to go live 06/02/24	Long term workstream to i	
BRAG & PPN - this will sit outside of Diamond in the long term	BRAG workshop 29/01. 8-12 weeks to complete			
	PPN's - how do we get the workflow back in to main work?			
Identity		Posters in MASH	Name etc in 3 months	
	Merging MASH & EHU 3 months - 6 months			
Upstream TAFSO role - TAFSO test to be undertaken by Early Help project team	TAFSO test will run 20/02 - 01/03			
Gather information about community support for Front Door staff		Prioritise test team - 1 month to train first group	Continue to train other teams longer term	
Assurance (Data)	Data maturity			
Replace Pathway to Provision	Quick revision in line with Kent - 6 months			
	Longer term revision over the next year			
Implement MDT Triage	4 weeks to imp routes in test cc			
Budgets & Resourcing	Once routes in need to start pa			
Service model redesign	T			

Our current test

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What did we test?

- A group of professional referrers being asked to refer via telephone rather than the online form or email, speaking to a MASH Social Worker rather than a MASH Officer

TAFSO Test

- Team Around the Family Support Officer
- A person who provides an outreach from the front door to community settings
- Helps with what to try next, tools to use to help understand the extent of concerns, having difficult conversations with family members and seeking involvement from the right services

Testing Teams



Reflections & feedback

"Preferred this way of referral as I felt I was having a conversation with someone who could give their opinion of where they felt it should go, able to have that two-way conversation"

"Got the decision straight away and the advice was given there and then"

"...I was asked if things had been done by the school that hadn't been done, this gave me thoughts about what we can improve on for the next time"

"When you know the children you know the background well, but it's easy to miss something that the Social Worker might need to know. They asked questions that I wouldn't have supplied the answer to on an online form"

"...took a bit longer though"

"It was positive hearing exactly what was happening with the referral"

"This is great, because I now know what I need to do"

"It was brilliant, all sorted in one call"

"It felt good to talk"

"Excellent communication with the Social Worker. Clear direction and outcome of referral and clear feedback about how school responded"

Analysis

- Debrief meetings held throughout the test with staff
- Survey to referrers – 31 responses so far
- Debrief with involved schools – held Friday 8th March
- Debriefs with involved staff to be held this week
- Summary & analysis of test



**What we are
planning to do next**

Linked Workstreams

Police notifications

How do we make sure that children who the police visit and are worried about get the right support at the right time when they don't need a child protection response?

A link from the front door to community settings

How do we support colleagues in community settings (like schools, nurseries and colleges) with meeting children's needs in the right place, at the right time so that a referral to the new front door is not needed?



Makeover at the MASH



Working in the open

- Analyse test 3 results
- Use results to look at how we can update the service model
- We will keep sharing weeknotes
- Progress assurance & data workstream
- Big Hopes & Fears session
- Next Show & Tell - 25th April

Relationship and outcome driven

We can't solve this alone

**Relationships are the
foundations for solving
this together**

The NSCP core team aka Diamond

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Name	Role
Merlin Tinker	Operations Manager - MASH
Sam Harris	Service Manager - NCSP
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	Service Director
Amanda Marsden	Team Manager - Adult MASH
Sandra Morrell	Designated Nurse for Safeguarding
Stuart Barson	Detective Inspector – MASH
Moira Loadman	Education adviser - MASH
Tamar Henry	Senior Probation Officer

Our Diamond team



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