

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

Nottinghamshire Safeguarding
Children Partnership

12th JUNE 2024

Agenda

- 01 What we are here to do
- 02 What have we done so far
- 03 'The Big Test'
- 04 What's next

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**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.

We want the right support for the right child at the right time

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

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**What have we
done so far**

What we have achieved

- We have created a vision
- We have created operating principles
- We have produced our best guess service map
- We have produced a visual roadmap
- Implemented an amended Mosaic form
- We are updating the Pathway to Provision
- We have completed and evaluated several tests

‘The Big Test’

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What is the big test?

- Combining and building on elements from previous tests alongside our stakeholders
- Incorporates the lessons learned from the previous tests
- Running for a longer period of time to allow us to gather data, review & refine



What is the big test?

For all referrals about children who live in Bassetlaw ONLY

Early Help Advisor Role working with practitioners in Bassetlaw

Multi-agency conversations with key partners in the Bassetlaw Family Hub Network.

Asking most referrers to refer to the MASH via phone rather than email or online forms

Social Workers and MASH officers answering MASH calls

Multi-disciplinary triage for some MASH referrals

Informed by a working draft updated *Pathway to Provision* language and taking a strength-based approach

Multi-Agency Conversation

Aim

To utilise a multi-agency approach for families with multiple needs. The expectation is that this will avoid silo working and help families get the right support at the right time.

Meeting structure

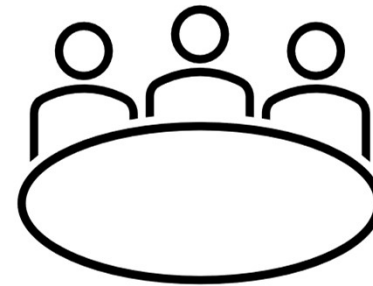
Weekly online meeting attended by representatives from Family Hubs, the Family Service, Healthy Family Team, Youth Service and Education alongside the Early Help Advisors.

Services to discuss each case, share information and reach a decision.

Each referrer to capture the outcome on their usual system.

Case criteria

Families who have multiple needs, OR where several services could support to meet needs.



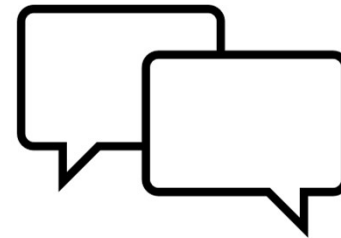
Early Help Advisors

An Early Help Advisor supports professionals by providing advice and guidance on resources and opportunities available locally to help meet the child or young person's needs.

They may also provide a level of professional challenge and quality assurance against existing processes and ways of working.

During the test period, we anticipate the Early Help Advisors will (amongst other things):

- Observe referrals and early help processes and give feedback.
- Provide support with early help interventions led by practitioners.
- Signpost resources.
- Help when worries emerge about a child to work with the community setting on what to try next.
- Provide tools to use to help understand the extent of concerns.
- Have difficult conversations with family members and seeking involvement from the right services.



Routes In

Involves all referrals from the Bassetlaw district to be made via telephone instead of using the online form or email.

MASH Social Workers will answer calls from professionals.

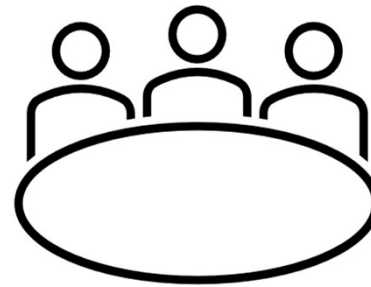
Calls received from the general public in the Bassetlaw district will be handled by a MASH Officer.



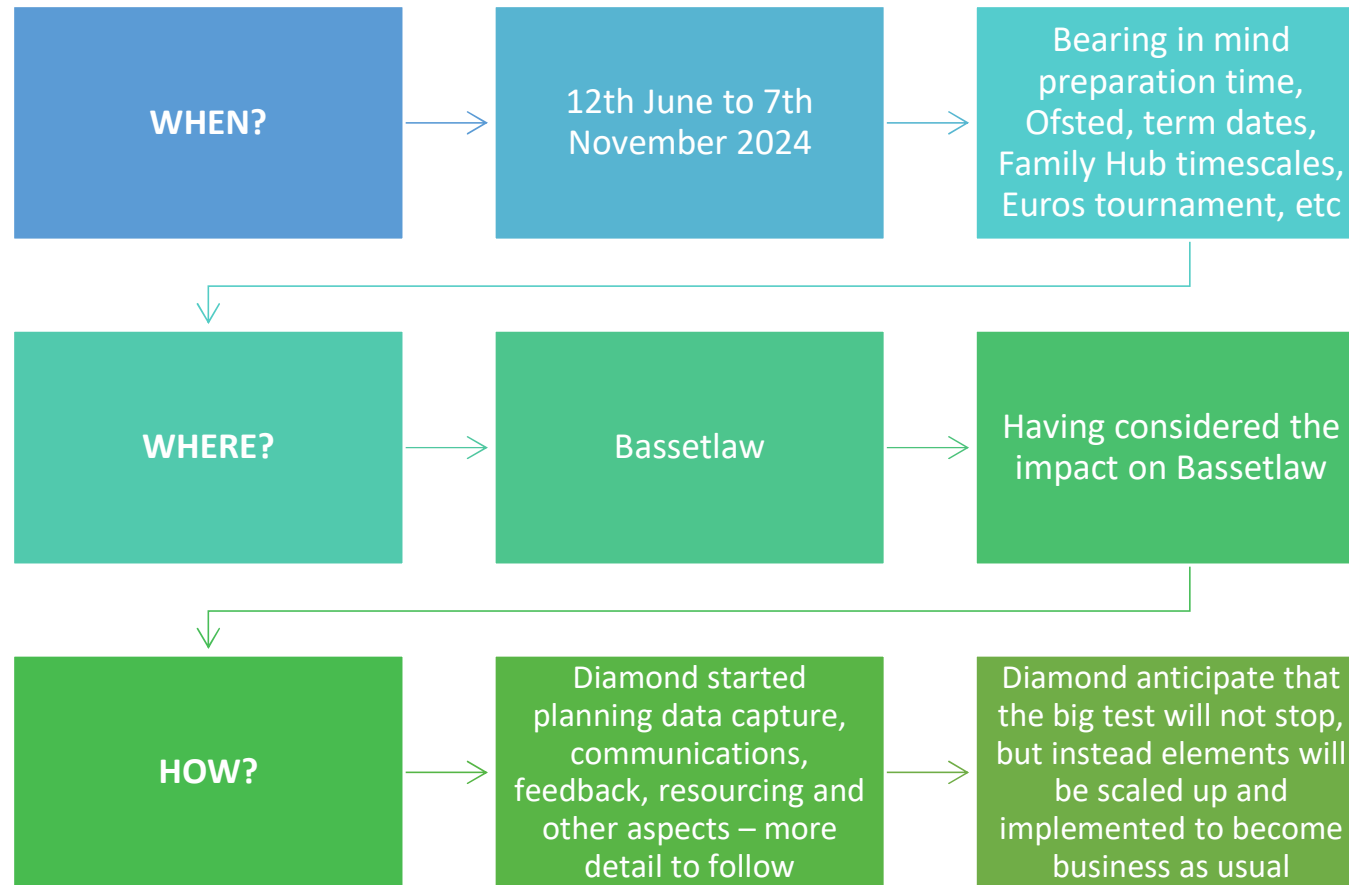
Multi-disciplinary triage

A duty team made up of multidisciplinary professionals will review and respond to the referral based on the needs of the child.

The meetings will be hybrid and will take place each afternoon for 1.5 hours




Practicalities



What will change for you

- Professional referrers in **BASSETLAW ONLY** are asked to please refer to the MASH via telephone on **0115 804 0003** instead of via email or online form with safeguarding concerns.
- Please continue your own safeguarding procedures we are just asking that when you report a safeguarding concern to the MASH, telephone us instead of sending an email or completing an online form. Do everything else as normal!

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- Professional referrers in **BASSETLAW ONLY** can contact the Early Help Advisors for support in navigating early help services, to seek advice or for help to address the needs of a family
 - Hannah Straw and Rachel Morley from NCC's Early Help Unit will be the Early Help Advisors for the duration of the test and they can be contacted using the details below.

Hannah Straw:


Email: hannah.straw@nottsc.gov.uk

Tel: 0115 8044590

Rachel Morley:

Email: rachel.morley@nottsc.gov.uk

Tel: 0115 8042553

- Hannah and Rachel will be sharing the Early Help Advisor role so please contact them **both** to ensure your enquiry is picked up as quickly as possible
 - Depending on the circumstances of your query, the Early Help Advisor may ask you to attend a multi-agency conversation. These online meetings will be attended by representatives from NCC's core early help services and from Health. They will discuss cases where multiple needs are present and where multiple services could support to meet needs.
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Remember

- This is a test – it won't be perfect and that's okay!
- Things will change and evolve as we go along
- We really need your feedback to help to get this right
- We will look at adding in other districts as the test progresses

Review & Evaluate

- We will hold regular reviews with each test team to ensure the test continues to be safe
- Diamond will continue to meet weekly
- Mid-test review planned for July



**What we are
planning to do next**

Next steps

- Workshops for the Mosaic and Reporting workstream in July
- Developing a new online early help request for service form to be used during the test period
- Development of Family Hubs

Working in the open

- We will update and refresh the roadmap
- We will keep sharing weeknotes
- We will continue with our Show & Tells

The NSCP core team aka Diamond

childrens.frontdoorproject@nottscc.gov.uk

Name	Role
Jayne Hopkinson	Project Manager for the front door project
Christopher Neijs	Project Officer for the front door project
Katie Warner	Group Manager – MASH and Assessment Teams
Merlin Tinker	Operations Manager - MASH
Carolann Cairns McFarlane	MASH Business support manager
Janet Smith	Children's Service Manager - MASH
Andrew Wells	Group Manager – Early help & Youth Justice
Sam Harris	Service Manager - NCSP
Christie Burton	Project Officer for the Early Help Redesign
Debbie Clarke-Colton	Service Manager for Early Help Unit
Rachel Matthews	Project Manager for the Early Help Redesign
Amanda Marsden	Team Manager - Adult MASH
Sandra Morrell	Designated Nurse for Safeguarding
Stuart Barson	Detective Inspector – MASH
Moira Loadman	Education adviser - MASH
Irene Kakoullis	Group Manager Early Childhood Services

Our Diamond team



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