

Howdy!

Jayne and Chris here with a weekly email update from the transforming the front door project.

Oh, Hello December...

This week marks the close of Public.Digital's (P.D) time with us. We had a full day with P.D on Tuesday where Dimond presented our progress to date to Platinum, followed by P.D presenting their recommendations to enable us to continue and scale.

Although sad that P.D are leaving, we are continuing to build on the good work we've done with them and taking this project forward to ensure the right children get the right support at the right time.

We now have a service map that is our best guess at what the operating model will look like, complete with tests needed to progress this further. We have our operating principles in place...

4. 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

...and are working on how we'll know we're doing the right thing.

5. Measuring the impact

| How we'll know we're doing the right things | What we want to know | What success looks like | Possible measures |
|---|--|---|---|
| | 1. Are we meeting the needs of children and families in the simplest and best way? (are we meeting demand?) | Re-referrals decrease Decrease in number S47 enquiries Children and families' needs don't increase while they wait for support Staff don't feel overwhelmed We are responding to enquiries/requests quickly | Re-referral rate Number of S47s Number (%) referrals to other services Multi-agency audit Staff survey / staff panel* Time from enquiry to action plan |
| | 2. Are decisions made reflective of genuine collaborative partnership? | We are making joint decisions We have the information we need to make informed decisions Staff feel safe and confident to make decisions We are taking joint responsibility for decisions | % of MDT decisions Staff feedback / % cases with information sharing Staff survey / staff panel* Learning from partnership reviews (statutory and non-statutory, and audits) |
| | 3. Do staff feel they are making a valuable contribution to decisions? | Staff feel valued and get satisfaction out of their jobs Staff want to keep working at the front door | Staff survey Staff retention |

We would like to take this opportunity to thank Connie, Jesse and Saw from Public.Digital for all their fantastic support, guidance and encouragement on this journey with us. We will miss you!!

Getting ready for the launch... 🤖

This week we have been busy putting together the final preparations for our 2 weeks of testing commencing next week.

For those that would like a reminder, we will be testing:

Optimising the Multi-Disciplinary Team this will build on our first test and will experiment with what the Multi-Disciplinary Team (MDT) looks at, when and how the MDT are available at the front door and further ideas about who needs to be in the MDT.

Recording this will involve testing how we can simplify recording to make it more proportionate to a child's needs.

Let us not forget, we will be hosting our next show and tell on **8th December** in the Piazza kitchen & online, followed by the final one for this year on **20th December – don't forget your Christmas jumper!** Invites have now been sent out for both meetings, if you or anyone else in your team would like to attend and don't have an invite, please feel free to get in touch with us.

That is all from us this week, I hope you enjoyed our update and hope you have a dazzling weekend. ★

Jayne and Chris, NSCP project team