

Hello there! 🙋

Below you will find an update on this week's progress of the transforming the front door project.

It's all about the planning... 📅

This week we've been focussing on preparations for our next big test – asking a small group of schools to refer by telephone rather than via the online form or email and testing Social Workers answering those calls. We think having a conversation will improve the experience for referrers and help identify the right support to meet the needs of the child and their family.

We will be testing from **20th February** to **1st March**. We had a meeting with the selected group of schools in Newark on Thursday, held design meetings, drafted some guidance for Social Workers and are getting everything ready for the 20th. It is important to gain feedback from those who contact the MASH so we have prepared a survey that can be sent out to the school group about their experience. We will also try to gain some feedback over the phone.

Our colleagues in the Early Help Redesign project are also planning a Team Around the Family Support Officer (TAFSO) test to run alongside our test. We've borrowed TAFSO as a working title from another area, but what it means is a person who provides an outreach from the front door to community settings (we're testing with the same group of schools in Newark). This person can help when worries emerge about a child to work with the community setting on 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. We'll also be seeking feedback from this test.

On Tuesday, an amended Mosaic form went live, which allows us to make a more proportionate record of a referral. This is an interim form before a more thorough review, that will help us in the short term.

We have begun to create the visual of our project plan from last week, Now (3 months), Next (6 months) and Later (1 year). A few more tweaks and this will be ready to share.

A mini 'hopes and fears' session was run with MASHO's this week. It was great to hear their reflections and ideas on current workstreams and plans for the future. We are planning to run a wider 'hopes and fears' session for all teams in the MASH soon. Keep an eye on your diaries, invites will be coming soon...

Weeknotes 📧

We continue to see a huge interest in receiving our weeknotes, however, if you know anyone who should be receiving these week notes, then please feel free to let us know. If you would like to see weeknotes from previous weeks, please follow this link [Needs-led Front Door Project \(nottinghamshire.gov.uk\)](https://nottinghamshire.gov.uk/Needs-led-Front-Door-Project)

Got a question...? 🙋

If you have any questions, comments, or ideas, please feel free to contact us using our new group mailbox: childrens.frontdoorproject@nottsc.gov.uk

That is all from us this week, we hope you enjoyed our update and we look forward to updating you all again next week.

Until then, we hope you have a wonderful weekend. 🌈

Jayne and Chris, NSCP project team