

Hello from Public Digital!

Hello everyone! Connie here from Public Digital. I'm writing this note on behalf of our whole team - Cate, Chris, Jesse, Saw and myself 🤝

We officially started our work with the Nottinghamshire Safeguarding Children partnership this week. We've met lots of you already - thank you to you all for your time and support so far. Meanwhile, we're due to meet all of the rest of you over the coming weeks, which we're really looking forward to.

We're here to help you co-design a new operating model for a needs-led front door.

It's clear that this work is important to lots of people, so we're thinking about how to make what we're doing visible, and easy to understand and get involved with. This note is to let you all know what we've been up to this week, and what we've got planned for next week.

What we've been up to this week

Our focus at the moment is on meeting the people and teams that are interested in and/or related to this work, and learning about how things work now.

This week:

- We have received lots of documents to read. See long list at the bottom of this email. **If you've got anything else you'd like us to read, please send it our way.**
- We ran a kick off session with people from each partner organisation in the MASH. **Our accompanying slide deck is attached to this email if you'd like to see what we covered.**
- We started holding interviews with different colleagues, to get their perspective on how things work now and what needs to happen next. So far, we've met with:
 - Lucy Peel
 - Jayne Hopkinson
 - Tara Pasque
 - Merlin Tinker
 - David Gilbert
 - Rachel Miller
- We also met with Harrie Palmer at Channel 3 to find out more about the work Harrie and the team are doing on digital products in adult social care, and to share what we're intending on doing, so that we can make sure each of these pieces of work is aligned.

What we've got planned for next week

Next week:

- We've got our first meeting with the core team for this work on Thursday. In addition to us Public Digital folk, we'll be working with:
 - Sam Harris
 - Katie Warner
 - Sandra Morrell
 - Rachel Miller
 - Stuart Barson
 - Jayne Hopkinson
 - Merlin Tinker

- We'll also be doing lots of reading (all of those docs!)
- We're coming to the MASH Operational Management Group team meeting on Wednesday to talk about what we're up to
- We'll be doing the same for the Platinum Group on Friday
- And we've also got lots more interviews scheduled. We'll be meeting all of the rest of the core team plus:
 - Matthew Baldwin
 - Irene Kakoullis
 - Debbie Clarke-Colton
 - Emma Wilson
 - Janet Smith

If there is anyone else you think we should be speaking to or working with, please just let us know.

We're trying to carefully strike a balance between:

- a) not making people repeat work/conversations they've done or had before
- b) making sure all of the right people are aware/involved
- c) using everyone's time efficiently

Our reflections so far

Three things have quickly become very clear:

1. A lot of thinking, researching and analysis around enabling a needs-led front door has happened already. So we want to get our heads around all of that as quickly as we can so that we can move into action, and start working with you all and colleagues across the partnership to experiment with different ways of doing things, and to measure the impact of those interventions. In simple terms the plan is to test, learn and then iterate.
2. We can help you bring all of that work together - and fill any gaps there might be - to develop a robust and shared understanding of the needs of all of the users and staff of the MASH. So that together we can create an operating model that is safe and better meets their needs, while also better managing demand and leading to better outcomes for children and families.
3. You are all very clear that this will need everyone in the partnership to work together to make positive change happen.

That's all for this week. If you have any questions or if you would prefer not to receive this email, please let us know.

Thank you!

Connie and the rest of the Public Digital team