

Hiya,

Phew, what a week!

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

The planning continues...

This week our focus has been on the prioritised workstreams, these are:

Routes in: Requesting a small group of referrers to call with their enquiry, where safe and secure to do so, and testing which professional is best placed to answer the call. On Monday, we held our first design meeting where we explored further into the details of the next test and what actions we need to take. This was followed by a session on Wednesday where we discussed our actions with operational colleagues and started to formalise a plan. Further details on our next test and when we plan to hold this will be shared with you all soon, so watch this space!

Identity: In this, we will be working on what the new front door will look like... does it need a new name, how will partners feel, what are the small things we can start to do to make these changes? – On Thursday, we held our first session on this workstream to start forming an action plan and the next steps.

Retrospective

On Wednesday, we ran a 'retrospective' with the Diamond group. We reflected on what has gone well in the last 6 weeks, what has gone less well and we came up with ideas and actions for what we would do differently.

This was followed by a planning session (*dream big, plan well*), where we reviewed our current workstreams and discussed and agreed the plan of work we are doing Now (3 months), Next (6 months) and Later (1 year). This was all done on post it notes (*we do love these*) so this needs to be written up before we can share it.



A Diamond group photo at the end of the retrospective session

Public Protection Notifications

Nottinghamshire police have worked hard to ensure that officers attending 101 and 999 calls 'think family'. This means that there have been more public protection notifications (PPNs) both for concerns about children and because of domestic abuse. We know that the problem we're trying to solve – making sure need is met when it isn't an urgent or chronic safeguarding situation – extends to how we respond to the PPNs too. On Monday, we held our first workshop to think together about how we want to manage this going forward. More to follow on this.



Show and Tell

This week we held our 5th Show and Tell meeting, presented exceptionally well by our Diamond colleagues Moria and Stu 🙌. The presentation was attended by over 100 people (63 online and over 40 people in person at the MASH). As always, this presentation formed some great questions which will support and influence the work we are doing on transforming the front door project going forwards. If you have any further questions, comments or ideas, please feel free to contact us.

The slides from the Show and Tell presentation can be found attached.

Our next show and tell is scheduled for the **12th March**, if you are on the distribution list to receive these weeknotes you will be automatically invited to this presentation later this month.

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)

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 fabulous weekend.

Jayne and Chris, NSCP project team