

Bonjour!

The NSCP project team, fuelled by Olympic spirit, gathers to present our weekly progress update on the transforming the front door of children's services project.

You said, we listened 🗣️

Last week, we shared your reflections following the mid-point review meetings. This week, we'll delve into how your feedback has influenced improvements to some of the big test processes.

Social Workers answering calls into the MASH

You said	We listened
<ul style="list-style-type: none">A rota system to be introduced for Social Workers answering calls in the MASH to allow for work to be progressed timely.	<ul style="list-style-type: none">From next week, Social Workers within the MASH will be supporting this test on a rota basis, this will mean that Social Workers on the test Pod will have the opportunity to triage and progress case work within a timely manner. There will be a team of Social Workers on the test Pod each day allowing everyone to have the opportunity to be part of the development and changes taking place.

Multi-Disciplinary Team (MDT)

You said	We listened
<ul style="list-style-type: none">What is the relationship between the Multi-Agency Conversation (MAC) and the Multi-Disciplinary Team (MDT), is there an agreed escalation process?	<ul style="list-style-type: none">Cases discussed during a MAC will not be escalated for an MDT discussion. Both are multi agency and include a Social Worker.
<ul style="list-style-type: none">Colleagues across multiple agencies are making themselves available for a daily meeting only for it to be cancelled at short notice when no cases are available for discussion.	<ul style="list-style-type: none">To support the MDT test discussing further cases, the MDT test will now be receiving cases from across the County, rather than just cases from the Bassetlaw and Newark and Sherwood districts.For a time, limited period, the MDT will be held on a Tuesday and Thursday due to demand being lower than expected.

Early Help Advisor

You said	We listened
<ul style="list-style-type: none">Provide the Early Help Advisors (EHAs) with a mobile phone to allow them to be more responsive when they are out on visits.	<ul style="list-style-type: none">We are trialling giving the EHAs a mobile phone to allow them to view emails and pick up messages when they are away from their desks. We will monitor what impact this has and roll it out further if it proves to be successful. <p>Please note we are still working to the process of EHAs responding to calls and emails within 3 working days.</p>
<ul style="list-style-type: none">Advise referrers that, where there isn't an immediate safeguarding concern, they can still use the general Early Help Unit number and the MASH consultation line if their query is time sensitive and they are not able to get through to an Early Help Advisor.	<ul style="list-style-type: none">We will ensure this is included in all our briefings about the Big Test going forward. Families and professionals also have the option of contacting their local Family Hub for support - they can do so via phone, email or by walking into one of our Family Hub buildings.
<ul style="list-style-type: none">Elective Home Education children – are we missing the opportunity to engage them in early help when needed because we don't have a school providing that oversight?	<ul style="list-style-type: none">Our Early Help Advisors are reaching out to professionals across their districts to help us reach those groups that we have historically not had as much engagement with.

Multi-Agency Conversations (MAC)

You said	We listened
<ul style="list-style-type: none"> ▪ Not all schools are aware that they can be a part of a MAC. 	<ul style="list-style-type: none"> ▪ We will ensure this is made clear in all our briefings going forward particularly for briefing meetings where the audience is predominantly made up of professionals working in schools.

We'll be scheduling more review meetings later this year, so be sure to watch your inbox for updates. If you have any additional insights about the testing processes, feel free to continue filling out those big test feedback surveys or reach out to us directly by contacting us on childrens.frontdoorproject@nottscc.gov.uk

Our next Show and Tell 🗣️

Originally planned for the 22nd of August, our next Show and Tell meeting coincided with holiday breaks. As a result, we've rescheduled it. Mark your calendars for the **12th of September** – the new date! Invitations have already been sent out, but if you know anyone eager to attend, please feel free to let us know and we'll add them to the guest list.

Spread the word! 💬

If you know someone who should be part of our weeknotes mailing list, don't keep it a secret! Share the fun and let us know, we'd be thrilled to include them. Also, whether you're new here or just feeling nostalgic, you can find past weekly updates from previous weeks on our website. Dive into the archive and relive those delightful moments: [Needs-led Front Door Project \(nottinghamshire.gov.uk\)](https://www.nottinghamshire.gov.uk/Needs-led-Front-Door-Project)

We're all ears 🗣️

If you have any questions, comments, or ideas related to the front door project, don't hesitate to reach out to us via our group mailbox: childrens.frontdoorproject@nottscc.gov.uk

And with that, we're crossing the finish line for this week's update! Now, channel your inner Olympian and enjoy your weekend while soaking up the rare sunny weather. Expect more from us next week! 🏆

NSCP project team