

A new operating model for a needs-led front door

#2 Platinum Group update: 29 Sept 2023

Public Digital x Nottinghamshire Safeguarding Children Partnership

Agenda

- 01 What's we've been doing
- 02 Introducing unmet needs
- 03 Reflections from this week
- 04 Emerging opportunities
- 05 What we're planning to do next

What we've been doing

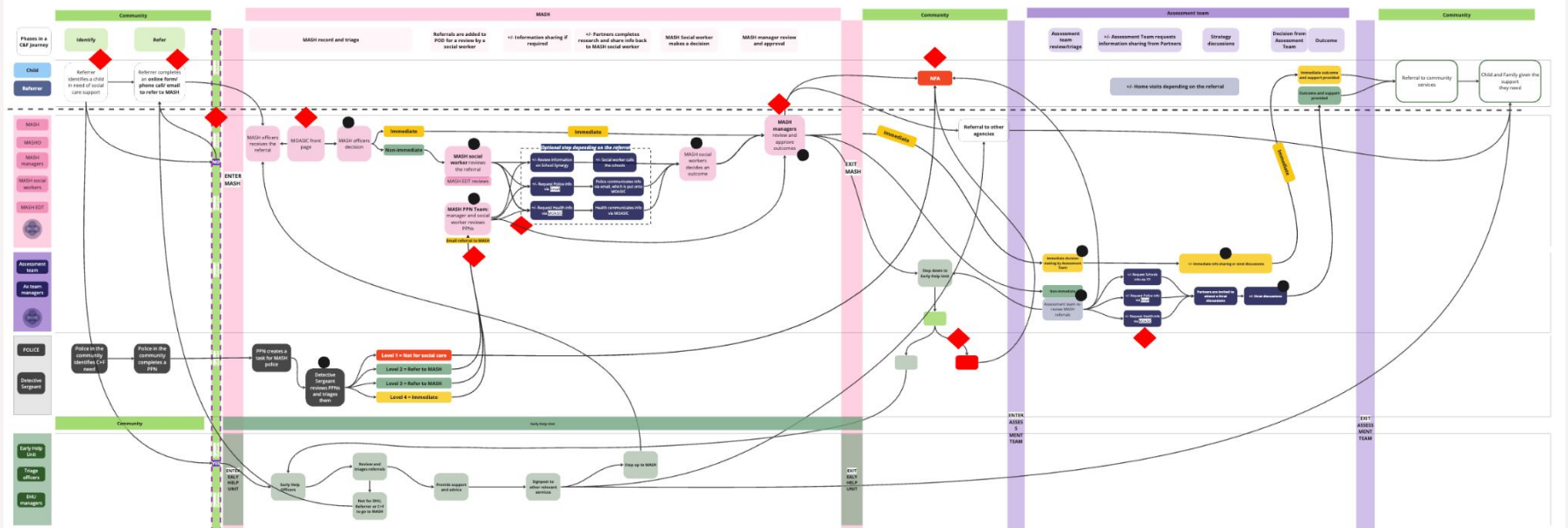
Understanding the end to end service

- Interviews with over 20 people
- Workshops with different groups of referrers
- Workshop with the CSC Service team managers
- Visualising the end to end service



The service map

Current journey of a C&F through MASH front door (work in progress)



Go to Miro

Working with Diamond and preparing for co-design phase

- Aligning on redesign outcomes
- Synthesising and validating findings
- Aligning on pain points, problems and opportunities

We now have identified a number of *actionable ideas* which we can take forward for testing and implementation.

Working in the open

- Shared updates at the Project Board for the Early Help System Re-Design and C&F Needs-Led Front Door
- Increased the reach of our weeknotes (mailing list n=43)
- Planning for our first “show and tell”

Introducing unmet needs

The big problem statement

The big problem

Children, young people and families who are referred to MASH often need support beyond safeguarding or social care.

Currently, these needs aren't always being met because the MASH is optimised to identify safeguarding and Social Care service needs.

There is a need to identify these needs and provide support to prevent children, young people and families from further deterioration and from needing Social care in the future.

**Who are your
users?**

Who are your users?

The MASH and the NSCP have three groups of users who directly interact with the service:

1. Referrers - professionals and members of the public
2. Staff who work for MASH
3. Partners

**What unmet
needs do your
users have?**

**People who
make referrals
on behalf of
children, young
people and
families**

As a referrer

I need to understand the outcome of my referral

So that

I can build my understanding of what care is available and what is appropriate for different needs

I am informed of what support the child, young person and family are receiving and why, and I can tailor the support I am able to provide accordingly

As a referrer

I need to be able to provide my professional judgement and know that it will be taken into account

So that

We can be confident in the decisions that are being made around the child, young person or family who are under our care

We can be confident that all of the contextual information and professional expertise is informing the outcomes for children, young people and families

As a referrer

I need support to help me decide if I should be making a referral

So that

I can make consistently appropriate referrals

I am supported emotionally and objectively to seek the appropriate level of support for the person or people I am worried about

People who work in the MASH

As a MASH worker

I need access to relevant information about the child, young person and/or family and to feel empowered and equipped to make a decision

So that

I can make an informed decision about the outcome at the point when I review the referral

We can reduce the amount of decision points to ensure fast and appropriate access to support for **all** children, young people and families

As a MASH worker

I need to know and understand what other services beyond those provided by Social Care are available for the child, young person and family

So that

I can refer or signpost the referrer, or child, young person or family to these services

I feel confident that I am referring them to relevant services which can meet their needs

People in the NSCP partnership

As an NSCP partner

I need to be able to contribute my professional expertise to how our service works

So that

My staff can usefully contribute to referral outcomes

I feel like a valued and valuable member of the partnership

As an NSCP partner

I need to contribute to and hold a collective vision for the services that the NSCP provide for the children, young people and families of Nottinghamshire

So that

We can collectively transform the services we deliver in a way that is safe, scalable and sustainable

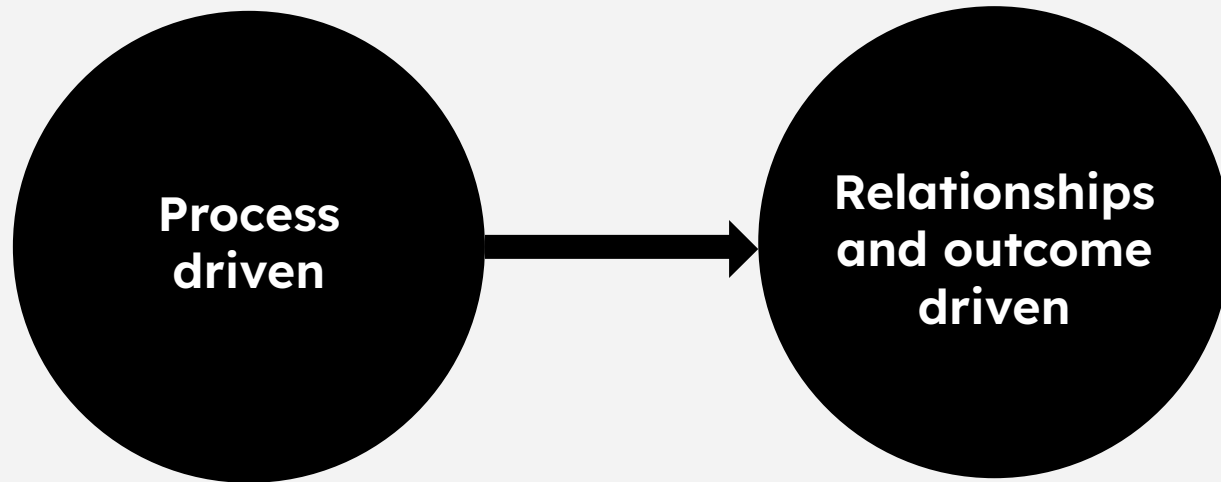
We can feel confident that we are working in tandem to improve the service, increasing the likelihood of impact and avoiding duplicated efforts

**Any thoughts
or questions?**

Reflections from this week

The relationship between referrers and receivers needs strengthening.

Changing approach



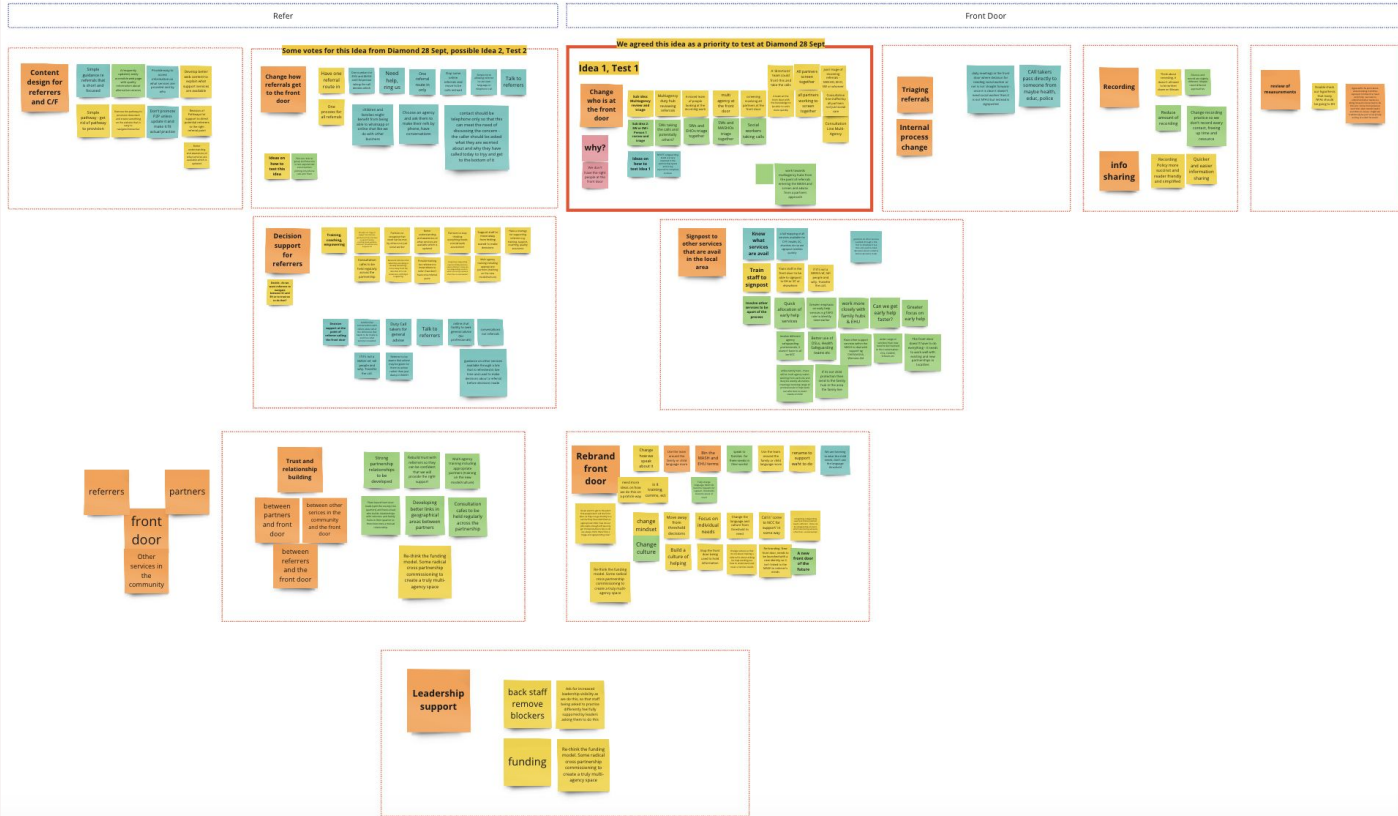
The process can feel uncomfortable.
That's means we're shifting away from
what we've always done.

Emerging opportunities

How might we ensure the new front door meets the needs of children, young people and families who do not have safeguarding needs, to access the right support at the right time, and to prevent their situation from deteriorating, leading to them needing social care in the future?

Emerging opportunities

Below are a bank of ideas on solving the two HMW questions.



Emerging opportunities

Enabling:

- Building trust and relationship with referrers, partners and community services
- Visibility of leadership
- X-partnership funding model

At the front door:

- Rebranding the front door
- Changing how referrals get to the front door
- Better designed information content
- Decision-making support and training

Through the door:

- Signposting to other services in the community
- Changing the internal triage process(es), how we record and share info

Area #1 to start testing:

Experiment with changing who is at the front door

**Any thoughts
or questions?**

What we're planning to do next

With Diamond

- Identify one more area to explore testing
- Agree what is feasible to start testing first
- Visit the team and the MASH in person
- Design our first test (or tests)

Make the work visible and support Diamond to work more and more closely together. Including:

- Continuing to write and share weeknotes
- Setting up a space where Diamond can collaborate and communicate outside of meetings and emails
- Exploring other avenues to work openly via the project Comms group
- A hybrid in-person and virtual show and tell

How to contact us

Website

<https://public.digital/>

Email

connie.vanzanten@public.digital; saw.new@public.digital

Twitter

[@PublicDigitalHQ](https://twitter.com/PublicDigitalHQ)

public.digital