

Show and Tell: A new operating model for a needs-led front door

NCSP x Public Digital

12 october 2023

Agenda

- 01 Who we are
- 02 What are we here to do
- 03 What have we done so far
- 04 What next

Meet the team

Diamond



**The NSCP core team
AKA Diamond**

Name	Role
Emma Wilson	Associate Designated Nurse – Safeguarding Children
Sandra Morrell	Designated Nurse for Safeguarding
Jayne Hopkinson	Project Manager for the front door project
Katie Warner	Group Manager – MASH and Assessment Teams
Janet Smith	Service Manager - MASH
Merlin Tinker	Operations Manager - MASH
Rachel Miller	Group Manager – Youth Justice and Early Help
Moira Loadman	Education adviser - MASH
Sam Harris	Service Manager - NCSP
Stuart Barson	Detective Inspector – MASH and DASU
Jess Smith	Acting Team Manager - Adult MASH

Meet the Public Digital team

Public Digital is a transformation consultancy.



Connie van Zanten
Director



Chris Fleming
Partner



Jesse Meers
Data strategy
specialist



Saw Nwe
Consultant



Cate McLaurin
Director

We help organisations create the right conditions to achieve change at scale.

**What we're
here to do**

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.

If we can identify these needs and provide support earlier, we will prevent children, young people and families from further deterioration and from needing Social care in the future.

Phases of work

Phase	Length	Intended dates
Kick off	2 weeks	Mon 4 - Fri 15 September
Discover	2 weeks	Mon 18 - Fri 29 September
 Co-design	3 weeks	Mon 2 - Fri 20 October
Test, iterate, implement	5 weeks	Mon 23 October to Fri 24 November

- Co-design with those that are in it
- Focussing on meeting the **needs** of people who use the service
- We are building a shared understanding
- We are working in the open
- Testing **something** and learning - doing not just talking

What have we done so far

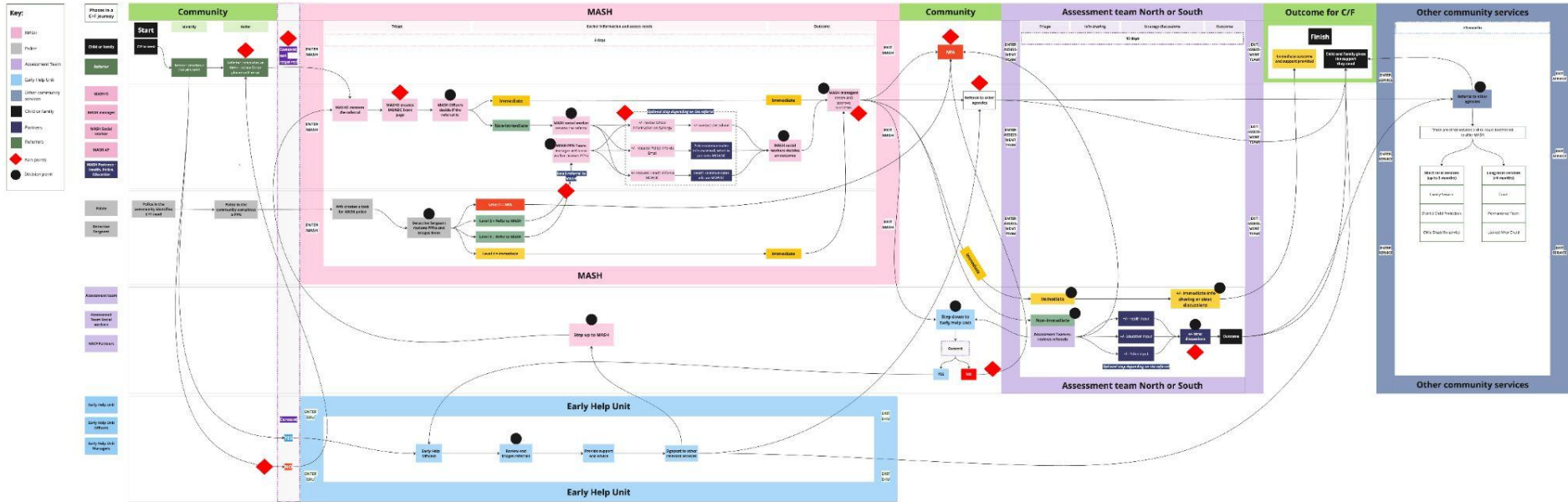
Understanding the end to end service

- Synthesised previous reviews
- Interviews with over 20 people
- Workshops with different groups of referrers
- Workshop with Children's Social Care team managers downstream



The service map

Current journey of a child or family through MASH front door (last updated 6 Oct 23)



Diamond have aligned on needs and areas for testing

- Aligning on problems and customer (user) needs
- Generating ideas and selecting two to test safely
- Co-designed ideas and tests with frontline practitioners

As a person who refers to MASH,

As a MASH staff member,

As a partner of the MASH,

I need ...

So that ...

Area #1 to start testing:

Experiment with changing **how** referrals get to the front door

Area #2 to start testing:

Experiment with changing **who** is at the front door

Week 6 - Hot off the press!

This morning,

- We co-designed ideas for each test area.
- We planned how we might do these tests.

We can't solve this alone

Relationships are the foundations for solving this together

**What are we
planning to do
next**

Next Steps

- Finalise our test plans
- Update at Platinum 18th Oct
- Implement tests in a small and safe way
- Test, learn and iterate

- We will share the recording of this show and tell
- We will keep sharing weeknotes
- Next Show and Tell soon
- We are working with the Comms team to make our work visible

Thanks

