

## The sun has got its hat on, 🌞

Greetings from the NSCP project team! We're here with our weekly progress update on the transforming the front door of children's services project.

### Update from mission control! 🤖

Today marks our 13<sup>th</sup> day of testing, we've had an interesting two and half weeks so far, however, we feel there is room to learn more.

We would like to invite our referrers in Newark and Sherwood to join Bassetlaw referrers as part of the big test. We know this will be a big change for some of you, so we'd love to talk to you about it and provide a forum for you to ask questions. We are holding a briefing and Q&A session on **Wednesday 3<sup>rd</sup> July** for all our Newark & Sherwood referrers, and we really hope you can join us.

Please look out for your invite over the next few days. We know we may miss people so if you would like to join us or if you know of anyone else who would be interested, please send the email address details to [childrens.frontdoorproject@nottsc.gov.uk](mailto:childrens.frontdoorproject@nottsc.gov.uk) and we'll be happy to send on the invite.

We hope that by bringing a second district into the big test it will widen our learning and give more of our service users the opportunity to share their thoughts and ideas.

Together, we can help reshape the front door to make a real impact and help the children of Nottinghamshire get the right support at the right time. We want to say 'thank you' to all who have participated in the testing so far. We can't do these tests without your support.

**We kindly request professionals in Bassetlaw to report safeguarding concerns to the MASH via telephone on 0115 804 0003 rather than email or online forms.**

### Big test feedback

During next week, professional referrers from the Bassetlaw district who have made a referral during the big test, and our testing teams will be sent a survey to share their thoughts on the testing processes. The survey will be sent out periodically, so you may get this more than once over the testing period. We ask that you please complete the survey more than once as we will be tweaking processes during the duration of the test and therefore your views may differ as the test develops.

If you require any support with the survey link you have received, please contact us by emailing: [childrens.frontdoorproject@nottsc.gov.uk](mailto:childrens.frontdoorproject@nottsc.gov.uk)

### Mid-test review meetings 🗨️

We have scheduled two mid-test reviews for our operational colleagues and referrers. These reviews will take place on both **July 10th** and **July 17th**.

You can now book your place on a review meeting by clicking the link next to the review date you would like to attend:

- ♦ **July 10th at 3.30pm** – register for this date by clicking [here](#)
- ♦ **July 17th at 9am** – register for this date by clicking [here](#)

We really value your feedback and assistance in ensuring that we get this right. These meetings provide an opportunity for everyone involved in testing to review successes, identify potential challenges, discuss process changes, ask questions, and share thoughts and ideas. Your contribution and engagement are highly valuable and will help us enhance outcomes for children.

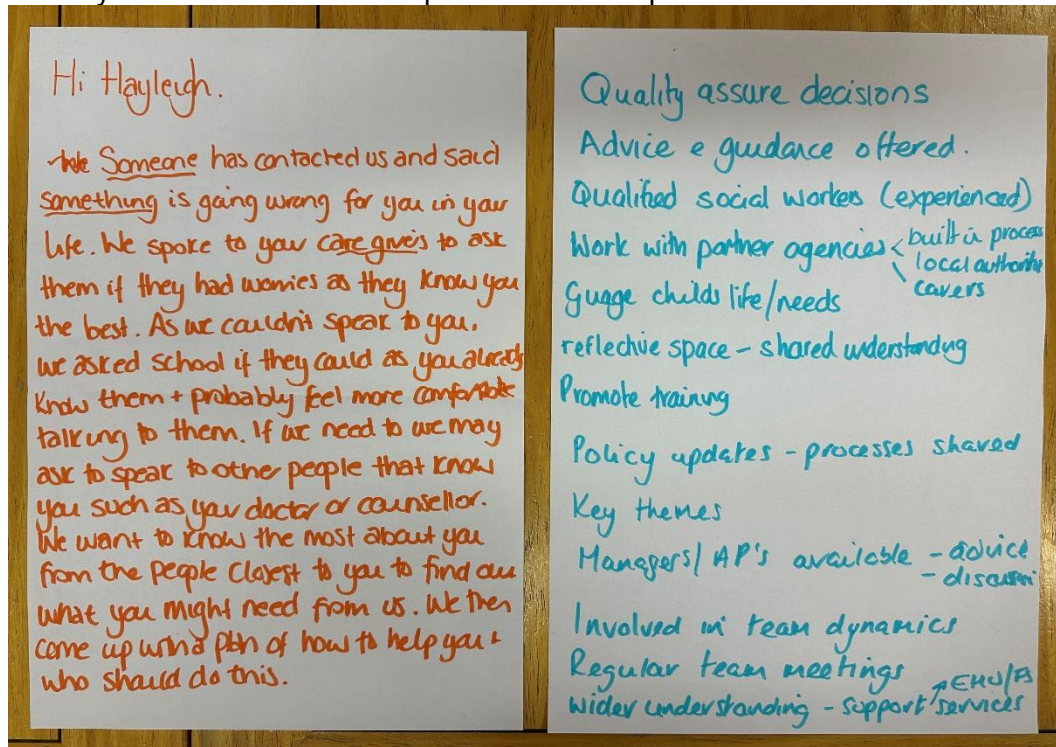
### Quality Assurance (social work teams) process workshop

On Thursday, Team Managers and Advanced Practitioners from the MASH were recruited as CIA agents to identify potential sabotage tactics on 'how to support, hold back a new QA process'. Using these tactics, they identified which were most disruptive and likely to happen and what mitigation measures they could put in place to guard against them.

Following the sabotage workshop, the group were also asked to break up into two groups and each group was given one of the questions below:

- You're talking to Hayleigh, an 11-year-old child. She asks the question: "**how do you know the MASH made a safe decision about me and for my friends?**"
- You're talking to Adrian Smith (the CEO of NCC). He asks the question: "**how can you assure me that the social workers in your team are making safe decisions?**"

Below you can find their first responses to these questions:



We'd like to thank our agents (Team Managers and Advanced Practitioners from the MASH) for their outstanding participation in this workshop. Your enthusiasm and commitment contributed significantly to a fantastic and meaningful event. The next step is workshops with the MASH social work teams, before the process is ready for testing. **Together, we are working towards building a new social work QA process.**

## Update from the Early Help Review Project Team

Hi everyone, Rachel and Christie here. On behalf of the Early Help Review project team, we would like to say a big thank you to all our Bassetlaw partners and colleagues who have taken part in the Multi-Agency Conversation and Early Help Advisor tests so far.

This week our Early Help Advisors have been going out into the community and engaging with partners to better understand what information and support they need when navigating early help services in Nottinghamshire.

We are also continuing to develop the format of the Multi-Agency Conversations to make them as meaningful and efficient as possible. As part of this, we are reviewing our comms (using the learnings we have gathered so far) to provide greater clarity on the types of cases to be discussed at these meetings.

That's it from us for now. As ever, if you have any questions about the Early Help tests or about the wider Early Help Review, please email: [earlyhelpreview@nottscc.gov.uk](mailto:earlyhelpreview@nottscc.gov.uk)

## Weeknotes

If you know anyone who should be receiving these weeknotes, then please feel free to let us know. If you are new or would like to see weeknotes from previous weeks, these can all be found here [Needs-led Front Door Project \(nottinghamshire.gov.uk\)](https://www.nottinghamshire.gov.uk/Needs-led-Front-Door-Project)

## Got a question...?

If you have any questions, comments, or ideas related to the front door project, please feel free to reach out to us via our group mailbox: [childrens.frontdoorproject@nottsc.gov.uk](mailto:childrens.frontdoorproject@nottsc.gov.uk)

That wraps up our updates for this week. We trust you found them engaging, and we're excited to bring you more news next week. Stay tuned!

Until we meet again, may your weekend be filled with sunshine. 

NSCP project team

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## For further information on 'the big test', please refer to the details provided below:

- Professional referrers in **BASSETLAW ONLY** are asked to please refer safeguarding concerns to the MASH via telephone on **0115 804 0003** instead of via email or online form.
- Please continue your own safeguarding procedures - we are just asking that when you report a safeguarding concern to the MASH, telephone us instead of sending an email or completing an online form. Do everything else as normal!
- Referrers from all other areas, please contact the MASH in the normal way.
- Professional referrers in **BASSETLAW ONLY** are asked to contact the Early Help Advisors for support navigating early help services, to seek advice or help to address the needs of the family, using the contact details below.

For Early Help concerns, professionals and families in Bassetlaw can use the following options:

- **Early Help Advisor** - Professional liaises with Early Help Advisor to seek advice or help to address the needs of the family. EH Advisor may ask referrer to attend multi-agency conversation meeting.

**Please email [eha.bassetlaw@nottsc.gov.uk](mailto:eha.bassetlaw@nottsc.gov.uk). You can also phone the Advisors directly using the details below:**

**Hannah Straw (working days Mon-Wed):**  
Tel: 0115 8044590

**Rachel Morley (working days Wed – Fri):**  
Tel: 0115 8042553

- **Open access** - Family member calls, emails or walks in asking for a service:

**Email:** [FHBassetlaw@nottsc.gov.uk](mailto:FHBassetlaw@nottsc.gov.uk)

**Call:** Customer Services Contact Centre 0300 500 8080 (open Monday to Thursday: 8:30am to 5pm, Friday 8:30am to 4:30pm)

**Walk ins:** Families can walk into their local Family Hub

To follow at a later point in the test:

- **Professional 'request for service/assessment of need form'** - we are going to develop a new form to request early help services, and this will be tested in Bassetlaw. The form will be online and will be for professionals to use. This eventually will have a direct link into Mosaic (NCC Case management system) ready for triage and/or allocation.

As a reminder, the big test will run until the 7<sup>th</sup> November 2024 and the main elements included are:

- Early Help Advisor role working with schools in Bassetlaw.
- Multi-agency early help conversations with key partners in the Bassetlaw Family Hub Network.
- Switch off online and email referral routes into the MASH for most referrers in Bassetlaw (excluding emergency services)
- Social workers and MASH Officers answering MASH calls and having coaching conversations.

We anticipate that the test will not stop on the 7<sup>th</sup> of November but that elements will be implemented and become business as usual.

Do you have a question about the big test? Please feel free to reach out to us by emailing [childrens.frontdoorproject@nottsc.gov.uk](mailto:childrens.frontdoorproject@nottsc.gov.uk)

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