

Hello everyone...

What a week! 🐼

Jayne and Chris here with another weekly email update from the transforming the front door project with Public Digital and NSCP.

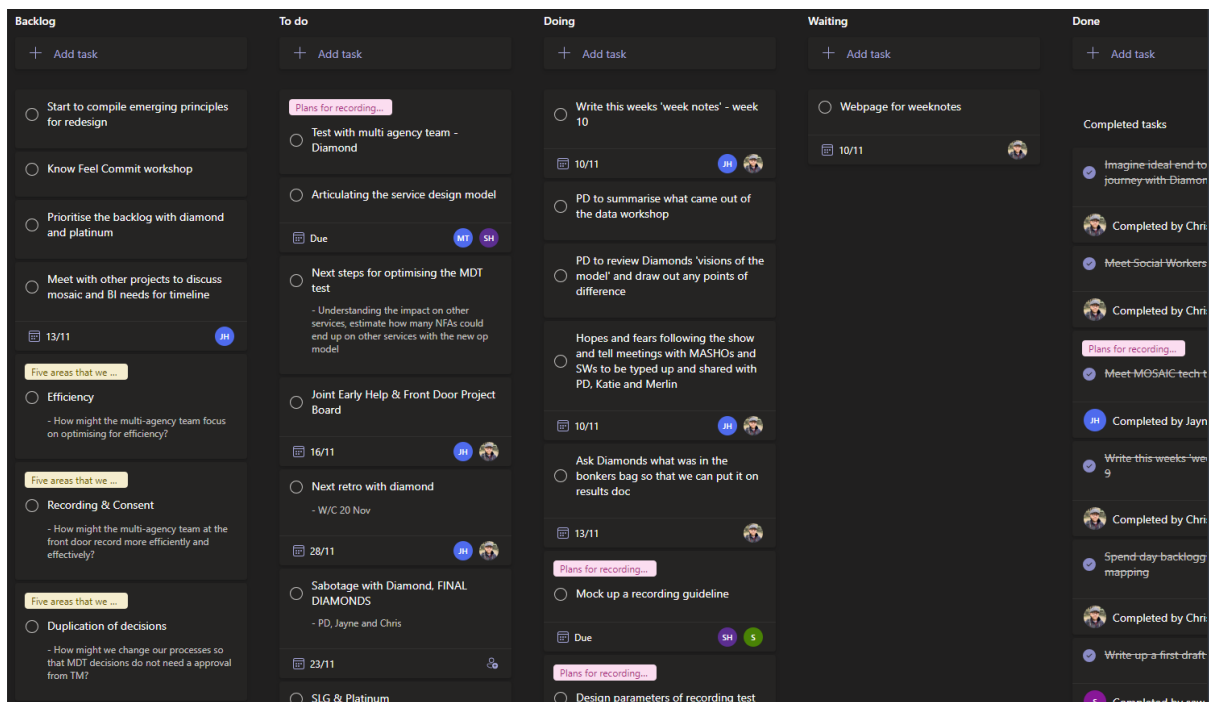
This week sees the completion of Week 10 of the needs-led front door project.

This week we started prepping to continue the work Public Digital have started...

How we plan

Front door planning meeting

On Monday, we met to start reviewing all the work and ideas we could do, to create a prioritised list of work for the project team. This will support us to create our work plan for the week ahead.



Diamond working session

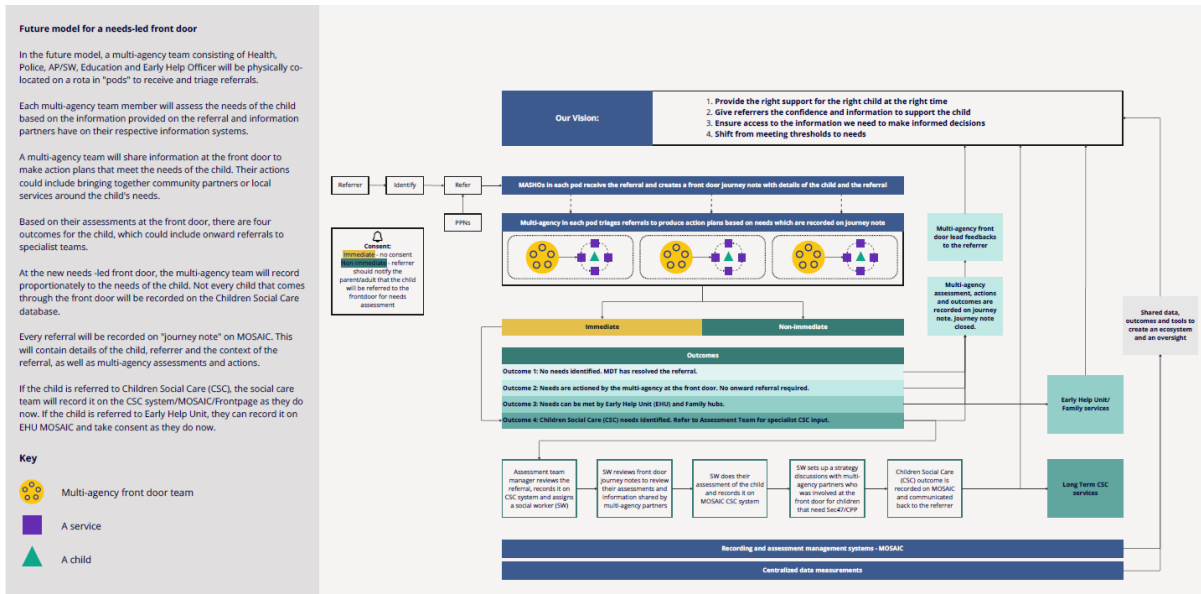
On Thursday, we reviewed version one of our roadmap (a roadmap is the main outcomes we want to achieve, now (in the immediate 6 months), next (in the next year) and later (in the next 2 years). We will continue to refine this with the Diamonds before we share this more widely.

Designing a future service model

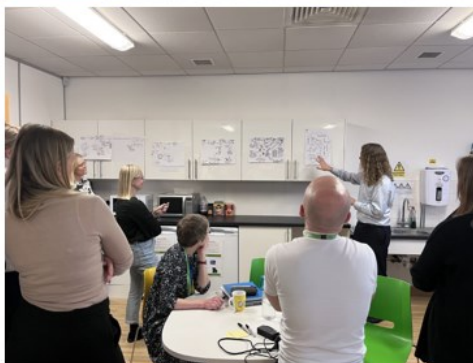
Codesigning a future model workshop

On Wednesday, we met in person at the Piazza Building with Diamond colleagues and Connie, Jesse and Chris from Public Digital to codesign a future model for the new front door. We reflected on the current operating model and how we would like this to look in the future.

This involved reviewing a first version and working together to codesign version two, we will share the next version once this is ready.



Here we are drawing and presenting our perfect future service model.



Our next tests

We have started planning two new tests which will be designed over the coming weeks.

One test is around **recording** and this will be led by Sam Harris.

The other test will involve experimenting with **optimising the input of the multi-agency team** at the front door and this test will be led by Merlin Tinker.

On Tuesday, we met with Liz McLaren from the Mosaic team and Dave Gilbert from the Business Intelligence Unit to discuss our next tests and how they can be involved in the designing of these.

How we are going to know if it's working?

Public Digital facilitated a data needs workshop with colleagues from the NSCP partnership, to find out what we need to know to understand if the new front door is successful.

These were the people in the workshop: Amanda Collinson, Katie Warner, Natasha Todd, Paul Lefford, Cathy Burke, Rhonda Christian, Sandra Morrell, Rachel Miller, Samantha Harris, Merlin Tinker.

Public Digital started by asking us 'how we would explain the success of the front door to an 9 year old' – **This was hard!!!** We looked at the current data and whether this would tell us if the front door was successful. We thought about 'what success looks like' for the front door, partnership and individual agencies.

These are the top 5 questions we would like to answer about the front door:

1. Are we delivering the right support and are children getting the right outcomes?
2. Do we have capacity to meet demand?
3. Are we making joint decisions as a partnership?
4. Are we sharing risk equally across the partnership?
5. Is each agency making a valuable contribution?

Sharing what we are doing

We met with MASHOs and SWs to share an overview of the work that Public Digital and Diamond have done so far, we then gave the group an opportunity to share their own hopes and fears and ask any questions. There was lots of great feedback and questions and we have collated these and will share them back with the groups.

If you know anyone who should be receiving these week notes, then please let us know.

That's all from us this week, hope you all have a fabulous weekend 🌸.

Jayne and Chris, NSCP project team