

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

Nottinghamshire Safeguarding
Children Partnership

31 January 2024

Agenda

- 01** What we are here to do
- 02** What have we done so far
- 03** What's next

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**What we're here
to do**

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.

Our approach

- 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

The background features a solid purple field on the left, transitioning into a complex geometric pattern of overlapping triangles and polygons in shades of blue, teal, and magenta on the right. A thin white line runs diagonally across the lower right portion of the image.

**What have we
done so far**

The vision

Provide the right support for the right child at the right time

Give referrers the confidence and information to support the child

Ensure access to the information we need to make informed decisions

Shift from meeting thresholds to meeting **needs**

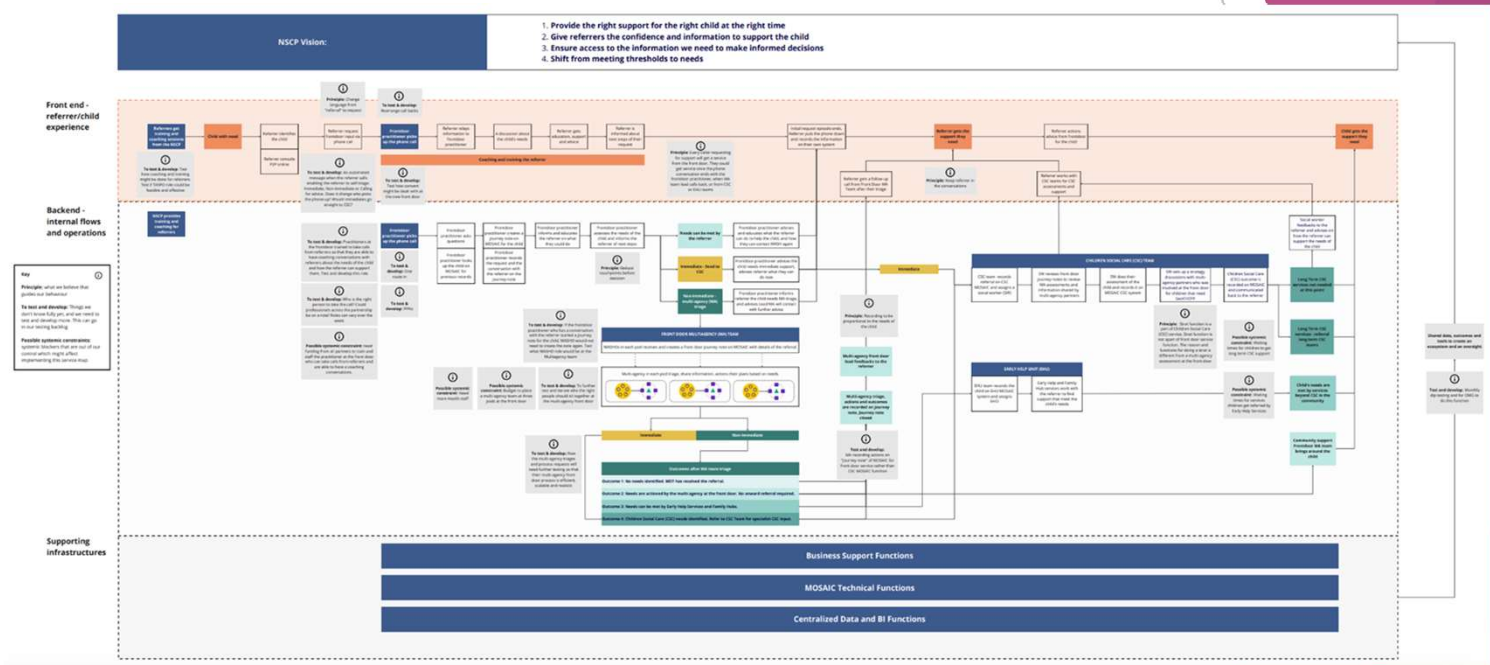
Operating principles

How we work

1. Children, young people and families come first
2. We make decisions based on needs, not thresholds
3. We are improving our service one step at a time; no big bangs
4. We won't be restricted by technology or process
5. We are honest and show people what we are doing
6. We learn through doing. When we don't know, we experiment
7. We thrive with high support and high challenge
8. Our partnership is one team. We involve everyone who has a stake in the service or how it's delivered when we are making changes

Service map

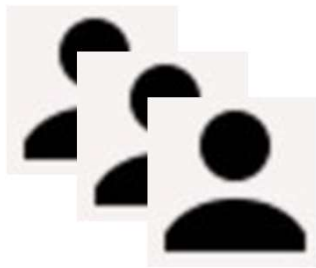
Our current best hypothesis for how to deliver the service



Building on our first test

A MASH Officer picks up the phone, has a conversation with the referrer and then goes to a duty team made up of multidisciplinary professionals.

Together, they review and respond to the referral based on the needs of the child.



Plus - on hand:
Police
Probation
Adult Safeguarding
Business Support



Duty Team



Advanced
Practitioner



MASHO



EHO



Health



Social
Worker

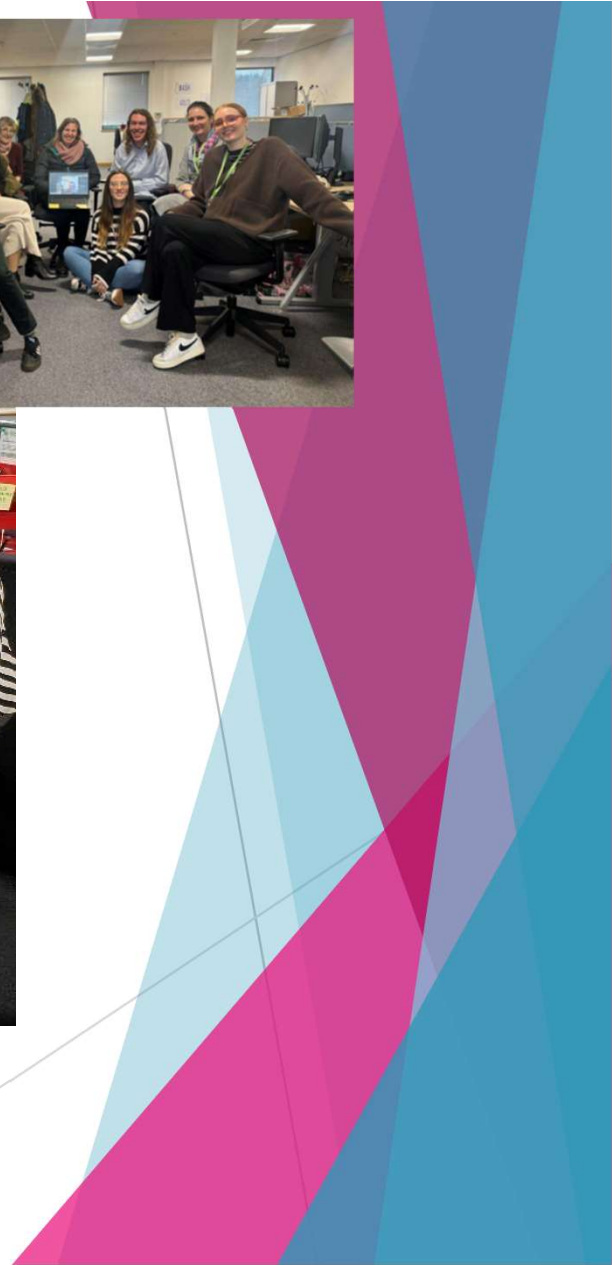


Education

But also...

- Adapted the Public Digital approach
- Literally broken down barriers
- Modelled a partnership culture
- Inspired a new team structure

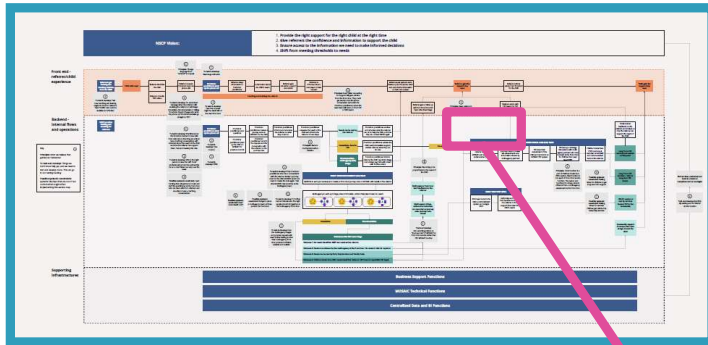






**What we are
planning to do next**

Extracting Potential Workstreams



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Appendix C

Strategic Leadership Group

Date of meeting	26/02/2023
Title of Report	MACh Review
Author	Lucy Ford
Sponsor	Mark Year

MACh review

Commissioned by Nottinghamshire Safeguarding Children Partnership Strategic Leadership Group
Completed final draft for consideration by the Strategic Leadership Group - 28 April 2023

Executive Summary

A high-level review of the MACh was undertaken between September and March 2022 primarily involving interviews with key stakeholders individually and in groups. The focus of the review was to explore the following questions:

- Is it the case that there are differing perspectives between the statutory agencies with respect to the MACh prior to meeting a request to the MACh, and fully regard to the roles and responsibilities of partners?
- Are strategic cases, which are being and arising the MACh agenda and vision; identifying a shared meaning/purpose as the way in which partners in Nottinghamshire should work together?
- How, which cases arise, can we focus, understand and take into account the individual agency perspectives on strengths, challenges, prior to developing a shared vision?
- How have the impact of systems working on the effective operation of the MACh and does this impact on safeguarding outcomes?

The review has highlighted significant strengths in the commitment of the partnership at all levels to working in a collaborative way to safeguard vulnerable children. There is a clear intention to continue to build on the current partnership work to further strengthen and improve working in respect of the identification of risk and early risk management, in order to reduce a future intervention, reduce exposure and better ensure that children and families receive the right support at the right time, where possible through contact with early help, which also recognizes and effectively responding to children at risk of harm. The benefits of reviewing the MACh will be to ensure that the MACh remains fit for purpose, that the MACh will encompass the MACh agenda across the Nottinghamshire system, and the structured data by terms that have developed with respect of the MACh process underpins the role of the MACh and which ensure statutory agencies work in one, and the response of the MACh to the enquiries they receive. In order to achieve the change that partners are seeking to achieve, the review makes the following recommendations:

Recommendation 1: Clarity of roles and responsibilities - Clarify the roles and responsibilities of partners through the review. This will ensure that the MACh remains fit for purpose and that the MACh is able to respond to the needs of the system. This will be achieved through the MACh review. Other stakeholders through the MACh review will be able to provide a system leadership required to support colleagues in their role.

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The Needs Led Front Door Roadmap: What we want to achieve together

What we want to achieve together

We will change our mindset from thresholds to needs

What	How
There will be a focus from all partners on how we manage risk and how we manage the MACh for thresholds to needs. We will focus on making decisions based on the needs of the child rather than the risk of a child should be met.	The MACh will be an embedded language and culture part of our health care system. Information sharing will be proportionate to the needs of the child and the needs of the system. Colleagues will say they trust each other and feel confident. The MACh will be a shared language and culture across the system. The MACh will be a shared language and culture across the system.

Recommendations

pd

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Priority 1 – Routes In

Test which professional will answer calls and ask a group of referrers to telephone rather than email or use online form

Priority 2 – Identity

What will the new front door look like?



Priority 3 – Mosaic workflow

Redevelop the Mosaic steps, online forms and associated performance reporting for MASH and EHU from entrance to exit of the front door

Linked Workstreams

Police notifications	A link from the front door to community settings
<p><i>How do we make sure that children who the police visit and are worried about get the right support at the right time when they don't need a child protection response?</i></p>	<p><i>How do we support colleagues in community settings (like schools, nurseries and colleges) with meeting children's needs in the right place, at the right time so that a referral to the new front door is not needed?</i></p>



Working in the open

- Over the next six weeks we will design, run and analyse a third test – testing routes into the front door and who answers calls
- We will continue to plan and formalise the roadmap into a project plan
- We will keep sharing weeknotes
- Next Show and Tell 12th March

Relationship and outcome driven

We can't solve this alone

Relationships are the foundations for solving this together

The NSCP core team aka Diamond

Name	Role
Sam Harris	Service Manager - NCSP
Merlin Tinker	Operations Manager - MASH
Jayne Hopkinson	Project Manager for the front door project
Christopher Neijs	Project Officer for the front door project
Carolann Cairns McFarlane	MASH Business support manager
Janet Smith	Children's Service Manager - MASH
Katie Warner	Group Manager – MASH and Assessment Teams
Debbie Clarke-Colton	Service Manager for Early Help Unit
Rachel Miller	Group Manager – Youth Justice and Early Help
Amanda Marsden	Team Manager - Adult MASH
Sandra Morrell	Designated Nurse for Safeguarding
Stuart Barson	Detective Inspector – MASH
Moira Loadman	Education adviser - MASH
Tamar Henry	Senior Probation Officer