


Ay-up!

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


This week sees the completion of Week 12 of the needs-led front door project.

Dream big, plan well... 

This week we have been busy planning for our next tests ready to commence for two weeks commencing Tuesday 5th December.

 **Optimising the multi-agency team**- We met with colleagues from the MASH (Children Social Care, Adult Social Care, Health, Police, Probation, Education, and Early Help) to plan and design the test for optimising the input of the multi-agency team at the front door. We reviewed what we learnt from our first test and agreed some principles we would like to set for the second test:

- ✓ Multi-disciplinary
- ✓ Needs led - considering all the child and family's needs rather than just assessing if they meet the threshold for a Children's Social Care assessment
- ✓ Focused on the child
- ✓ Informative - learning from each other about different services and perspectives
- ✓ Strength based
- ✓ Collaborative, demonstrating joint accountability
- ✓ **...An improvement on the first test!!!**

 **Recording**- In this test we are aiming to simplify recording to make it more proportionate to a child's needs. We have held planning meetings for the recording test with colleagues from the MASH who were involved in the first test, Mosaic team and the Business Intelligence Unit and designed a test that will run alongside the MDT test. We have learnt what we are aiming to achieve can be tricky, therefore we are going to start small and build on what we learn as the test progresses.

We would like to take this opportunity to thank all colleagues who have supported us with planning and designing our next tests and we look forward to updating you further on these tests once we have successfully landed.

Diamonds are forever... 

This marked Public.Digital's last virtual meeting with the diamond group. During this diamond meeting we focused on identifying possible sabotage tactics that could affect the partnership's plan to implement and deliver the new needs-led front door service.

We worked in groups to identify possible sabotage tactics, these were then themed and we voted on which we believed are **mostly likely to happen** and which would be the **most disruptive**.

The highest voted themes were:

- Shy away from difficult decisions
- Been there, done that attitude
- Waiting for perfection

Using these themes, we created a mitigation plan to identify measures we could put in place to guard against these. There were many fantastic ideas shared by diamonds, such as:

Shy away from difficult decisions:

- Coach each other to deal with difficult decisions
- Lead teams to encourage them to be brave and creative
- Accept that difficult decisions will need to be made
- Create an environment where we can respectfully challenge

Been there, done that attitude:

- Be honest and acknowledge things have got to change
- Invest in relationships
- Re-engineer what we've got rather than striving for utopia
- Use lessons learnt to reflect on previous experiences

Waiting for perfection:

- We are doing something different, it's okay for it not to work the first time, but we will continue developing it
- Prioritise progress over perfection
- Develop principles with the team
- Continue to develop a shared language that everyone can understand

Don't forget, we will be hosting our next show and tell on **8th December** in the Piazza kitchen & online, followed by the final one for this year on **20th December**. Please come and join us.

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

That is all from us this week, so until next time we hope you have a spectacular weekend. 🍁

Jayne and Chris, NSCP project team