

Hello there,

NSCP project team here, bringing you a weekly progress update on the projects to transform the front door of children's services.

## Preparing for launch 🧑🏻

The big test is starting NEXT WEEK!!

From **12<sup>th</sup> June** we will be launching our big test in the Bassetlaw District. We've been communicating with referrers in this area, here's a reminder of how we're asking you to help:

- 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 from the 12<sup>th</sup> June:

- **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.

### The contacts for the Early Help Advisors are:

**Hannah Straw:**

Email: [hannah.straw@nottsc.gov.uk](mailto:hannah.straw@nottsc.gov.uk)

Tel: 0115 8044590

**Rachel Morley:**

Email: [rachel.morley@nottsc.gov.uk](mailto:rachel.morley@nottsc.gov.uk)

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, we will be testing from the 12<sup>th</sup> June until the 7<sup>th</sup> November 2024, the main elements include:

- 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'd like to say a really big thank you to those of you that have joined us to help in the test design, and to our Bassetlaw referrers who have agreed to join us in this test.

This is a test and things will change and evolve as we go along. We'd really appreciate your help to inform us on what's working and what's not, and any ideas you may have to make things better. We'll be asking for your feedback along the way, and feel free to contact us directly using the email below.

If you have any questions regarding the big test then please feel free to email us at [childrens.frontdoorproject@nottscc.gov.uk](mailto:childrens.frontdoorproject@nottscc.gov.uk), these questions may feature in future weeknotes.

## Early Help Review Project Update

Hi everyone, it's Rachel and Christie here from the Early Help Review project team. Our focus this week has been on preparing the people delivering the early help tests, ready for going live next week. We've started to think about some of the practicalities while recognising there will be things we figure out as we go along.

On Wednesday, we delivered a joint Early Help Review and Front Door Big Test briefing to Bassetlaw schools and early years settings. And on Thursday we held an in-person workshop with early help partners in Bassetlaw to capture their feedback and insights on the early help tests.

We are really enjoying working with our partners and colleagues who deliver early help services for families in Bassetlaw, and we can't wait to get going with the tests next week! If you have any queries about the early help review, please contact us at: [earlyhelppreview@nottscc.gov.uk](mailto:earlyhelppreview@nottscc.gov.uk)

You don't want to miss this! 🥳

Next week, (**Wednesday 12<sup>th</sup> June**) you are all invited to our **'Show and Tell'** meeting live at the Piazza building. Can't make it in person? Don't worry, this meeting will also be available via Microsoft Teams. Invites have been sent out to you all, however if you know anyone who would like to attend this meeting please feel free to let us know and we will add them to the invite list.

**Just a recap for those of you who are new to 'Show and Tell':** A show and tell is a regular meeting that a team holds to enable people outside of the team to understand and input into what they are working on. It gives the team the opportunity to share what they have done, what they have learned and what they are planning to do next. It creates a feedback loop which people - **like all of you!** - can use to ask questions, form connections and influence the work.

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 regarding the front door project, please feel free to contact us via our group mailbox: [childrens.frontdoorproject@nottscc.gov.uk](mailto:childrens.frontdoorproject@nottscc.gov.uk)

That is all from us this week, we hope you enjoyed our update and we look forward to updating you all again next week.

Until then, we hope you have a tremendous weekend. 🌟

NSCP project team