

Dear DSL colleagues,

## It's Friday - again!

Connie here from Public Digital. This is a weekly email update from the transforming the front door project with Public Digital and the NSCP. We have completed week 4 of 12.

### The Too Long; Didn't Read version

We have synthesised all our work so far into a prioritised set of user needs for the different groups that interact directly with the MASH. You can read about them in the deck attached to this email. User needs are a way of articulating what the goals and outcomes are for the people who are using your service.

### What we've done this week

Our focus this week has been on understanding how referrals get into the MASH, and what happens when they passed onto Social Care.

### We had conversations with:

- Designated Doctors for Safeguarding children and for LAC (thank you Rebecca Sands and Victoria Walker)
- David Thorpe - the Professor of Social Care from Leicester University

### We ran workshops with groups who refer into the MASH:

- Healthcare Providers (thank you Elizabeth Byrne, Lisa Nixon, Sarah Aldridge, Amy Calvesbert, and Elizabeth Cudmore)
- Designated Safeguarding Leads (thank you Rachel Otter, Cathy Clay, Dawn, Sarah Brooks, Julia Hallam, Deborah White, Claire Attrill and Jacqui Ferris)

### We ran a workshop with Team Managers of Children's Social Care Services who receive referrals from the MASH:

- MASH - Deborah Norton
- Assessment Team - Hannah Jackson
- District Child Protection Team - Kate Lyons
- Children with Disabilities Team - Emma Whitehead
- Courts Team - Katie Lee
- Looked After Children Team - Sarah Bostock

THANK YOU very much to all of you for giving your time up and talking us through your experiences so insightfully.

### Time with Diamond

Following our workshop with Diamond last week to validate the [service map and pain points](#), we developed problem statements to articulate the different problem areas across the current service. We then turned those problem statements into opportunities by reshaping them into questions starting with "How Might We...?"

We used our time with Diamond this week to align on the problem statements and the opportunity areas. We've since turned them into user needs, which you can read about in

the deck attached to this email.

With Diamond, we managed to do the very tricky thing of choosing just two of the many opportunity areas to generate ideas around. We chose:

- **HMW1:** HMW ensure the new front door meets the needs of children, young people and families who do not have safeguarding needs to access the right support at the right time, and to prevent their situation from deteriorating, leading to them needing social care in the future?
- **HMW2:** HMW create one place for the child, young person, family or referrers to go to discuss and record the needs they have, and be signposted to relevant services that meet their needs?

The Diamond team generated an enormous bank of ideas against those questions. They picked out the best ideas and we started exploring where we could start designing safe, small tests to learn about them.

The first idea that we think we could start to design small tests around is changing who is at the front door.

### What we're planning for next week

We are going to:

- go back to some of our other ideas and How Might We questions to see where else we might want to design some tests
- start writing hypotheses to test, so that we can measure the impact of doing things differently
- plan an in-person visit for the following week where among other things we will do our first Show and Tell\* - we hope to see you there! More details to follow.

### A few reflections

1. The NSCP has an opportunity to move from being process-driven, to being relationships and outcome driven. Doing this will enable the NSCP to continuously understand and adapt to the needs of the people who use the front door. In turn, this will enable us to design and then the NSCP to deliver and maintain a front door that is safe, sustainable and scalable - and that works for everyone.
2. This process can feel uncomfortable. We have moved at a very rapid pace over the last 4 weeks. We know that we need to start demonstrating how to test things in a safe way to really prove the value of this process.

Please do not hesitate to get in touch to share your thoughts or ask questions. Have a great weekend.

With many thanks from me on behalf of all of the Public Digital team!  
Connie

#### \*What is a 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've done, what they've learned and what they're planning on doing next. It creates a feedback loop which people can use to ask questions, form connections and influence a piece of work.