

Hello! It is officially autumn 🍁

Connie here from Public Digital. This is a weekly email update from the transforming the front door project with Public Digital x NSCP. We have completed Week 5 of 12.

If you take away one thing from our week notes this week, it is a date for your diary:

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 - in our case, Diamond - the opportunity to share what they have done, what they have learned and what they are planning on doing next. It creates a feedback loop which people - like all of you! - can use to ask questions, form connections, and influence the work.

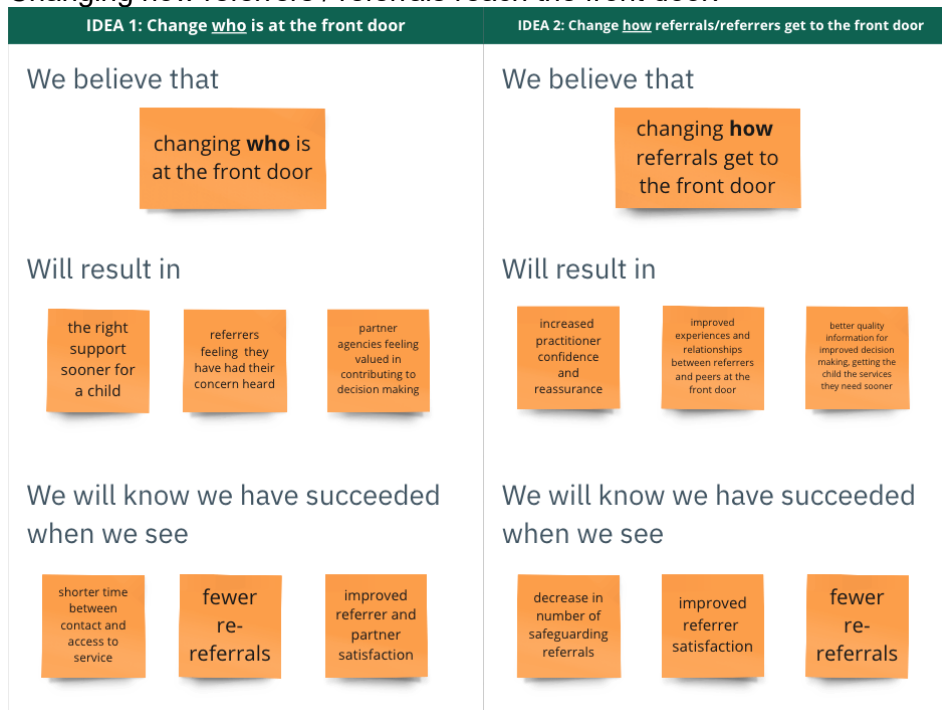
What we have done this week

In Diamond we...

- Reflected on the problem statements that we have translated into user needs (we included these in last week's week notes, we have reattached the same slide deck again today)
- Using the bank of ideas, we generated last week; we picked another area to start testing around the front door design.

Our two test areas are:

1. Changing who is at the front door.
2. Changing how referrers / referrals reach the front door.



We also wrote hypotheses around our test areas - these represent what we think might happen if we change something and how we would measure and therefore see the change. See below for an example of our hypotheses.

Meanwhile, we have spoken to:

- Jess Smith - Acting Team Manager for the Adult MASH
- Lucy Peel - Service Director Transformation and Improvement
- The Communications group for the Children and Families Front Door project.

And we have been planning our in-person visit to the MASH next week:

- We will be seeing you on the 11th and 12th October - that is Wednesday and Thursday next week!
- This has involved planning to ensure we get the most out of our time with you - here is what we have got on the agenda...

What we are planning for next week

- **Tour of the MASH** to see the MASH in action and understand the needs of MASH and what is currently happening at the 'front door.'
- **Co-design workshop with members of the NSCP and those working in front line service delivery.** In this workshop we will design the tests that we want to run to learn about how we might best transform the front door to better meet the needs of children and families sooner.
- **Our first Show and Tell!** Have we told you about this yet?! Members of the Diamond group will tell you about the work we have been doing and give you a chance to ask questions - it will be time well spent. Thurs 12th October, 1pm, Piazza Kitchen and on Teams.
- **We will run a reflection workshop with Diamond** to celebrate what is going well, improve the way we are working and think about what might get in our way making meaningful change.

It has been wonderful to start getting replies and suggestions to these week notes, so please keep them coming!

Meanwhile, looking forward to seeing you next week!
Connie, Saw, Jesse and Chris