

Greetings from the project team!

We're thrilled to provide you with our weekly progress update on the transforming the front door of children's services project with you.

Latest update from mission control! 🤖

There isn't much for us to update you on this week from mission control. Our test teams are continuing to test the big test, and we hope to have more to share with you all once we start to discover more about what we've learned so far. Until then buckle up, fellow stargazers, for the voyage of discovery awaits. 🚀

Mid-test review meetings 💬

On Wednesday, we convened our final mid-test review meeting. We extend our heartfelt gratitude to all who participated in our review sessions. Your reflections, questions and ideas are invaluable, supporting our efforts to enhance our testing and most importantly vastly improving the outcomes for children.

As the test progresses, further mid-test review meetings will be arranged so please keep an eye on your inbox! In the meantime, if you have any other thoughts on the testing processes, please complete the big test feedback surveys or contact us with your thoughts here: childrens.frontdoorproject@nottsc.gov.uk

A reminder, professional referrers from both Bassetlaw and Newark & Sherwood districts who have made a referral, as well as our testing teams, please keep filling out the feedback forms. If you think you should have received a survey link but haven't, please don't hesitate to reach out to us at childrens.frontdoorproject@nottsc.gov.uk, and we'll make sure to share it with you.

Update from the Early Help Review Project Team

Hi everyone, this week we introduced Early Help Advisors in Newark and Sherwood District. It's still early days for Tracey and Lesley who have started to reach out to local partners and practitioners, and we're excited to see how they get on as they build these important relationships.

The Multi-Agency Conversations continue to get the right help sooner for children and families in Bassetlaw. To build on these positive outcomes, we are looking at how we can make them work even better.

Thank you to everyone who is supporting these tests and providing us with valuable feedback. We really appreciate it and please do keep it going.

If you have any queries about the early help tests or the wider review, please contact us at earlyhelpreview@nottsc.gov.uk

Weeknotes 📧

If you are aware of anyone who should be receiving these weeknotes, please don't hesitate to inform us. We would be happy to include them. 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 related to the front door project, please feel free to reach out to us via our group mailbox: childrens.frontdoorproject@nottsc.gov.uk

That's a wrap for this week's updates! We hope you found them engaging and can't wait to bring you more exciting news next week. Stay tuned!

For further information on 'the big test', please refer to the details provided below:

- Professional referrers in **BASSETLAW** and **NEWARK AND SHERWOOD 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** and **NEWARK AND SHERWOOD 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 / Newark and Sherwood can use the following options:

- **Early Help Advisor** - Professional liaises with Early Help Advisor to seek advice or help to address the needs of the family. Early Help Advisor may ask referrer to attend multi-agency conversation meeting.

Bassetlaw

- Please email aha.bassetlaw@nottsc.gov.uk. You can also phone the Advisors directly using the details below:

Hannah Straw (working days Mon - Wed):
Tel: 0115 8044590

Rachel Morley (working days Wed - Fri):
Tel: 0115 8042553

Newark and Sherwood

- Please email aha.newarkandsherwood@nottsc.gov.uk. You can also phone the Advisors directly using the details below:

Tracey Jennison (working days Mon - Fri):
Tel: 0115 8040292

Lesley Duigenan (working days Wed - Thu):
Tel: 0115 8041873

- **Open access** - Family member calls, emails or walks in asking for a service:

Email: FHBassetlaw@nottsc.gov.uk
FHNewarkSherwood@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, the big test will run until the 7th November 2024 and the main elements included are:

- Early Help Advisor role working with schools in Bassetlaw and Newark and Sherwood.
- 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** and **Newark and Sherwood** (excluding emergency services)
- Social workers and MASH Officers answering MASH calls and having coaching conversations.

We anticipate that the test will not stop on the 7th of November but that elements will be implemented and become business as usual.

Do you have a question about the big test? Please feel free to reach out to us by emailing childrens.frontdoorproject@nottsc.gov.uk