

Hey there,

If this is your first weeknotes – hello and welcome 🙌

Weeknotes are a weekly informal update so you can hear all about the week's progress of the transforming the front door project, what we've learned and what we are planning on doing next.

The planning continues 📝

This week Diamond continued to plan towards our next test known as the 'uber test', following the feedback from our operational colleagues this test will now be called **'the big test'**. To support you understanding more about this test, we have created a 'Q&A' below. If you have any additional questions, please feel free to email us at childrens.frontdoorproject@nottsc.gov.uk, these questions may feature in future weeknotes as we move towards the launch of the test 🚀.

What is the big test? the big test will incorporate previous tests and some additional elements, building on the learnings from these tests and testing for a longer period.

The big test, in summary, will involve:

- ◆ A Multi-Disciplinary Team (MDT) triaging some referrals
- ◆ Asking most referrers in the test to call instead of sending an email or online form
- ◆ Social Workers and some other staff answering calls
- ◆ Social Workers and/or Advanced Practitioners signing off some decisions
- ◆ Proportionate recording on Mosaic (the case recording system used in NCC)
- ◆ Testing an Early Help Adviser role (like the TAFSO (Team Around a Family Support Officer) role that was tested earlier in the year)
- ◆ A Multi-Disciplinary Team allocating referrals in Family Hubs
- ◆ A revamp of the Pathway to Provision

What District will the test focus on? This test will initially focus on referrals received from the Bassetlaw district with a view of rolling out to other districts as the test develops. We are going to need the support of referrers in the Bassetlaw district with the planning of this test, if you are interested in volunteering your support and expertise, please feel free to contact us by emailing childrens.frontdoorproject@nottsc.gov.uk

When will the test commence? The test will commence on the 6 June and will run until the 4 November 2024.

What other elements will be involved in the test? Below you can find each test workstream with a list of test elements within them, including the lead and supporting colleagues from Diamond:

Lead: Katie Warner

Support: Janet Smith, Marie Dean, Merlin Tinker

- ◆ Asking most referrers to refer via phone instead of via email or the online form
- ◆ Social Workers (and possibly some other professionals) answering calls
- ◆ Social Workers and/or Advanced Practitioners signing off some decisions
- ◆ Sending referrals straight to the Assessment Service
- ◆ Proportionate recording on Mosaic
- ◆ Transferring Early Help calls directly to the Early Help Unit

Lead: Irene Kakoullis

Support: Debbie Clarke-Colton

- ◆ Multi-Disciplinary Team allocating referrals in Family Hubs
- ◆ Early Help Adviser role (formerly TAFSO role)
- ◆ New Early Help 'Request for service' or 'Assessment of family needs' form

Lead: Sandra Morrell

Support: Stu Barson

- ◆ Multi-Disciplinary Team (MDT) triaging some referrals in the front door

How will I be involved? We've learned that the best tests are the ones that involve the people who do the work in the design! Each cloud is going to have a design working group that will include representatives from each of the relevant teams, so you can be sure your ideas and perspective can be included. We'll also talk about the big test in weeknotes, Show & Tells and other meetings, so you can keep up to date and add your thoughts. The more the merrier!

Introduction to the Early Help Project Team

Hi everyone - Rachel and Christie here from the early help project team! We are reviewing the Early Help system which includes services that provide guidance and information for families and professionals when needs first arise, this includes the development of Family Hub Networks. While the front door project team have been busy testing and scoping out their new model, we've been pretty busy too looking at how we can strengthen and improve our early help delivery model. We don't normally make an appearance on the week notes but over the next few weeks we're joining forces with the front door project team to support the upcoming district-wide big test. During the test, we'll be a regular feature here as we share our progress and learnings with you all. Thanks for having us and watch this space for updates as we embark on our big test adventure! If you have any questions about the early help project, please feel free to email us at earlyhelppreview@nottsc.gov.uk

Also, this week... 📄

- ♦ On Monday Ofsted notified the County Council that they were starting a two-week inspection of children's services. We know the MASH and EHU are safe services with lots of good practice, and we also know that we need this project to address the challenges being faced and make sure children and families get the right support at the right time. This inspection is a great opportunity to tell them about the project's progress so far and the exciting plans we have.
- ♦ Also on Monday, we kicked off our first 'The big build Mosaic and reporting workshop', we looked at setting some parameters and direction about what a 'big build' would look like for a new Mosaic workflow and linked reporting to fit with the changes going on in the early help and front door re-design 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@nottsc.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