

Hello Summer, 🌞

Greetings from the NSCP project team! We're here with our weekly progress update on the transforming the front door of children's services project.

Update from mission control! 🤖

On Monday, our testing teams assembled to kick off a full week of testing. We've been conducting regular briefing and debriefing meetings during the big test. Since its launch on June 12th, we've noticed that the number of referrals we're receiving via telephone is lower than expected. **We kindly request professionals in Bassetlaw to report safeguarding concerns to the MASH via telephone on 0115 804 0003 rather than email or online forms.**

We have begun to plan our next steps for adding another district, we anticipate in 2-3 weeks time once our test teams have had the chance to embed and iron out any teething issues. We will start to contact referrers from the next district soon so keep your eyes peeled!

Mid-test review meetings 💬

We have scheduled two mid-test reviews for our operational colleagues and referrers. These reviews will take place on both **July 10th** and **July 17th**.

You can now book your place on a review meeting by clicking the link next to the review date you would like to attend:

- ♦ **July 10th at 3.30pm** – register for this date by clicking [here](#)
- ♦ **July 17th at 9am** – register for this date by clicking [here](#)

We really value your feedback and assistance in ensuring that we get this right. These meetings provide an opportunity for everyone involved in testing to review successes, identify potential challenges, discuss process changes, ask questions, and share thoughts and ideas. Your contribution and engagement are highly valuable and will help us enhance outcomes for children.

Update from the Early Help Review Project Team

Hi, Rachel and Christie here from the Early Help Review project team. We held the second Multi-Agency Conversation this week and had some productive and useful discussions. We are still finding our feet and have identified some opportunities for improvement which we will implement as the test continues.

Our Early Help Advisors Hannah and Rachel have started to engage with professionals and practitioners in Bassetlaw and initial feedback has been positive. Referrers tell us they appreciate having a named person they can go to for advice. However, some referrers are submitting an Early Help Unit online referral when an Early Help Advisor could have provided support. If you are a professional or practitioner in Bassetlaw, please contact Rachel and Hannah in the first instance for any queries around early help. This will help them start to build relationships in the area and it will help us in the project team see more clearly if the Early Help Advisor role is effective in helping families get the right help at the right time.

Please note the email for Early Help Advisors has changed. Please email eha.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

That's all from us for this week. If you have any questions about the Early Help Advisor and Multi-Agency Conversation tests or about the wider early help review, please contact us at:
earlyhelppreview@nottsc.gov.uk

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 related to the front door project, please feel free to reach out to us via our group mailbox: childrens.frontdoorproject@nottsc.gov.uk

That wraps up our updates for this week. We trust you found them engaging, and we're excited to bring you more news next week. Stay tuned!

Until then, we wish you a sunny weekend.

NSCP project team

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

- 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:

- **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.

Please email eha.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

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

Email: 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, 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.
- 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 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@nottscc.gov.uk