

A new operating model for a needs-led front door

#3 Platinum Group update: 18 Oct 2023

Public Digital x Nottinghamshire Safeguarding Children Partnership

Agenda

- 01 What's we've been doing
- 02 The first test
- 03 The second test
- 04 What we need from you
- 05 What we're planning to do next

What we've been doing

Preparing for co-design phase with Diamond

- Aligning on user needs
- Choosing the second test area to design around
- Writing hypotheses around the test
- Thinking about how we will measure them



Weeks 5 + 6

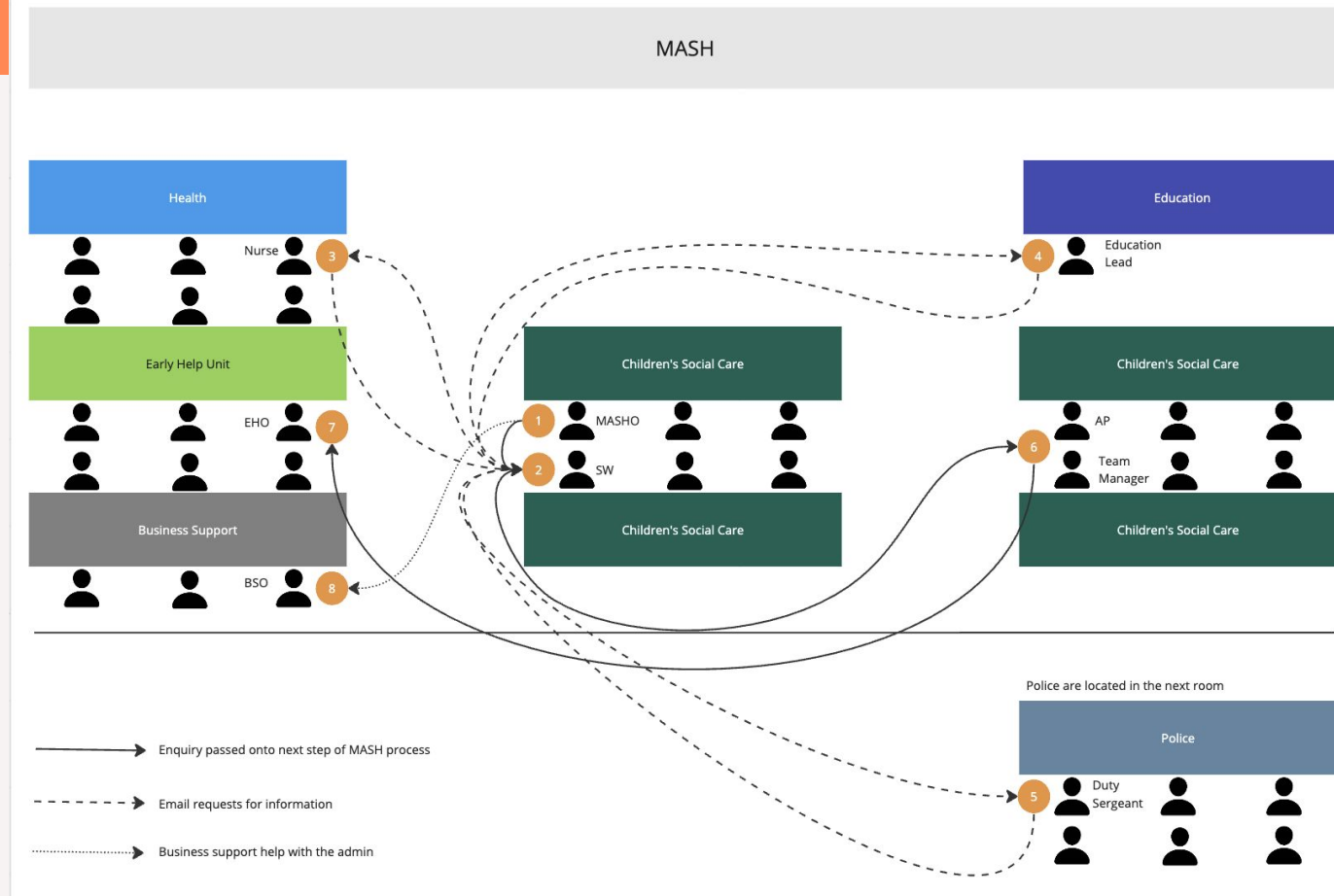


Visiting the MASH

- Understanding the set up
- Following an enquiry through the MASH
- Listening into a Strategy Discussion

The MASH

- Benefits of co-location not realised
- Recording practice means it is more convenient to create an email chain than to have a conversation



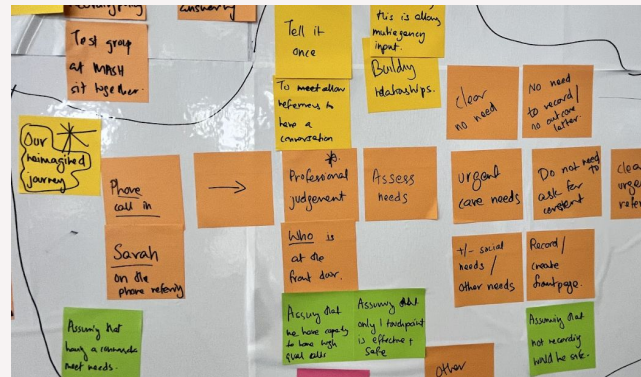
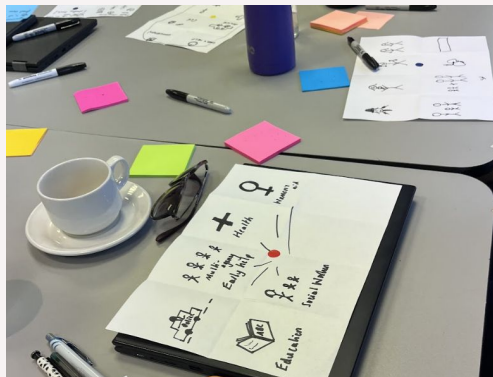
Co-design workshop



Workshop

- 26 practitioners
- Two ideas generated by two groups
- Two testing plans

Co-design in action



Show + Tell



public-digital

Show and Tell: A new operating model for a needs-led front door

NCSF x Public Digital
17 October 2023

My Learning
Career

ESSENCE
COVER
YOUR
WORK

Retrospective



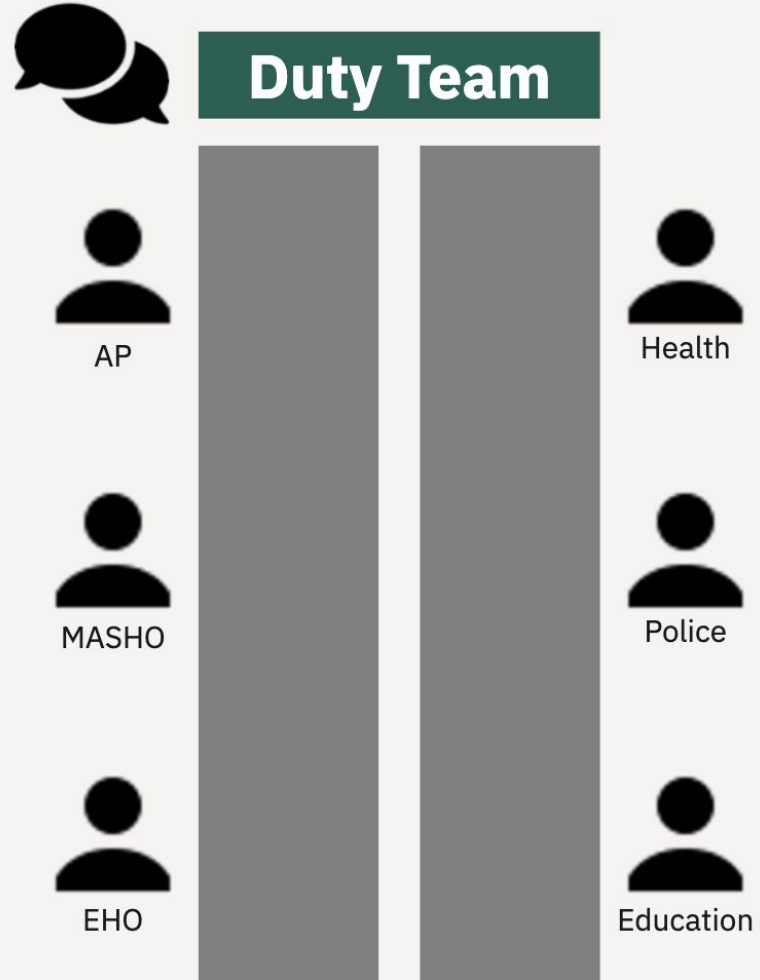
End of the trip!



The first test

Changing who is at the front door


A duty team made up of multidisciplinary professionals to receive and respond to referrals based on the needs of the child.



- **Multi-agency team on hand**
- **Physical, co-located team in the MASH**
- Mindset shift from “Is this for Social Work?” to “Which services will **meet this child’s needs?**”


Changing who is at the front door

1



A person refer to the front door via a phone line

2



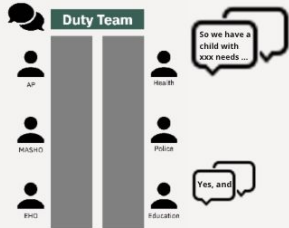
MASHO picks up the referral

3



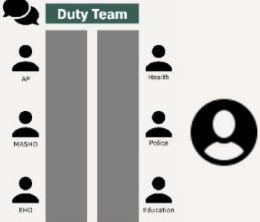
MASHO takes more information about the needs of the child

4




MASHO briefs to the rest of the Duty team

5



Duty team works out the needs of the child and assigns a lead person.

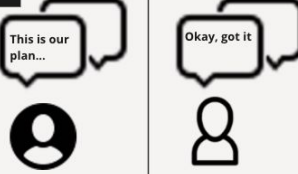
6



- Immediate - Refer to Ax and record
- Duty team refer to social care/ MASH
- Duty team refer to EHU

There are three outcomes based on the Duty team assessment

7



Lead feeds back to the referrer with actions and next steps

Changing who is at the front door

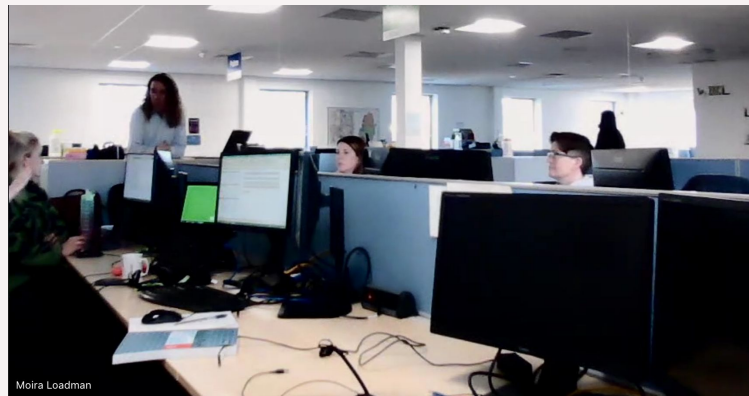
We plan to test it on:

- Tuesday, Wednesday, Thursday
- 2 weeks, as soon as the MASH heating is up and running again

Key measures:

- Referrer satisfaction
- Experience of duty team
- No. and quality of action plans created
- Time immediate referrals take to get to the Assessment Team
- Decisions made by duty team

We have a space set up!



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MASH Enquiries Consultation

Closes 26 Oct 2023

This service needs [cookies enabled](#).

Starting questions

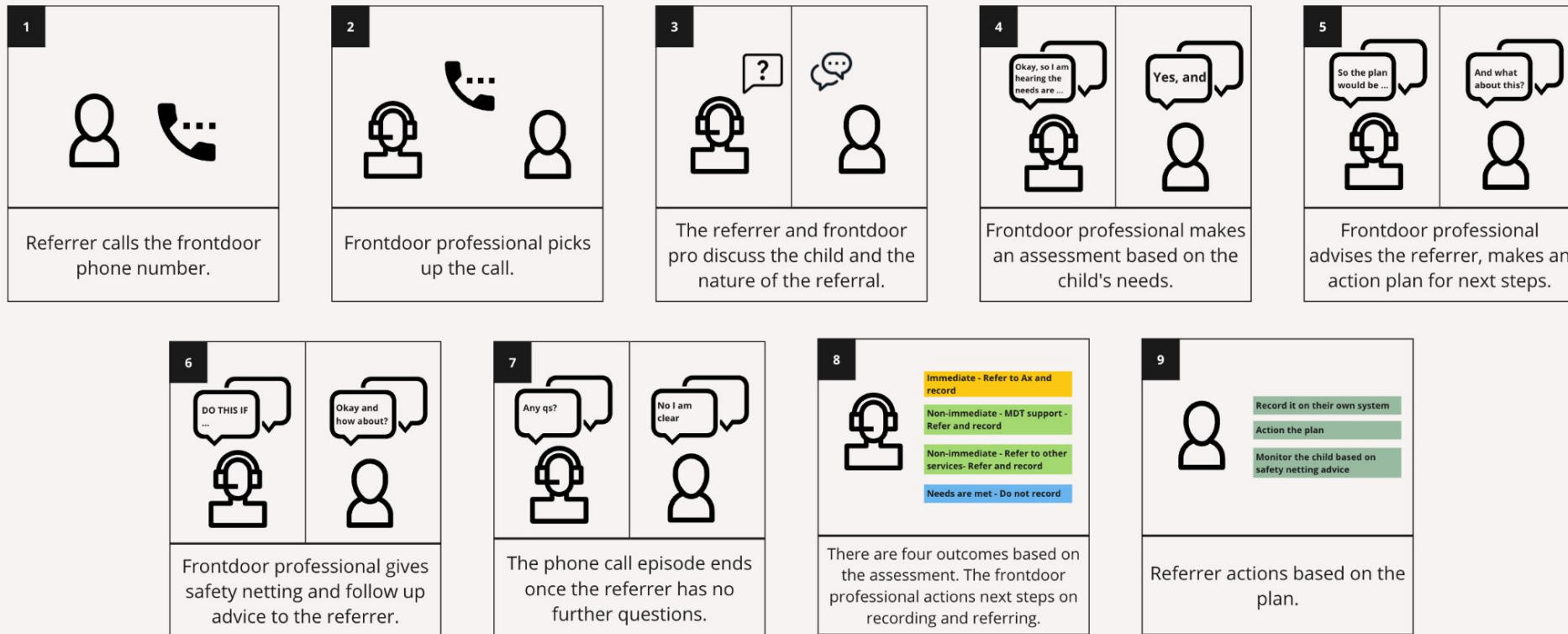
1. Are you:

- A parent/carer
- A Child/young person
- Other family member

The second test

- One referral route in - phone line
- Needs based discussion between a referrer and a frontdoor professional
- Advice, support and outcomes/next steps for the child at the point of contact

Changing how a referral gets to the front door



Steps to set up 6 week test:

1. Analyse data to identify group(s) of referrers we want to test this idea with
2. Set up a test phone number
3. Create a test recording policy
4. Create internal test group at front door
5. Create conversation guidelines
6. Assign test point person for referrers
7. Hold meeting to inform test referrer group of test plan

Key measures:

- Length of waiting time on the telephone line
- Drop-off rates
- A log of details of referrals and their outcomes
- Referrers experiences before and after the test

**What we need
from you**

Diamond capacity

Empowering Diamond

Shift in mindset and language:
From thresholds → needs

**Any thoughts
or questions?**

What we're planning to do next

With Diamond

- Run the duty team test and analyse learnings
- Finish designing phone line test
- Work through the data questions we have
- Deliver the show and tell to a broader audience
- Content design for Pathway to Provision

“Public Digital have made us into a team”



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