



**G-Cloud 14 service description:
Transforming the front door in social care
settings**

Transforming the front door in social care settings

Service type: Cloud support

Introduction

Public Digital is a digital transformation consultancy. We work with Local Authorities to support the technology-enabled service transformation of their front door arrangements in children's social care to improve outcomes for children and families. This involves a programme of discovery, multi-agency service design, training and data analysis.

Planning

Our blended team of social care and digital experts work closely with children's social care teams to fully scope and plan the approach, based on a review of the current technology and tooling, teams, digital and telephony referral pathways and how they are used, inter-agency working, and ways of working. A detailed review is conducted of 300 digital case files are reviewed alongside data analysis of key social work metrics and interviews with social workers to identify how current service is operating, including decision-making, service handoffs, referral and assessment pathways, outcomes, technology and data categorisation supported by the cloud-based products used within the end-to-end service. This is supported by ethnographic user research to plan the support programme and approach to enable the front door transformation.

A 12-month programme is typically then planned to support the transformation to the new way of working, encompassing service design, training, coaching, data analysis, monitoring and evaluation.

Service features

- Data analysis from case management system, case review, ethnographic research
- Summary of current working practices, presenting findings to stakeholders
- Service redesign of front door including digitally-enabled service flows
- Optimise of cloud-based technology channels to support service delivery
- Whole team training and implementation including coaching for managers
- Engagement multi-agency stakeholders and referral partners to embed service

- Performance reviews and analysis of key data at milestone points
- Follow-up 52 week data analysis, performance report and training
- Nurturing community of practice to sustain front door service approach

Service benefits

- Optimise digital/cloud-based service to improve outcomes for children
- Increase contacts with multi-agency referral partners
- Promote shared decision-making between referral partners and social workers
- Provision of support for children and families
- Reduction in referrals and social work assessments
- Improved satisfaction of multi-agency referral partners
- Reduced social work caseloads and increased capacity
- Reduced social worker attrition and turnover
- Improved outcomes for families including fewer Looked After Children

Training

The Transforming the Front Door programme involves extensive training and ongoing coaching for social workers, social work managers, and referral partners to embed the digitally-enabled approach. This is delivered through a blend of different approaches including:

- Classroom-based content delivery, including underpinning theory, role play, case studies, and exercises based on real world examples, and particularisation techniques
- Use of data and insight based on analysis from case management software
- Monitoring and coaching of teams in live delivery of services
- Coaching for individual managers
- Training and embedding of approach through weekly team meetings and daily group meetings
- Encouraging reflective practice
- Nurturing of communities of practice
- Impact of training is measured by data analysis on impact on case volumes, assessment and referral numbers, and retraining is provided as required.

Thank you
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