

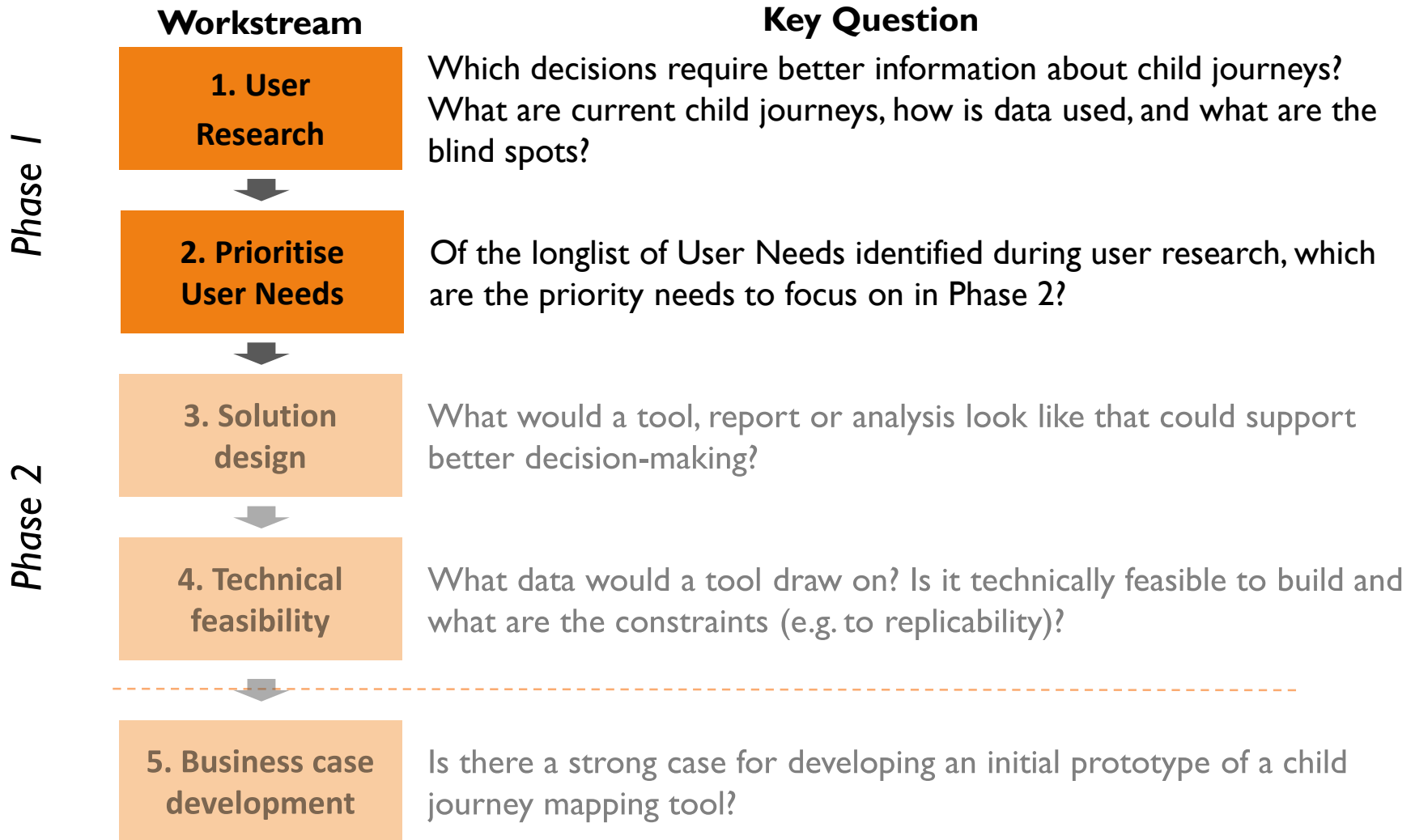
CHILD JOURNEYS USE CASE – OUTPUT
OF USER RESEARCH
USER RESEARCH PROCESS
OCTOBER 2018

DRAFT FOR COMMENT



THE FIRST PART OF THE PROJECT WAS PREDOMINANTLY USER RESEARCH

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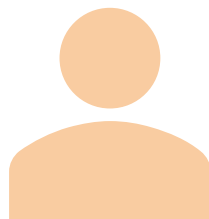




WE HELD SEMI-STRUCTURED INTERVIEWS WITH 40 USERS ACROSS WIGAN AND CWAC

3

**Front Door
Team**



5x

**Frontline
Worker**



9x

**Team / Service
Manager**



8x

Analyst



9x

Leadership



9x

We asked people....

Q1: What is your **role** and that of your **team / service** within the child and family system?

Q2: What are the key **blind spots** currently in terms of child journeys?

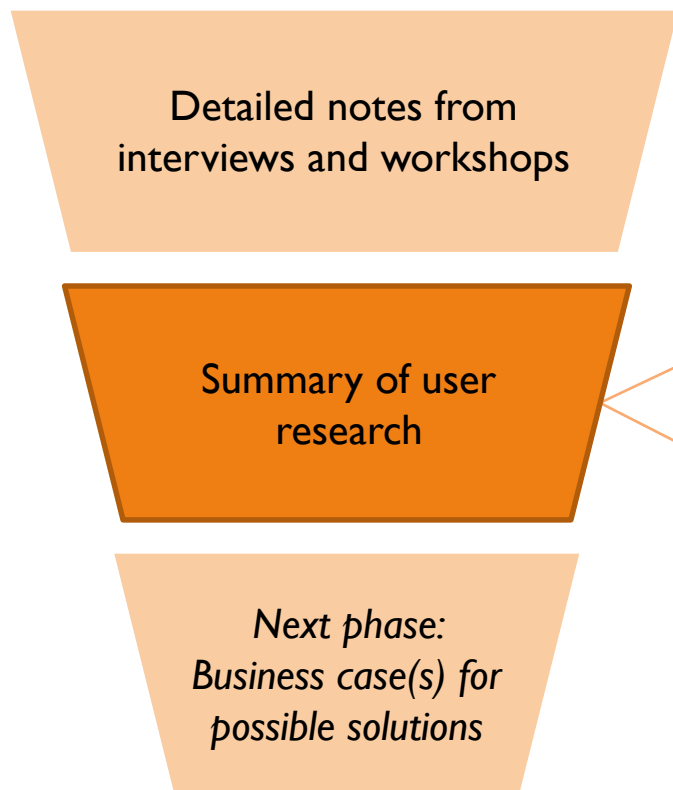
Q3: What are the key **decisions** you make along a child's journey through services?

Q4: How would data about child journeys **add value** when making these decisions?




WE SUMMARISED THE RICH FEEDBACK FROM INTERVIEWS USER RESEARCH IN TWO WAYS

4



①

5 Personas to summarise the needs and pain points of staff roles

| | |
|--|--|
| Team / Service Manager  Description Responsible for the performance and management of a team of frontline workers Roles <ul style="list-style-type: none">• Child in Care• Provider Services• SEND• Targeted Youth Services• Early Years Improvement | User EPIC "We need information about a child's previous engagement with services, to avoid doing the same thing over and over" "Social workers spend their lives chained to the desk" "Practitioners only know what happened in a case... if they have an emotional interest and deliberately follow up" "To understand a child journey you have to know the data system inside out" As a Service Manager I need... <ul style="list-style-type: none">• A view of a child's journey through the system, as a proxy for understanding outcomes• To know all key individuals and agencies in touch with a child at any time to make holistic decisions and plans• An understanding of child outcomes after services, to track performance, track specific populations, and inform commissioning of services |
|--|--|

②

11 User Needs which we could focus on in the next phase

| | |
|--|--|
| 1. Details of all the agencies in touch with a child / family now and previously, in order to pull together a holistic TAF or make fully informed decisions when creating plans | |
| Problem(s) Solved | <ul style="list-style-type: none">• Frontline staff spend time tracking down information and creating child chronologies• Frontline staff may miss important information and not include key professionals (e.g. Youth Service) in important case decisions |
| Value Add | <ul style="list-style-type: none">• Better input into planning decisions – ensures all stakeholders are around the table to make important case and plan decisions |
| Impact for Children / Families | <ul style="list-style-type: none">• Better outcomes for children – support plans are more effective and more likely to achieve behaviour change when made holistically |
| User(s) | <ul style="list-style-type: none">• Social Workers, Family Support Workers, SEND teams, Targeted Youth Services, Youth Justice |
| Decision point in the system | <ul style="list-style-type: none">• Social Care Assessment, Early Help and other planning (e.g. EHC Plan) |



WE VALIDATED PERSONAS AND USER NEEDS WITH INTERVIEWEES AND OTHER STAKEHOLDERS, AND PRIORITISED USER NEEDS

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Phase 1



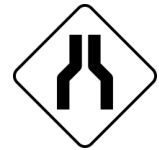
User interviews



Understand and **map** services and data assets



Identify longlist of **User Needs**



Prioritise c. 3 User Needs based on feedback

We would like your feedback on this document to validate the priority User Needs

Phase 2



Solution design for prioritised User Needs



Test **technical feasibility** of potential solutions



Select final options to develop a **business case** for prototype