IMPROVING CHILDREN'S SERVICES DECISION MAKING WITH FAMILY CONTEXT

DISCOVERY PROJECT – MID-POINT FINDINGS
USER RESEARCH PROCESS
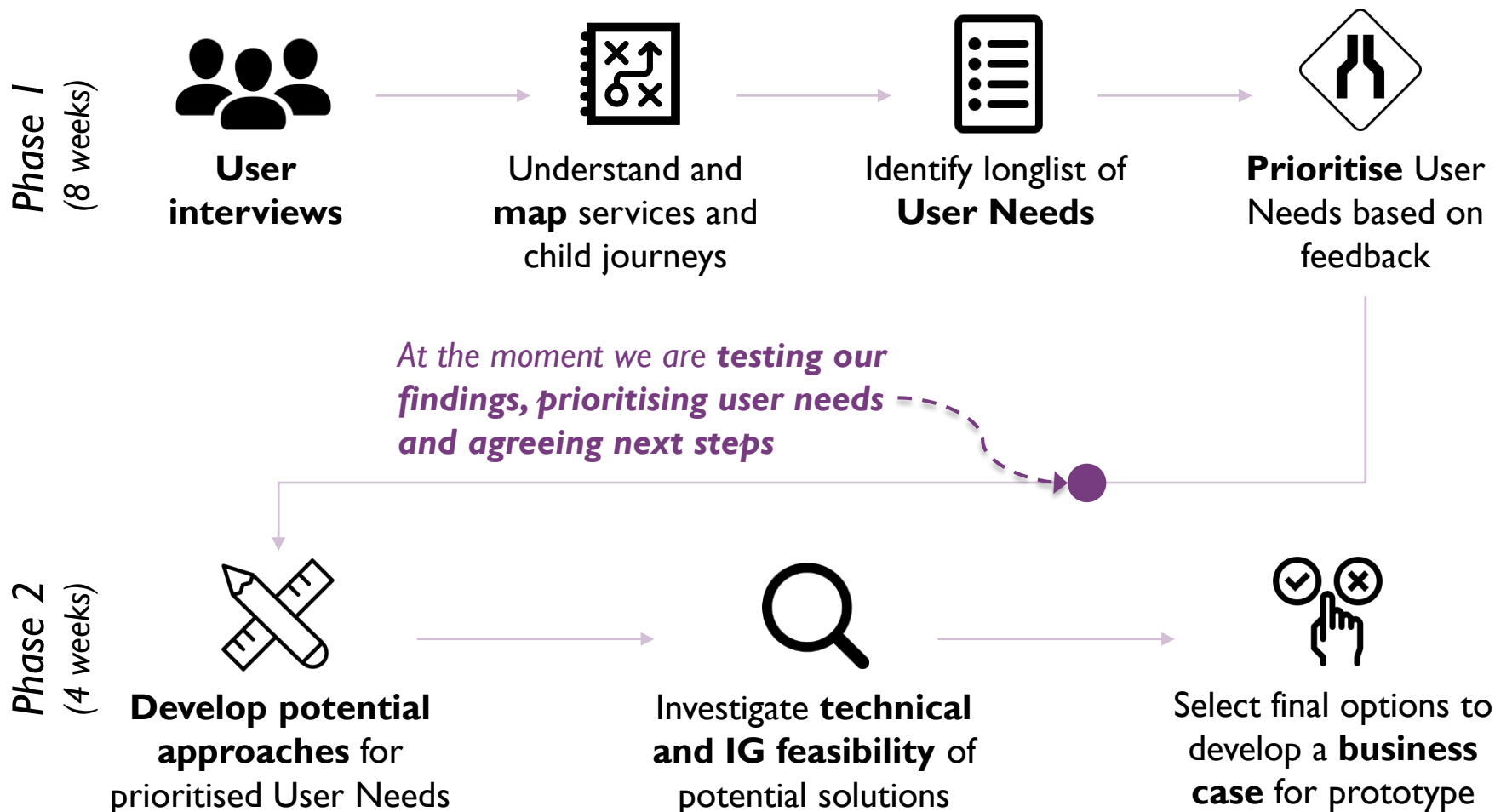## DRAFT FOR COMMENT
26 OCTOBER 2018

OVER THE PAST 8 WEEKS WE'VE WORKED TO UNDERSTAND SERVICES AND USER NEEDS

Phase 1 (8 weeks)

User interviews → Understand and **map** services and child journeys → Identify longlist of **User Needs** → **Prioritise** User Needs based on feedback

*At the moment we are **testing our findings, prioritising user needs and agreeing next steps***

Phase 2 (4 weeks)

Develop potential approaches for prioritised User Needs → Investigate **technical and IG feasibility** of potential solutions → Select final options to develop a **business case** for prototype

Leeds	
Name	**Role**
Clare Walker	Head of Digital Change
Peter Stories	Head Children & Adults Intel. & Policy Serv.
Keith Lander	TSL
Chris Hudson	Intelligence and Policy Business Analyst
Katie Craigmile	FF Leadership / Allocations Panel
Amanda Bradley	TSL
Simon Toyne	TSL
Julia Pope	TSL
David Jackson	Safer Leeds
Steve Lake	TSL
Nicola Palmer	IG Lead
Joanne Tomlinson	TSL
Jean Ellison	Youth Work Lead
Andrea Richardson	Head of Service for EYs and Youth Work
Jude Roberts	TSL
Lisa Martin	Programme Performance Manager
Uzma Ahmed	Early Start Lead
Luke Myers	Commissioner
Helen Stevens	Commissioner
Ben Brown	Families First Leadership
Ben Grey	Families First Leadership
Farrah Khan	Head of Front Door
Luci Caine	Intelligence Lead Analyst
Tracy Wylde	Intelligence Manager
Julie Longworth	Social Work Chief Officer
Helen Binns	Front Door
Alison Szustakowski	Communities (Partner)
David O'Connor	MDM & Systems & IG
Mathew Brooke	CSWS REST
Dave Lawrence	Cluster SEMH
Chris Walker	Family Group Conferencing
Danielle Thomas	Social Worker

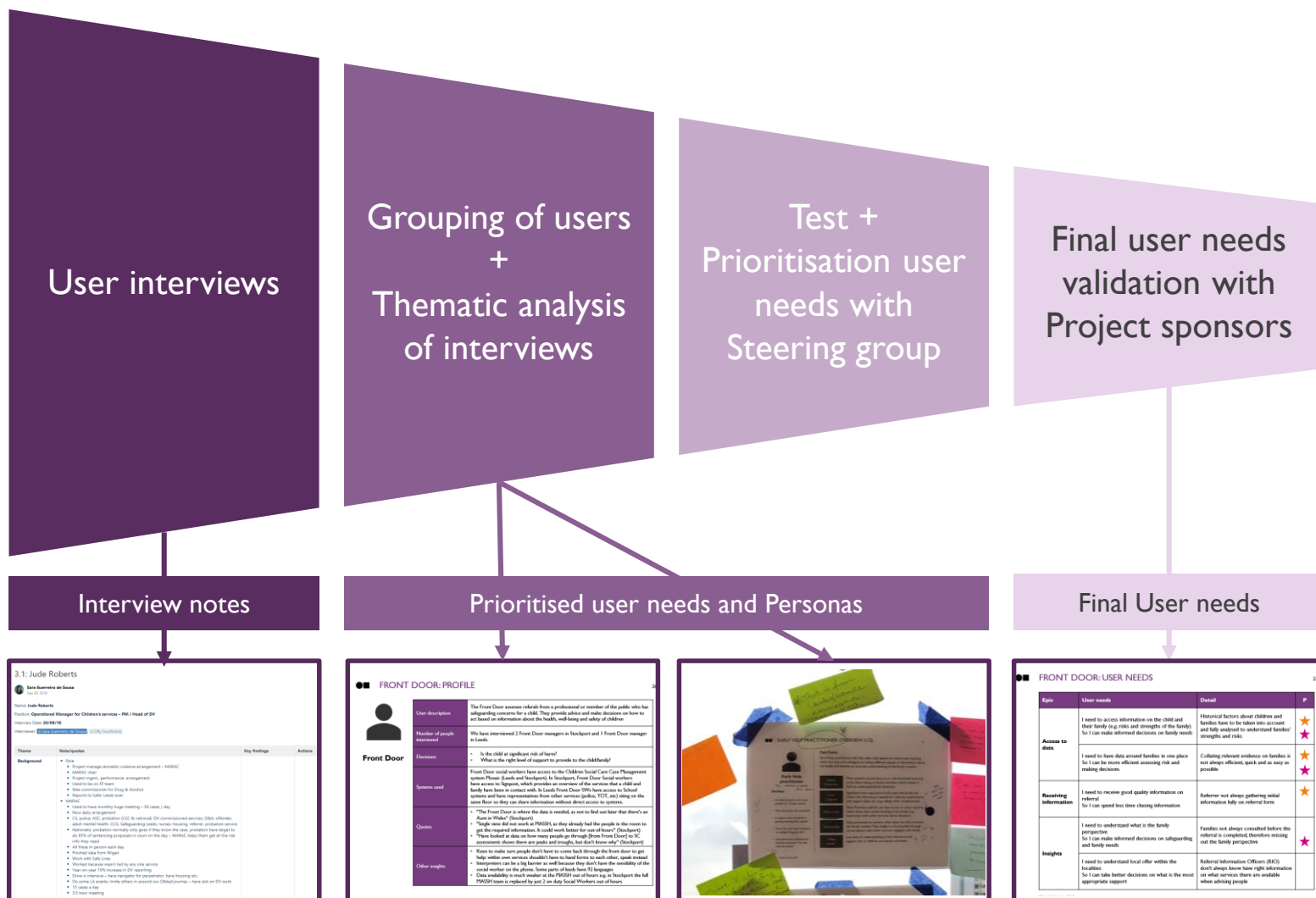| Stockport	
Name	**Role**
Jeanette Warburton	Principal Lead - Integrated Services
Laura Pugh	Senior Practitioner (TAC)
Katie Horridge	Service Leader MASSH & 1st Response
Megan Norwood	Senior Practitioner
Nina Smith	Social Worker and Liquid Logic Project team
Jennie Neill	Service Leader Public Service Hub
Vincent Tracey	Locality Team Leader
Steve Kilroy-Jolley	BI Developer
Nicole Birchenall	Stockport Family Worker School Age Plus (SAP)
Laura Lovegrove	BI Analyst
Mark Murray	BI Development Manager
Rebecca Key	Service Leader – Complex Safeguarding
Rachel Rollings	Locality Team Manager
Ann Marie Christie	Senior Practitioner (TAC)
Craig Hughes	BI Service Manager
Maura Appleby	Principal Lead – Public Health
Joyce Boyd	Team Leader School Age Plus (SAP)
Joanne Harris	Operational Lead – MOSAIC
Naveed Malik	Service Manager for IG
Deborah Woodcock	Director of Operations, Stockport Family
Dan Fenwick	BI Developer – Signpost
Sally Roy	Operational Lead – MASSH
Alby Atkinson	Digital By Design
Jacqui Bellfield-smith	Service Leader – YOS/TYS

…AND HELD SHOW AND TELL WORKSHOPS TO TEST, REFINE AND PRIORITISE OUR FINDINGS
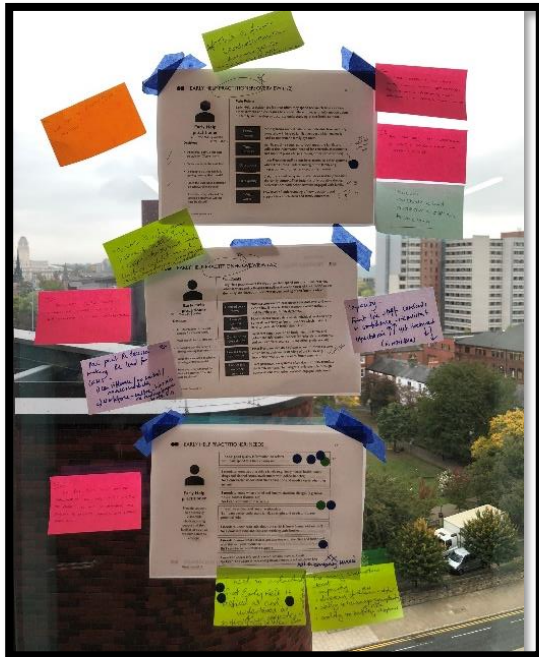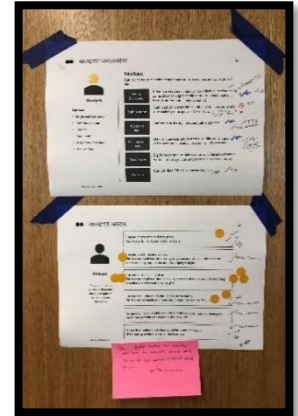
WE'VE SUMMARISED OUR 50+ INTERVIEWS INTO USER PERSONAS AND NEEDS, THEN TESTED AND PRIORITISED THESE IN WORKSHOPS

User interviews

Grouping of users + Thematic analysis of interviews

Test + Prioritisation user needs with Steering group

Final user needs validation with Project sponsors

Interview notes

Prioritised user needs and Personas

Final User needs

WE PRIORITISED USER NEEDS AGAINST FOUR CRITERIA TO ASSESS WHICH TO TAKE FOCUS ON TAKING FORWARD

We considered each of the top user needs against the following criteria...

☐ **Immediate value**

Are any changes required for a solution to fit within current services and workflows?

☐ **Potential Impact**

How could addressing this need create better outcomes for children and families?

☐ **Replicability**

Does this user need resonate? What are the conditions needed for it to apply?

☐ **Technical and IG feasibility**

Is a 'high-tech' solution required to address this need? What data sharing and processing is needed?

Phase 1 (8 weeks)

User interviews

Understand and **map** services and child journeys

Identify longlist of **User Needs**

Prioritise User Needs based on feedback

*At the moment we are **testing our findings, prioritising user needs and agreeing next steps***

Phase 2 (4 weeks)

Develop potential approaches for prioritised User Needs (assessing overlap with existing approaches)

Investigate **technical and IG feasibility** of potential solutions

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

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