IMPROVING CHILDREN'S SERVICES DECISION MAKING WITH FAMILY CONTEXT

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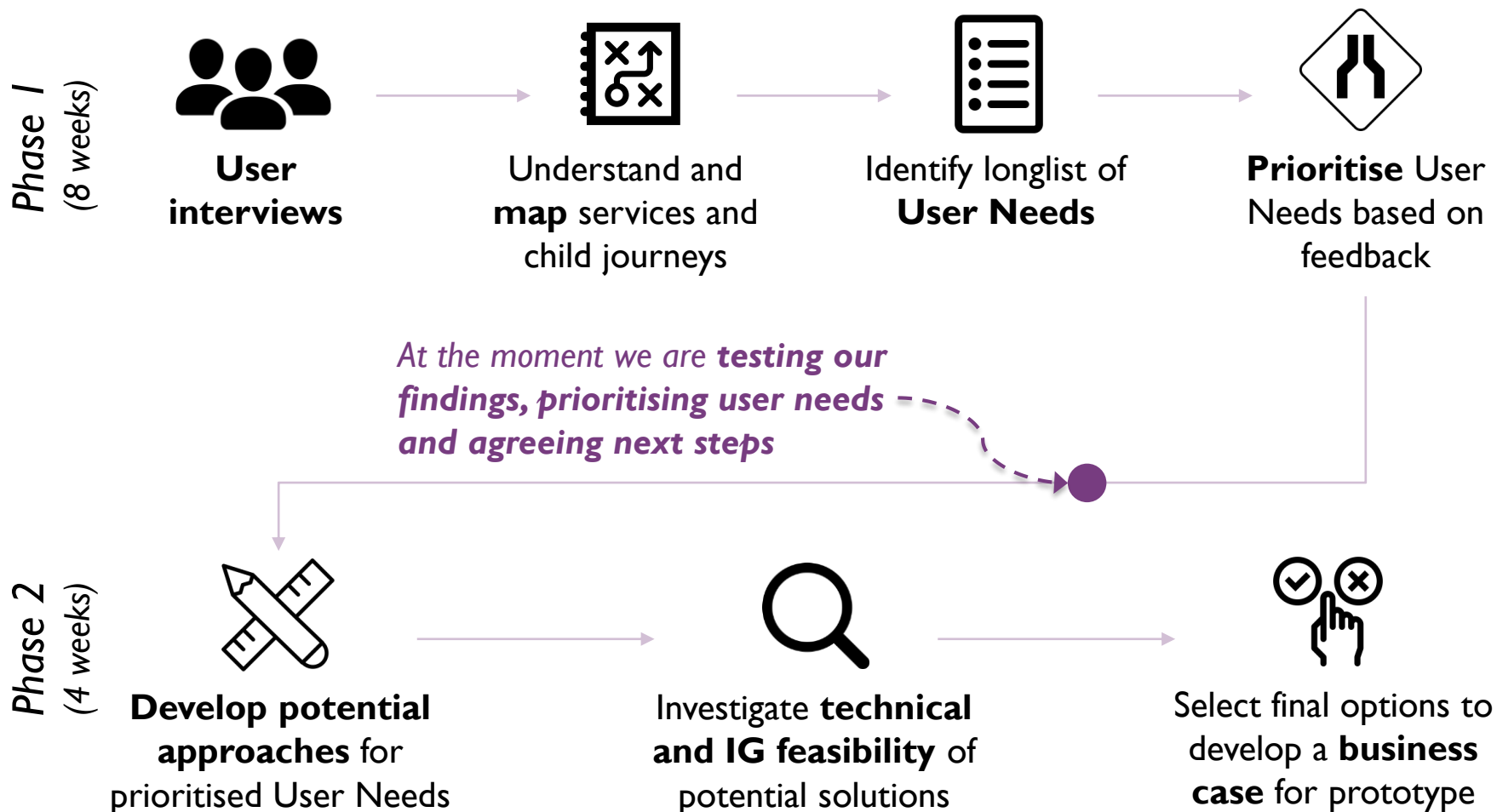## DRAFT FOR COMMENT
26 OCTOBER 2018

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

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WE'VE SPOKEN TO 32 PEOPLE IN LEEDS AND 24 PEOPLE IN STOCKPORT

3

Leeds	
Name	**Role**
	Head of Digital Change
	Head Children & Adults Intel. & Policy Serv.
	TSL
	Intelligence and Policy Business Analyst
	FF Leadership / Allocations Panel
	TSL
	TSL
	TSL
	Safer Leeds
	TSL
	IG Lead
	TSL
	Youth Work Lead
	Head of Service for EYs and Youth Work
	TSL
	Programme Performance Manager
	Early Start Lead
	Commissioner
	Commissioner
	Families First Leadership
	Families First Leadership
	Head of Front Door
	Intelligence Lead Analyst
	Intelligence Manager
	Social Work Chief Officer
	Front Door
	Communities (Partner)
	MDM & Systems & IG
	CSWS REST
	Cluster SEMH
	Family Group Conferencing
	Social Worker

Stockport	
Name	**Role**
	Principal Lead - Integrated Services
	Senior Practitioner (TAC)
	Service Leader MASSH & 1st Response
	Senior Practitioner
	Social Worker and Liquid Logic Project team
	Service Leader Public Service Hub
	Locality Team Leader
	BI Developer
	Stockport Family Worker School Age Plus (SAP)
	BI Analyst
	BI Development Manager
	Service Leader – Complex Safeguarding
	Locality Team Manager
	Senior Practitioner (TAC)
	BI Service Manager
	Principal Lead – Public Health
	Team Leader School Age Plus (SAP)
	Operational Lead – MOSAIC
	Service Manager for IG
	Director of Operations, Stockport Family
	BI Developer – Signpost
	Operational Lead – MASSH
	Digital By Design
	Service Leader – YOS/TYS

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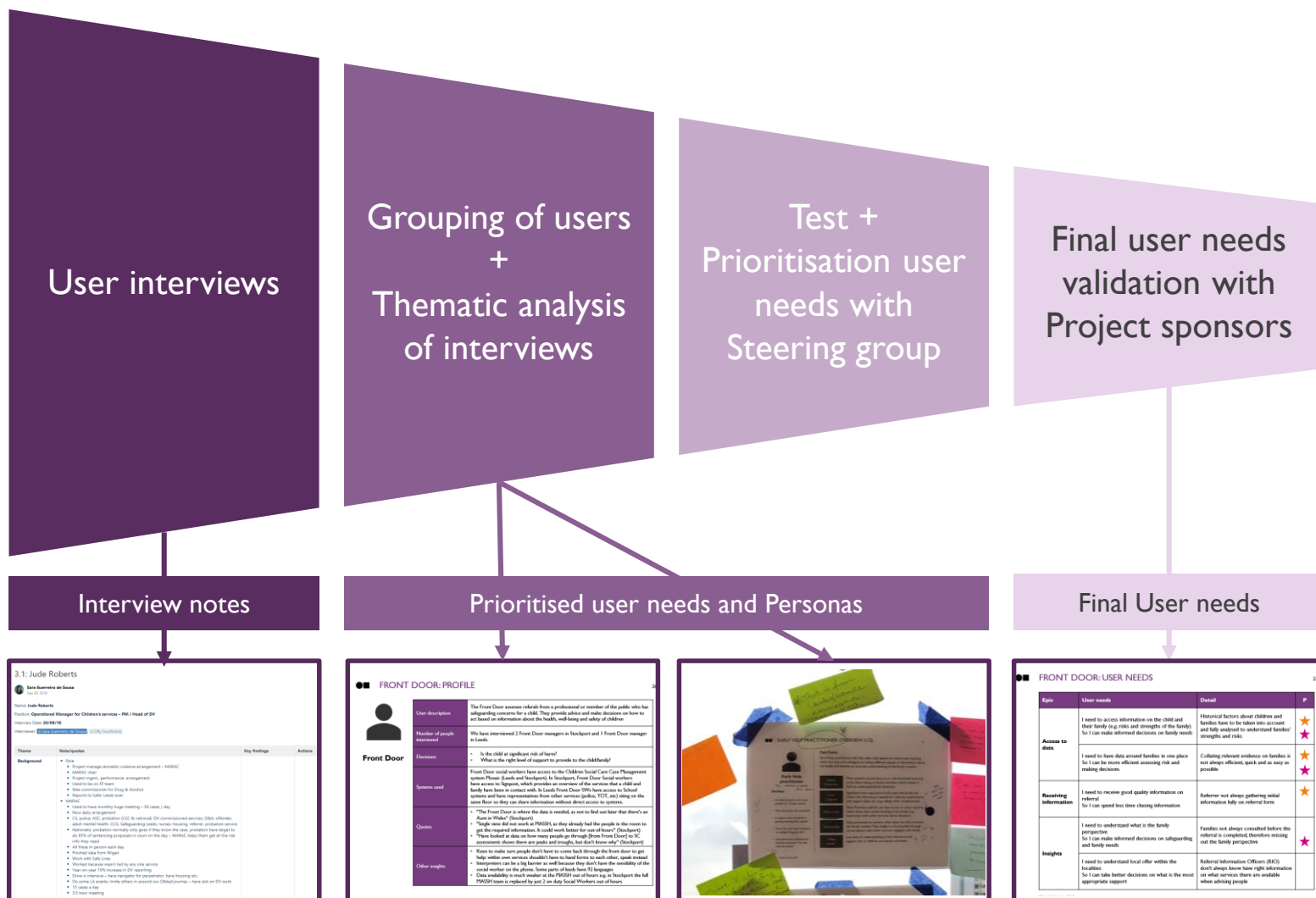# …AND HELD SHOW AND TELL WORKSHOPS TO TEST, REFINE AND PRIORITISE OUR FINDINGS
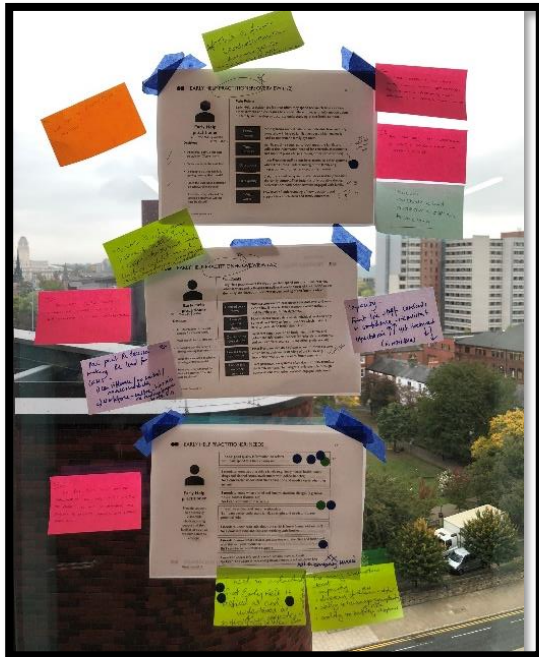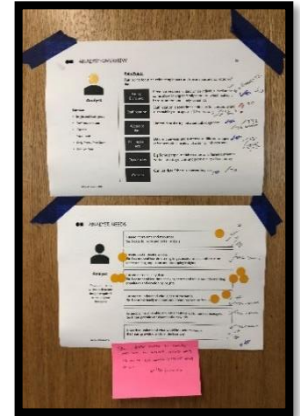
WE'VE SUMMARISED OUR 50+ INTERVIEWS INTO USER PERSONAS AND NEEDS, THEN TESTED AND PRIORITISED THESE IN WORKSHOPS

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?

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*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