Objectives:

- Understand how FD:SW receive contact/referrals
    - Do they call them that?
- Understand how FD:SW get information on service involvement
    - What systems do they have access to?
- Understand how FD:SW passes on the case
    - What do they do with information they gathered during their limited time?
    - How do they come to their final decision?

INTRO

Thanks for taking the time to meet with us today. We appreciate it!
INTRODUCE YOURSELF and people in the room!
We would like to ask you questions about the assessment process.
There are **no right or wrong answers**. We are here to understand your needs and are not here to test you.
The interview should take around **45-60 minutes**. Is that still okay for you?
Present consent form and ask them to sign it.
We would like to **record the session** for our internal use only. Is that okay?
Any questions before we begin?

Contextual questions

- **Can you tell me a bit about yourself?**
- **What are your responsibilities?**
- **What team do you work in?**
    - **What area do you cover?**
    - **Who else works in that team?**

- **What is the objective when you receive case?**
    - How many cases at a time do you usually work on?

OBSERVATION

INTERVIEW

Introduce referral (email) to the FD:SW.
Ask them to use the cards to map out their workflow.

Understand how FD:SW receive contact/referrals

- Can you tell me about the last contact/referral you received, and what did you do?
    - How much time do you have to make a decision?

- How does a contact/referral come to you?

- What is the first thing you do?
    - What is the first thing you want to know?
    - What are you interested in?
- Who else do you get input from?
- How does this process differ from an open case? (in assessment phase)
- How does this process differ from a case with a family that is on a support plan?

- **Family**
    - How do you know which individuals are involved in the case?
    - How do you identify those individuals?
    - Who are the most important family members that you look for information on? Does it depend on the referral? If so, how?
    - If you would get this information, how would you like it to be presented?
- When do you look at the case history?
    - What do you look for?
    - How do you get this information?
    - How much time does this take?
    - *Previous assessment forms? Case notes? Support plan?*

Understand how FD:SW get information on service involvement

- If a service is already helping the family, how would you know?
    - How do you find out?
    - What systems do you have access to?
    - What if the service is no longer involved with the family?
- If you get in touch with another service, how do you receive information from them?
    - **Information Governance**
    - What can and can't be recorded?
    - What can/can't you ask for?
- How do you know who to contact from a service?
    - How do you get the contact details?
    - What are you trying to find out when contacting a service?
- When you look at a referral, how do you know which services you should contact? Does that depend on the issues mentioned on the referral?

Understand how FD:SW passes on the case

- When do you consider your work done on a case?
- How do you wrap up a case?
- What do you do with the information you gathered?
    - What information do you include in the referral?

    - What information do you **not** include in the referral?
- How confident are you in the decisions you make?
    - What makes you more or less confident?

Wrap Up

- Do you have any questions for us?
- When you are out & about, how do you access information?
- When you come in for a day of work, what is the first thing you do?
    - What are things do you open on your computer / laptop?
- How many applications do you currently use?
    - What do you use them for?
    - Is this too many, right amount, not enough?

- If you had a magic wand and you can use it once for making your work better (for you), what would you wish for?