

FAMILY CONTEXT PRIVATE BETA

USER JOURNEY CHOICES IN STOCKPORT AND LEEDS



IMPLEMENTATION CHOICE IN STOCKPORT

●■ IMPLEMENTATION CHOICE IN STOCKPORT: JUSTIFICATIONS

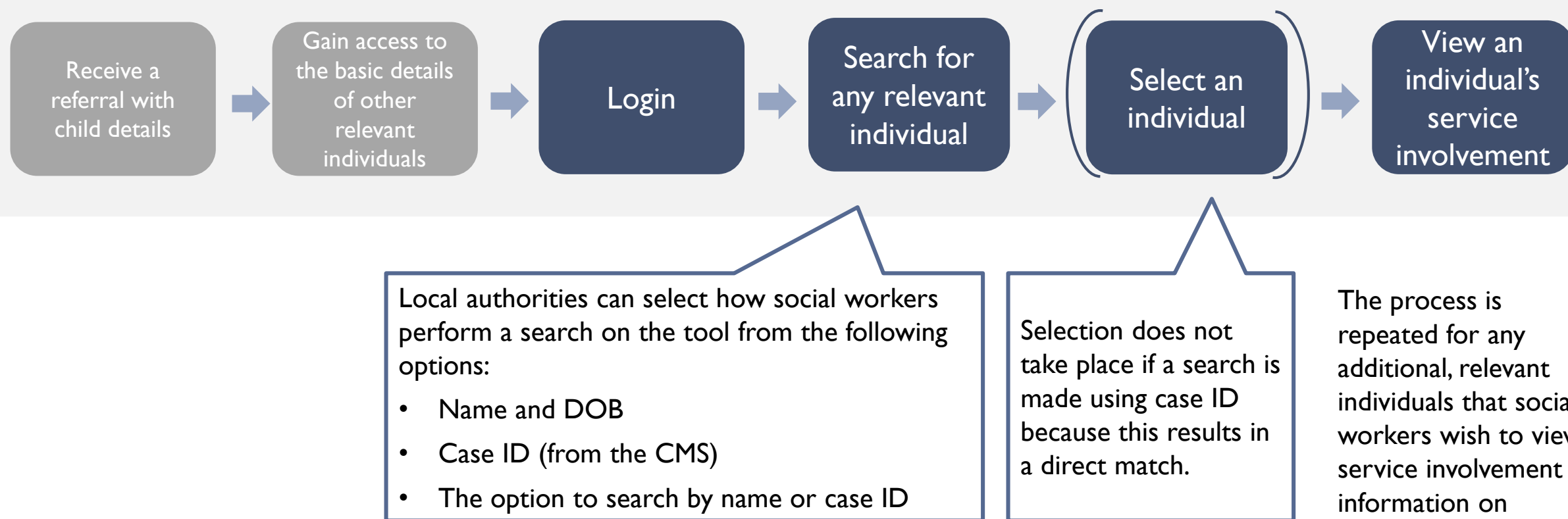
After a number of conversations the project team in Stockport has decided to implement the option which allows social workers to view the service involvement of any individual they search for.

The reasons for this choice were:

1. **There are sometimes gaps in case management system data on key people in a child's life.** Relationship feature (Atom) has not been fully implemented in Liquid Logic and was not highly used in previous CMS (EIS). For this reason there are low numbers of existing links.
2. **There are sometimes gaps in case management system data on the date of birth for a child's parents and other important adults.** Stockport expects these percentages to increase in the future thanks to the new case management system whose design encourages completion of these data fields.
3. **Social workers in Stockport value being able to search for any adult they know to be relevant and not just see information about linked individuals.** Searching for other adults helps Social Workers to understand whether an individual represents risk to the child and whether he/she should be linked to the child in the case management.

●■ IMPLEMENTATION CHOICE IN STOCKPORT: DETAIL

User journey I allows social workers to search for any relevant individual to view their service involvement information.



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IMPLEMENTATION
CHOICE IN LEEDS

●■ IMPLEMENTATION CHOICE IN LEEDS: JUSTIFICATIONS

After several conversations, the project team in Leeds have decided to go with the version of Family Context where social workers can only view the service involvement of individuals linked to the child in the case management system. Social workers won't be able to search for other individuals using this option.

The reasons for this choice were:

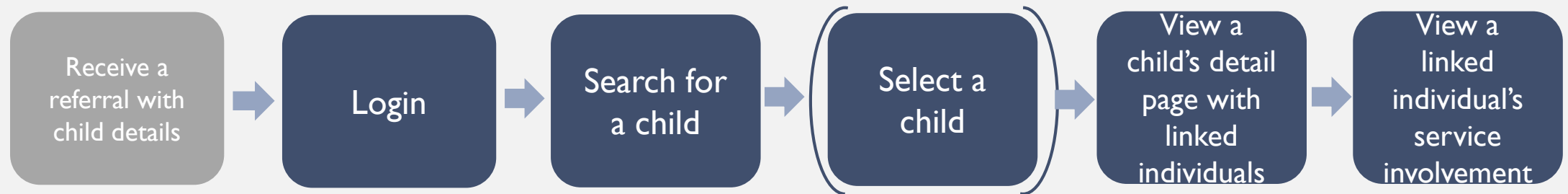
1. **Case management system captures good quality data on key people in a child's life.**
Data quality investigation indicates Mosaic contains good quality relationships data that can be used to implement this option.
2. **Social Workers in Leeds keep family links up-to-date on Mosaic.** Family Context can benefit from this information and make it easier for social workers to see relevant information faster (e.g. not having to search person by person)
3. **Social Workers in Leeds have a clear preference for seeing records as a family unit** rather than on an individual basis as it is part of Leeds practice model to think family.
4. **Family Context can be built within the project timeframes using the information from Mosaic.**
This prevents any risks around delays.



●■ IMPLEMENTATION CHOICE IN LEEDS

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User journey 2 allows social workers to search for any child on their case load to view their service involvement and the service involvement of individuals that have been linked to the child in the CMS



Local authorities can select how social workers perform a search on the tool from the following options:

- Name and DOB
- Case ID
- The option to search by name or case ID

Selection does not take place if a search is made using case ID because this results in a direct match.

Below the child's details, there will be a list of suggested individuals, which mirror those individuals linked to the child in the CMS. A social worker can select one of the listed individuals to view their service involvement information.

To view the service involvement of an individual that is not currently suggested, social workers need to the CMS and link that individual. Please note, there may be up to a 24hr delay for an individual to show in the tool.