

Family Context Example Discussion Guide

Round 2 User Research for User Journey 2 of the Tool (linked individuals)

Research objectives:

- Test different data quality issues and determine social workers tolerance towards these
 - Service involvement records are not present when social workers expect them to be
 - Service involvement information differs to what social workers expect

Introduction:

My name is X, I'm a User Researcher working on behalf of X. Thank you for taking the time to be part of our research today, I really appreciate it. My colleague X will also be present to take notes.

The Family Context project team are working with [X] council. The objective of the project is to ensure that social workers have the right information they need about a family in order to provide the right support to them.

We've developed a prototype of a tool to help achieve this objective and we're talking to some social workers to learn more about the child and family assessment process and test our prototype.

In this session I'd like to do two things: First, ask you a few questions about you and your experiences. Second, ask you to use the prototype alongside a new referral. The session will take no more than 1 hour of your time.

Do you have any questions about this?

Before we start, I have some questions:

- Are you ok with X taking notes today?
- Are you ok if we record the session?
- Are you ok for us to use quotes from the session?

Anything you say will remain anonymous and only be used by the immediate team.

Also please know that if you want to stop the session at any time, or not answer a question then you are allowed to do so.

Finally, if you have any more questions following today's session please contact the project team on:

X

Contextual questions

Can you please tell me your role and briefly explain your responsibilities?

How do you engage with other services during an assessment process?

- How do you know which services to contact?
- At what point in the assessment process do you contact them?
- How do you contact them?

Focusing on the services that will be available in the Family Context tool (ADSC, Housing, Police and School):

- What kind of information do these services tell you?
- Can you think of an instance when any of these services told you information that you find out to be wrong?
 - (If yes) what did you do in that situation?
- Can you think of an instance when any of these services told you information that conflicted with information that you already have?
 - (If yes) what do you do in these situations?
- How much confidence do you have in the information that each of these services provide?
- Do you trust the information from one service more than another?

Testing the prototypes

Now we're going to move on to look at the prototype.

When using the prototype, please act as you would normally do. We ask that you think aloud as this helps us to understand your natural responses. It also is important that you are as honest as possible, because your feedback is really important to us.

I am going to give you a scenario for using the prototypes. Do you have any questions before we begin?

Scenario:

Imagine you've received a referral that's come through the front door. Please have a read through it.

Referral:

- How does this referral compare to the referrals you usually receive?
- Can you describe to me the process after receiving this referral?
 - What would your next step be?
- In this case, who do you think are the relevant family members that you would want to search for in the tool?

- Our understanding is that you would be inclined to search for the child first, but let's imagine that we use the tool to search for Dominic Pierce from the referral. What services do you expect to be engaged with them?

Now, we're going to use the prototype. As this is a prototype, there may be things that don't work. For example, you are not able to type anything, but you are able to click where you would normally type. Please let me know if there is anything else that you would expect to be able to do or happen.

Remember this tool allows you to view individual's service involvement. I would like to use the tool to understand the service involvement of the individuals relevant to the case you have just received. You should use the information in the referral.

Part 1

Page	Question	Observe
Authentication	No questions	
Search	No questions	
Search results	No questions	
Child detail page	No questions	
Variation 1: Adult detail page (no police records found)	<ul style="list-style-type: none"> • Can you describe to me the information you are looking at? • Is this the information you were expecting to see? <ul style="list-style-type: none"> ○ Why or why not? • What action would you take after seeing this information? <ul style="list-style-type: none"> ○ Describe the process to me? • How would this impact your continued use of the tool? 	
Variation 2: Adult detail page (police information missing)	<ul style="list-style-type: none"> • Can you describe to me the information you are looking at? • Is this the information you were expecting to see? <ul style="list-style-type: none"> ○ Why or why not? • How do you interpret safeguarding and non-safeguarding offences? <ul style="list-style-type: none"> ○ Can you give me some examples of offences that might fall into each category? • What action would you take after seeing this information? <ul style="list-style-type: none"> ○ Describe the process to me? • How would this impact your continued use of the tool? 	
Variation 3: Adult detail page (police information complete)	<ul style="list-style-type: none"> • Can you describe to me the information you are looking at? • Is this the information you were expecting to see? <ul style="list-style-type: none"> ○ Why or why not? • How do the listed safeguarding offences compare to information that you normally have access to? • Are these the types of offences you expect to see under 	

	safeguarding offences? <ul style="list-style-type: none"> • What action would you take after seeing this information? <ul style="list-style-type: none"> ○ Describe the process to me? • How would this impact your continued use of the tool? 	
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Scenario extended:

From a visit with the family you learn some more information. Please read through the notes from the visit and tell me what you would do next.

- Now, let's imagine that we use the tool to search for Kate Williams from the referral. What services do you expect to be engaged with them?

Part 2

Page	Question	Observe
Authentication	No questions	
Search	No questions	
Search results	No questions	
Child detail page	No questions	
Variation 1: Adult detail page (no housing records found)	<ul style="list-style-type: none"> • Can you describe to me the information you are looking at? • Is this the information you were expecting to see? <ul style="list-style-type: none"> ○ Why or why not? • What action would you take after seeing this information? <ul style="list-style-type: none"> ○ Describe the process to me? • How would this impact your continued use of the tool? 	
Variation 2: Adult detail page (housing information missing)	<ul style="list-style-type: none"> • Can you describe to me the information you are looking at? • Is this the information you were expecting to see? <ul style="list-style-type: none"> ○ Why or why not? • (If they do not mention) why do you think the eviction information might be missing? • What action would you take after seeing this information? <ul style="list-style-type: none"> ○ Describe the process to me? • How would this impact your continued use of the tool? 	
Variation 3: Adult detail page (housing information complete)	<ul style="list-style-type: none"> • Can you describe to me the information you are looking at? • Is this the information you were expecting to see? <ul style="list-style-type: none"> ○ Why or why not? • How does this compare to information that you normally have access to? • What action would you take after seeing this information? 	

	<ul style="list-style-type: none">○ Describe the process to me?• How would this impact your continued use of the tool?	
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Wrap up questions

Today we were trying to test some different data quality issues including: no information being shown; missing information being shown; and wrong information being shown (this means that the information was correct at one point but because it is now out of date it is considered to be wrong).

- Please rank these issues in order of which would most negatively impact your work.

- Do you have any final pieces of feedback?

Please note: this is a prototype, so the finished product might look different, although the function should remain the same.