

FAMILY CONTEXT PRIVATE BETA

AN OVERVIEW OF THE USER JOURNEYS

The Family Context tool allows social workers to easily access service involvement information on relevant individuals in order to facilitate their conversations with lead practitioners from those services.

The purpose of these slides is to help local authorities understand the different user journeys that are available for implementing the Family Context tool in their local area.

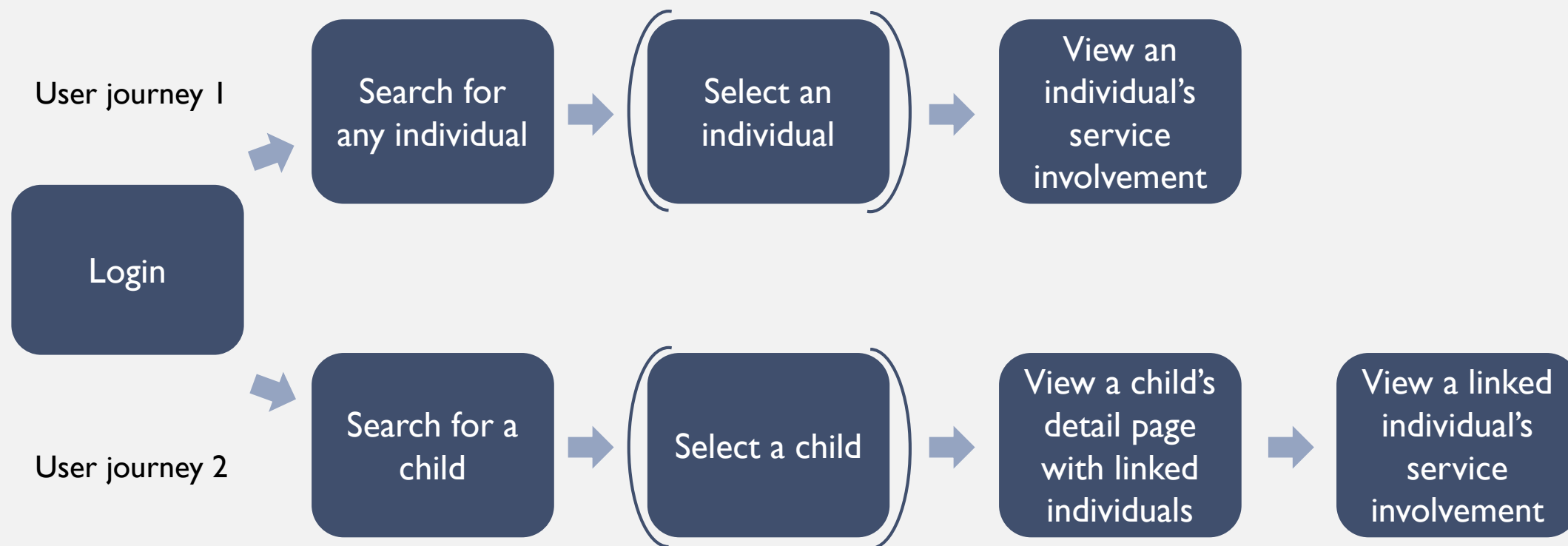


THE USER JOURNEYS

THE USER JOURNEYS

2 user journeys

A user journey refers to the path a social worker takes to reach their goal of accessing information when using Family Context. For the MVP, we identified the two simplest potential user journeys, which deliver service involvement information.



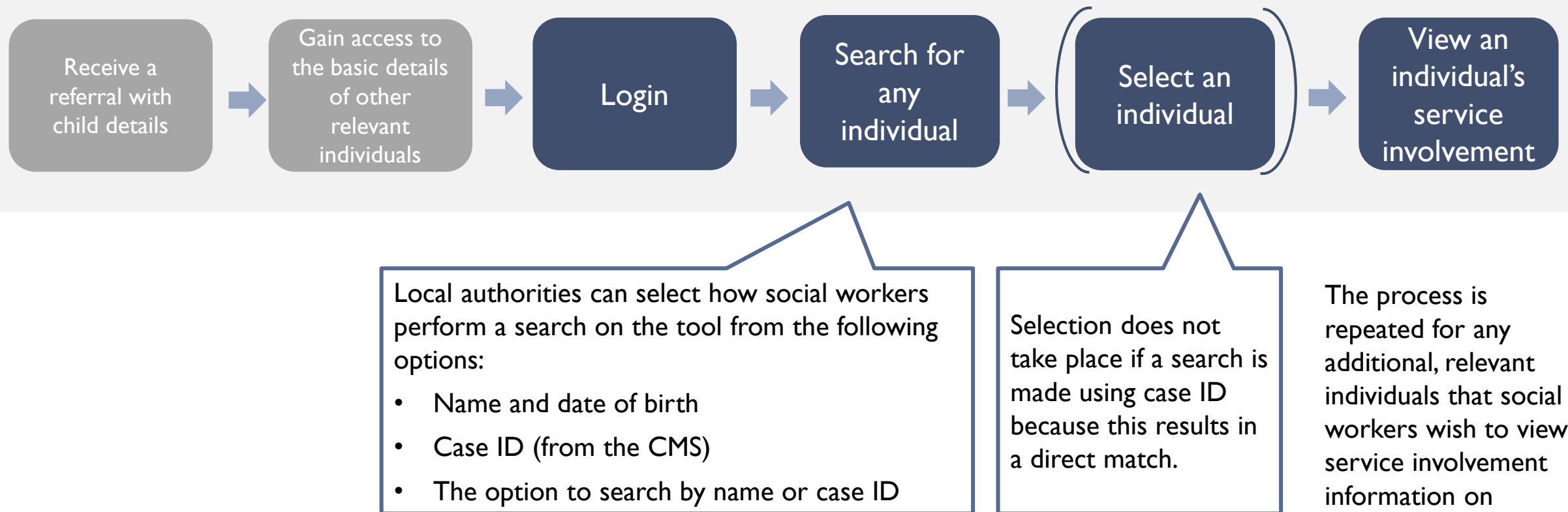


USER JOURNEY I

●■ USER JOURNEY I

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



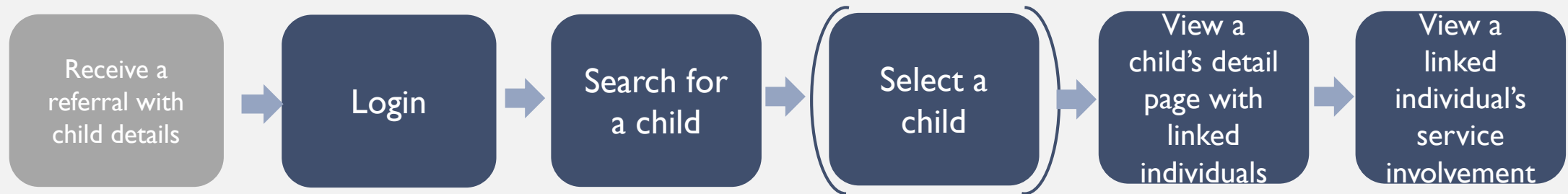


USER JOURNEY 2

●■ USER JOURNEY 2

8

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 date of birth
- 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.