			_							_		_						
Need ID (draft, subject to		Persona		C-1	Δ5.3	Who		So that	Evidence	Dain anista	0.4.4	Where the need is met	Notes (eg design changes)	A/C 1	A/C 2	AIC 3		
change)	Summary	Persona	Stage	Category	As a	Who	I need to	So that	Evidence	Pain points Unclear	Out of scope?	need is met	changes)		A/C 2	A/C 3		
							Know what the next step is, who it goes to and what the expected	I know who to follow up with as	Alpha	messaging Unclear task lists/too busy				Confirmation on who/role the task is next assigned	Confirmation of	Reference		
PL-A-01				Epic	All		Only deal with what is needed	needed	Alpha	task lists				to	who is notified	number is given		
PL-A-02				Epic	All		and at my expertise level	The process flows smoothly	interviews	Waiting for an								
										approval from someone unavailable (in								
PL-A-03				F-i-			Do as much work as I see fit without waiting on someone's authority to proceed	I work efficiently and the care order application is not held up by bureaucracy	Alpha	court, out of office, out of wifi								
PL-M-03				Epic	All .		Know who has made a decision	bureauciacy	Alpha	Traceability of decisions can								
PL-A-04				Epic	All		or given authority	I can proceed legally/inconfidence	interviews	be tricky Having to enter				-				
										into a separate system they								
PL-A-05					All		Store the document in my own storage system	I meet our own record keeping requirements	Alpha interviews	own Formats can't be exported								
			Application				Know when an urgent application	I can prepare resources and	Alpha					I am notified when an urgent application is	I can see details of the			
PL-A-06			started		CAFCASS		Only see work that I have	allocate time I focus my resources where	Alpha					being made I only see what work is	application			
PL-A-07			Allocations	JUI	Gatekeeper		assigned or can pick up View other work that is available	needed I can help other courts with their	Interviews Alpha					for me to do I have an option to				
PL-A-08			Allocations	JUI	Gatekeeper		that I am qualified to do  Have the full information to make	I make the allocation to the right	Alpha					assign more work  Information is clearly				
PL-A-09			Allocations	Design	Gatekeeper		an appropriate allocation  Be able to easily see the	level of judiciary within the legally required time	interviews					presented				
							President's Guidance when making my allocation recommendation	My decisions are in line with the guidance as is required	Alpha interviews									
PL-A-10			Allocations	Design	Gatekeeper		recommendation	guidance as is required	interviews					"beyond parental control - hearing request date				
														international elements     nature and harm of				
														risk - NOT neglect - LA requesting it				
														- Child DOB - Threshold evidence				
							Be able to see a summary of the	I can make a swift and efficient						NOT as a separate document - Allocation sought and				
PL-A-11			Allocations	Design	Gatekeeper		key issues for making an allocation	decision on the allocation level needed						reasons - application date*				
								I can assign to the correct judge and know whether the party has							I know if the	I know which parent has parental	I know if there are mental capacity issues	Know which information is to follow or
PL-A-12			Allocations	Form options	Gatekeeper		Have complete information about the parents	and know whether the party has parental responsibility	Alpha interviews					I know if a parent is deceased I know if there is	parent is under 18	parental responsibility	for the parent	tollow or incomplete
PL-A-13			Allocations	Epic	Gatekeeper		Be confident the information I'm using is accurate	I make an allocation decision based on the true facts	Alpha interviews					information to follow or in progress				
														See details of previous or related hearings				
PL-A-14			Allocations	Hearing planning	Gatekeeper		Know if there is a related case	I can allocate it to that judge	Alpha interviews	1				involving the child or the parties				
PL-A-15			Allocations	Form options	Gatekeeper		See threshold evidence with the other factors	I can consider all the evidence in on go	Alpha interviews	1				encouraged to enter the information				
														Only available judges/magistrates at the requested judicial				
PL-A-16			Listings	Diary management	Gatekeeper		See relevant judges when proposing an allocation	I am not overwhelmed down with unavailable judges	Alpha interviews	1				the requested judicial level are seen				
							_	_		1					It can proceed without an approval being			
PL-A-17			Allocations	Allocation approvals	Gatekeeper		Get a second opinion on my allocation	The allocation can be agreed	Alpha interviews					The system doesn't block offline approvals	registered on the system	The reviewer is notified		
PL-A-18			Standard Directions		Gatekeeper		Start drafting Standard Directions as soon as I'm ready	The are ready to send out as soon as the judge approves	Alpha interviews									
PL-A-19			Standard Directions		Gateleen		Create Standard Directions containing information that was entered in the allocation decision	The judge's or gatekeeper's requirements are given legal force	Alpha interviews									
PL-W-19			Directions		Gatekeepei		Be able to read available	I read all the relevant information	Alpha						I can see the social workers			
PL-A-20					Gatekeeper		supporting documents	for making a decision I can make an informed allocation	interviews Alpha					I can see the SWET	report			
PL-A-21			Allocations		Gatekeeper		Know the threshold evidence Know the order applied and	decision I can make my allocation on facts	interviews									
PL-A-22			Allocations		Gatekeeper		hearing timetable requirested by the local authority	rather than the opinion of the local authority										
PL-A-23			Allocations	Further help	Gatekeeper/HM CTS Admin		Know who to contact in the Local Authority for further help	I can get clarification if needed	Alpha interviews					See contact details for the local authority				
PL-A-24			Allocations	EPO	HMCTS Admin		Know if an Emergency Protection Order (EPO) has arrived	The court deals with it the same day day and it bypasses gatekeeping	Alpha					I'm alerted when an EPO arrives				
PL-A-25			Allocations	JUI	HMCTS Admin		Know what 'urgent' means in terms of work	I can assign cases that need to be heard within 24 hours	Alpha									
			Application started				Know why an upcoming application has been withdrawn		Alpha interviews					I can see withdrawn applications and a reason for withdrawal				
PL-A-26			Application started	JUI	HMCTS Admin			I can reassign resources I may have provisioned	Alpha interviews					reason for withdrawal I can view all parts of a draft application				
PL-A-27			started		HMCTS Admin		View upcoming draft applications	I can assign resources as needed							I know if extra	Know if there is		
PL-A-28			Allocations	Hearing planning	HMCTS Admin		Know what resources need to be in place for he court	The hearing can proceed and not be postponed	Alpha interviews					need an interpreter and for which language	security is needed	an international element		
PL-A-29			Listings	Diary management	HMCTS Admin		Know the requested length of the hearing	I can plan the hearing	Alpha interviews Alpha									
PL-A-30			Listings	Epic	HMCTS Admin		List a hearing to a judge	The case can be heard	interviews				If PBA is					
				Fees and				Local authorities are charged	Alpha				introduced but may be needed					
PL-A-31 PL-A-32			Listings	payments	HMCTS Admin		Process payments  Amend the child or party details	They are accurate once new information arrives	Alpha interviews				initiality					
PL-A-32				Team	Legal team		Have my team pick up work (eg follow up on an allocation) even if	The team delivers the work it is is meant to in the legally required	Alpha									
PL-A-33			Allocations	management	manager		not assigned to them	time	interviews						I can state if	Form C8 is		
			Application started		Local authority legal team		State which addresses must be	Parties at risk from others can't be	Alpha					I can state which addresses are to be hidden	only certain parties can't	Form C8 is reviewed and retired as		
PL-A-34			started		member Local authority		hidden from other parties	contacted	interviews						see it	needed		
PL-A-35			Withdrawal		legal team member	Has started an application	Withdraw my application	I don't have an open application clogging the system	Alpha interviews					I can withdraw the application	I can say why I withdrew it	I have been		
			Application		Local authority legal team		Be able to send my application	The care order is made with no	Alpha					I have an PDF or paper	The PDF form matches the	I know why the system is down and for how		
PL-A-36			started		member Local authority	Wants to apply for a care order	Be able to send my application even if the system is down	risk to the child	interviews					form The system in Welsh	service	long		
PL-A-37			Application started		legal team member	is in Wales	Be able to read the form in Welsh	I can enter in my preferred and legally required language	Alpha interviews		Υ			matches the system in English				
					Local authority										Option to use spoken and written Welsh I	Welsh		
PL-A-38			Application started		legal team member	is in Wales	Be able to select Wales-specific options	The form meets the legal requirements for Wales	Alpha interviews					Section 76 is an option along with Section 20	available	proceedings is removed		
PL-A-39			Application started	Form options	Local authority legal team member		Let the court know if an answer is in progress or more than a yes/no answer	The court has accurate information to make its decision on	Alpha interviews					Questions with yes or no have another or free text option	Anything with assessment has this option			
				Form options Fees and	Local authority legal team		Know how the system will charge	The proper payment process is	Alpha					Payment next step is	Payment reference s generated			
PL-A-40			Application started	payments	member			tollowed	interviews	+	-	-	-		generated I know whether	-		
PL-A-41			Applications	Withdrawals	Local authority legal team member	Has sent an application in error	Be able to withdraw the application and know what the payment status is	An order is not processed in error by the courts	Alpha interviews	1				An option to withdraw my application	I know whether I'll be charged and how much			
PL-A-42			Application started		Local authority legal team member	Is filling in information on the form	Know why I am being asked to complete optional parts	I give enough information for the courts to make a decision	Alpha interviews	1								
					Local authority legal team			So that I know the care order will	Alpha					I'm notified that it's been				
PL-A-43			Application sent	_	member Local authority	Who submitted an application	Know it's reached the court	be processed The court does not try to contact	interviews	+		-	-	received		-		
PL-A-44			Application started	Form options	legal team member		Be able to say if a parent is deceased	them in the belief that they have parental responsibility	Alpha interviews					Option to say if a parent is deceased				
		1	Application started	Form options	Local authority legal team member		Be able to say if a parent is under 18	The court had make the appropriate allocation	Alpha interviews	1				Option to say if under 18				
PL-A-45			started											,, . unuer 10	Option to save a copy (eg			
PL-A-45			started				i .	1	0	1	i	1			a copy (eg PDF) or	1	1	
rL-A-45			started		Local authority			We can store the care order	Alek:					Vannika	knowledge how			
PL-A-45			started  Application sent	Storage	legal team member		Keep a record of my application	We can store the care order application for the legally required time in our own records	Alpha interviews					Know how to retrieve documents	knowledge how to do so (eg HTML saved)			
PL-A-46			Application sent		legal team member			application for the legally required time in our own records	interviews					An action to patify	knowledge how to do so (eg			
				Storage Reviews and approvals	legal team member		Keep a record of my application  Have another lawyer review my application	application for the legally required	Alpha interviews Alpha interviews					An option to notify another person that there is an application for them to review	knowledge how to do so (eg HTML saved)			
PL-A-46			Application sent Application started	Reviews and approvals	legal team member Local authority legal team member Local authority		Have another lawyer review my application  Have a social worker review and	application for the legally required time in our own records  The local authority sends the correct information  The social worker can make	Alpha interviews					documents  An option to notify another person that there is an application for them to review  An option to notify another person that	knowledge how to do so (eg HTML saved)  The social worker does not have the option			
PL-A-46			Application sent		legal team member  Local authority legal team member  Local authority legal team member		Have another lawyer review my application	application for the legally required time in our own records  The local authority sends the correct information	interviews					An option to notify another person that there is an application for them to review	knowledge how to do so (eg HTML saved)			
PL-A-48 PL-A-47			Application sent Application started Application	Reviews and approvals	legal team member Local authority legal team member Local authority legal team		Have another lawyer review my application  Have a social worker review and amend but not send the application  Only enter the information once	application for the legally required time in our own records  The local authority sends the correct information  The social worker can make changes but I can check that they are legally sound before sending.  I don't repeat information and risk making errors in duplication	Alpha interviews					documents  An option to notify another person that there is an application for them to review  An option to notify another person that there is an application	knowledge how to do so (eg HTML saved)  The social worker does not have the option to send the			
PL-A-46 PL-A-47			Application sent Application started  Application started  Application started	Reviews and approvals	legal team member  Local authority legal team member  Local authority legal team member  Local authority legal team member  Local authority		Have another lawyer review my application  Have a social worker review and amend but not send the application  Only enter the information once	application for the legally required time in our own records  The local authority sends the correct information  The social worker can make changes but I can check that they are legally sound before zending to the changes but I can check that they are legally sound before zending I don't expeat information and risk making errors in duplication.	Alpha interviews					documents  An option to notify another person that there is an application for them to review  An option to notify another person that there is an application	knowledge how to do so (eg HTML saved)  The social worker does not have the option to send the			
PL-A-46 PL-A-47 PL-A-49			Application sent Application started  Application started  Application	Reviews and approvals	legal team member  Local authority legal team member  Local authority legal team member  Local authority legal team member  Local authority legal team member		Have another lawyer review my application  Have a social worker review and amend but not send the application  Only enter the information once	application for the legally required time in our own records  The local authority sends the correct information  The social worker can make changes but I can check that they are legally sound before sending.  I don't repeat information and risk making errors in duplication	Alpha interviews					documents  An option to notify another person that there is an application for them to review  An option to notify another person that there is an application	knowledge how to do so (eg HTML saved)  The social worker does not have the option to send the			
PL-A-46 PL-A-47			Application sent Application started Application started Application started Application started	Reviews and approvals	legal team member Local authority legal team member Local authority legal team member Local authority legal team member Local authority legal team member Local authority legal team member		Have another lawyer review my application  Have a social worker review and amend but not send the application  Only enter the information once  Be able to easily see the President's Guidance when making my allocation	application for the legally required time in our on necords  The local authority sends the correct information  The social worker can make changes but is and check that they are legally sound before sending the social sending the social sending the social sending the se	Alpha interviews					documents  An option to notify another person that there is an application for them to review  An option to notify another person that there is an application	knowledge how to do so (eg HTML saved)  The social worker does not have the option to send the			
PLA-48 PLA-48 PLA-49 PLA-50 PLA-51			Application sent Application started Application started Application started Application started Application started Application started Application Application Application Application	Reviews and approvals  Reviews and approvals  Form options	legal team member Local authority legal team legal team member Local authority legal team legal team legal team member Local authority legal team		Have another lawyer review my application.  Have a social worker review and amend but not send the application.  Only enter the information once the above the president's Guidance when review and a send to the control of the contro	application for the legally require time in our own receiver in our own receiver. The local authority sends the correct information.  The local authority sends the changes but I own these the owners are legally sum offers earding.  Horn trapeal information and issue an experience of the court can have been application.  My decisions are in line with the authority of the court can having received in Judgment on the having received.  I can return or another team member can not on application.	Alpha interviews					documents  An option to notify another person that there is an application for them to review  An option to notify another person that there is an application	knowledge how to do so (eg HTML saved)  The social worker does not have the option to send the			
PLA-48 PLA-48 PLA-49 PLA-50 PLA-51			Application sent Application started	Reviews and approvals  Reviews and approvals	legal team member Local authority legal team member beam member Local authority legal team legal team member Local authority legal team member leg		Have another lawyer review my application.  Here a social worker review and amend but not send the application and amend but not send the application.  Only enter the information once Be able to easily see the President's Guidance when making my allocation recommendation.  Save my progress and resume later.  Cross when promotion effects is in part of an open application in	application for the legally requires in our own reconstruction.  The local authority sends the correct information.  The local authority sends the correct information.  The local authority sends the correct information and six legally secure flower canning be at correct most the three legally secure flower sending.  Horn trapeal information and six legally secure flower sending and an application.  My decisions are in line with the authority and authority and authority and authority and application.  My described judgment on the manning meeted judgment of the court can the manning meeted judgment of the court can the manning meeted judgment of the manning meeted judgment of the members can use to an application.  We don't change the other's consistent without the consent.	Alpha interviews					documents  An option to notify another person that there is an application for them to review  An option to notify another person that there is an application	knowledge how to do so (eg HTML saved)  The social worker does not have the option to send the			
PLA-46 PLA-47 PLA-49 PLA-50 PLA-51 PLA-52			Application sent Application started Application started Application started Application started Application started Application started Application Application Application Application	Reviews and approvals  Reviews and approvals  Form options	legal team member Local authority legal team member member member member local authority legal team local author		Have another lawyer review my application.  Have a social worker review and amend but not send the application.  Only enter the information once the above the president's Guidance when review and a send to the control of the contro	application for the legally require time in our own receiver in our own receiver. The local authority sends the correct information.  The local authority sends the changes but I own these the owners are legally sum offers earding.  Horn trapeal information and issue an experience of the court can have been application.  My decisions are in line with the authority of the court can having received in Judgment on the having received.  I can return or another team member can not on application.	Alpha interviews					documents  An option to notify another person that there is an application for them to review  An option to notify another person that there is an application	knowledge how to do so (eg HTML saved)  The social worker does not have the option to send the application			
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