

Need ID (draft, subject to change)	Summary	Persona	Stage	Category	As a...	Who...	I need to...	So that...	Evidence	Pain points	Out of scope?	Where the need is met	Notes (eg design changes)	A/C 1	A/C 2	A/C 3		
PL-A-01				Epic	All		Know what the next step is, who it goes to and what the expected action is	I know who to follow up with as needed	Alpha interviews	Unclear messaging Unclear task list/tour busy task lists				Confirmation on who the task is next assigned to	Confirmation of who is notified	Reference number is given		
PL-A-02				Epic	All		Only deal with what is needed and at my expertise level	The process flows smoothly	Alpha interviews									
PL-A-03				Epic	All		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 interviews	Waiting for an approval from someone unavailable (in court, out of office, out of will connection)								
PL-A-04				Epic	All		Know who has made a decision or given authority	I can proceed legally/inconfidence	Alpha interviews	Traceability of decisions can be tricky								
PL-A-05					All		Store the document in my own storage system	I meet our own record keeping requirements	Alpha interviews	Having to enter into a separate system they own Formats can't be exported								
PL-A-06			Application started		CAFCASS		Know when an urgent application has been started	I can prepare resources and allocate time	Alpha interviews					I am notified when an urgent application is being made	I can see details of the application			
PL-A-07			Allocations	JUL	Gatekeeper		Only see work that I have assigned or can pick up	I focus my resources where needed	Alpha interviews					I only see what work is for me to do				
PL-A-08			Allocations	JUL	Gatekeeper		View other work that is available that I am qualified to do	I can help other courts with their workload	Alpha interviews					I have an option to assign more work				
PL-A-09			Allocations	Design	Gatekeeper		Have the full information to make an appropriate allocation	I make the allocation to the right level of judiciary within the legally required time	Alpha interviews					Information is clearly presented				
PL-A-10			Allocations	Design	Gatekeeper		Be able to easily see the President's Guidance when making my allocation recommendation	My decisions are in line with the guidance as is required	Alpha interviews									
PL-A-11			Allocations	Design	Gatekeeper		Be able to see a summary of the key issues for making an allocation	I can make a swift and efficient decision on the allocation level needed						Beyond parental control - hearing request date - international elements - nature and harm of risk - NOT neglect - LA requesting it - Child DOB - Threshold evidence - NOT as a separate document - Allocation sought and reasons - application date*				
PL-A-12			Allocations	Form options	Gatekeeper		Have complete information about the parents	I can assign to the correct judge and know whether the party has parental responsibility	Alpha interviews					I know if a parent is deceased	I know if the parent is under 18	I know which parent has parental responsibility	I know if there are mental capacity issues for the parent	I know which information is to follow 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					I know if there is information to follow or in progress				
PL-A-14			Allocations	Hearing planning	Gatekeeper		Know if there is a related case	I can allocate it to that judge	Alpha interviews					See details of previous or related hearings 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					Local authorities are encouraged to enter the information				
PL-A-16			Listings	Diary management	Gatekeeper		See relevant judges when proposing an allocation	I am not overwhelmed down with unavailable judges	Alpha interviews					Only available judges/magistrates at the requested judicial level are seen				
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	It can proceed without an approval being registered on the system	The reviewer is notified		
PL-A-18			Standard Directions		Gatekeeper		Client 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		Gatekeeper		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-A-20					Gatekeeper		Be able to read available supporting documents	I read all the relevant information for making a decision	Alpha interviews					I can see the SWET				
PL-A-21			Allocations		Gatekeeper		Know the threshold evidence	I can make an informed allocation decision	Alpha interviews									
PL-A-22			Allocations		Gatekeeper		Know the order applied and hearing timetable requested by the local authority	I can make my allocation on facts rather than the opinion of the local authority	Alpha interviews									
PL-A-23			Allocations	Further help	Gatekeeper/HMCTS 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 and I bypasses gatekeeping	Alpha interviews					I'm alerted when an EPO arrives				
PL-A-25			Allocations		HMCTS Admin		Know what urgent means in terms of work	I can assign cases that need to be heard within 24 hours	Alpha interviews									
PL-A-26			Application started	JUL	HMCTS Admin		Know why an upcoming application has been withdrawn	I can reassign resources I may have provisioned	Alpha interviews					I can see withdrawn applications and a reason for withdrawal				
PL-A-27			Application started	JUL	HMCTS Admin		View upcoming draft applications	I can assign resources as needed	Alpha interviews					I can view all parts of a draft application				
PL-A-28			Allocations	Hearing planning	HMCTS Admin		Know what resources need to be in place for the hearing	The hearing can proceed and not be postponed	Alpha interviews					I know which parties need an interpreter and for which language	I know if extra security is needed	Know if there is 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									
PL-A-30			Listings	Epic	HMCTS Admin		List a hearing to a judge	The case can be heard	Alpha interviews									
PL-A-31			Listings	Fees and payments	HMCTS Admin		Process payments	Local authorities are charged correctly	Alpha interviews					If FBA is introduced but may be needed initially				
PL-A-32					HMCTS Admin		Amend the child or party details	They are accurate once new information arrives	Alpha interviews									
PL-A-33			Allocations	Team management	Legal team manager		Have my team pick up work (eg follow up on an allocation) even if not assigned to them	The team delivers the work it is meant to in the legally required time	Alpha interviews									
PL-A-34			Application started		Local authority legal team member		State which addresses must be hidden from other parties	Parties at risk from others can't be contacted	Alpha interviews					I can state which addresses are to be hidden	I can state if only certain parties can't see it	Form C8 is reviewed and revised as needed		
PL-A-35			Withdrawal		Local authority 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			
PL-A-36			Application started		Local authority legal team member	Wants to apply for a care order	Be able to send my application even if the system is down	The care order is made with no risk to the child	Alpha interviews					I have an PDF or paper form	The PDF form matches the service	Know why the system is down and for how long		
PL-A-37			Application started		Local authority 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		Y			The system in Welsh matches the system in English				
PL-A-38			Application started		Local authority 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	Option to use spoken and written Welsh I court is available	Welsh proceedings are 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 year no answer	The court has accurate information to make its decision on	Alpha interviews					Questions with yes or no or have another or free text option	Anything with assessment has this option			
PL-A-40			Application started	Fees and payments	Local authority legal team member		Know how the system will charge me	The proper payment process is followed	Alpha interviews					Payment next step is clear	Payment references is generated			
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					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 filing 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									
PL-A-43			Application sent		Local authority legal team member	Who submitted an application	Know it's reached the court	So that I know the care order will be processed	Alpha interviews					I'm notified that it's been received				
PL-A-44			Application started	Form options	Local authority legal team member		Be able to say if a parent is deceased	The court does not try to contact them in the belief that they have parental responsibility	Alpha interviews					Option to say if a parent is deceased				
PL-A-45			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					Option to say if under 18				
PL-A-46			Application sent	Storage	Local authority 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	Option to save a copy (eg PDF) or knowledge how to do so (eg HTML saved)			
PL-A-47			Application started	Reviews and approvals	Local authority legal team member		Have another lawyer review my application	The local authority sends the correct information	Alpha interviews					An option to notify another person that there is an application for them to review				
PL-A-48			Application started	Reviews and approvals	Local authority legal team member		Have a social worker review and amend but not send the application	The social worker can make changes but I can check that they are legally sound before sending	Alpha interviews					An option to notify another person that there is an application for them to review	The social worker does not have the option to send the application			
PL-A-49			Application started		Local authority legal team member		Only enter the information once	I don't repeat information and risk making errors in duplication	Alpha interviews									
PL-A-50			Application started		Local authority legal team member		Be able to easily see the President's Guidance when making my allocation recommendation	My decisions are in line with the guidance so that the court can make the current judgment on the hearing needed	Alpha interviews									
PL-A-51			Application started	Form options	Local authority legal team member		Save my progress and resume later	I can return or another team member can work on application	Alpha interviews									
PL-A-52			Application started	Form options	Local authority legal team member		Know when someone else is in part of an open application	We don't change the other's information without their consent	Alpha interviews									
PL-A-53			Application started	Form options	Local authority legal team member		State which order I am applying for and why	The court understands my needs for a hearing	Alpha interviews									
PL-A-54			Application started	Team management	Local authority team manager		Be able to assign work to my team	Care order applications aren't delayed if individuals are unavailable	Alpha interviews					Know how it works for a team	Be able to see who is working on an application and what the state is			
PL-A-55			Application sent	Team management	Local authority team manager		Manage who can send care order applications to the court	Incorrect applications aren't sent that we will have to pay for	Alpha interviews					User management options for permissions				
PL-A-56					Parent representing myself		Be able to understand the language used	I have equal access to justice	Alpha interviews		Y			The form language is in plain English	I can read it in Welsh if requested			
PL-A-57					Local authority legal team member		Indicate who has parental responsibility if it is not the biological parent	They can be notified and have access to justice										
PL-A-58				Standard Directions	Designated family judge		Be able to add default standard directions that will apply to all Standard Directions issued by my court	All Standard Directions reflect our court's policies and standards						Certain users can amend the court's Standard Directions template	Criteria for when these variants are issued are amendable			