



## SERVICE USER

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***“People don’t know where to start looking or what to look out for”***

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### EXPECTED OUTCOMES



One place where users and carers can find all the information they need:  
cost, quality and availability



Reliability of the information



## COMMISSIONER

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***“It would be great if we could get an updated state of the market”***

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### EXPECTED OUTCOMES



Dynamic information about the users needs and the quality of the providers



Timely information



# CONTRACTS OFFICER

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***“Data is hard to obtain and  
it’s not necessarily in the  
best format”***

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## EXPECTED OUTCOMES



Easy access to  
comparable information



Privacy of providers information



# CARE ACT REGULATOR

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***“Have one place that brings all the information about providers together”***

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## EXPECTED OUTCOMES



Have all the information in one place in a more consistent and simpler format and be able to access financial information to understand provider failure



Privacy information



# SAFEGUARDING

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***“Having access to early risk indicators”***

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## EXPECTED OUTCOMES



More factors for risk assessment



Privacy and data misinterpretation due lack of context



## QUALITY ASSURANCE

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***“It would be great to have data in a format that allows us to visualise market patterns”***

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### EXPECTED OUTCOMES



Have more accesible, consistent and timely information about the market



Timely information



## PERSONAL BROKER

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***“It would helpful to have information about the costs standards”***

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### EXPECTED OUTCOMES



Have more information about costs standards and the relationship with quality of service



Sensitive commercial information



## SERVICE PROVIDER

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***“Have a place where you  
can find a market position  
statement”***

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### EXPECTED OUTCOMES



Understand the priorities for  
commissioning and procurement



Sensitive commercial information