FAMILY STORY - DIGITAL SERVICES MAP

VERSION 1.0 | MAY 2017 **FUTUREGOV**

STAGES

REFERRING IN | GATHERING INFORMATION | ALLOCATING | ASSESSING CONCERNS & NEEDS | DELIVERING A RESPONSE | REVIEWING & LEARNING | LEAVING CARE

PROTOTYPES

REFERRAL TOOL

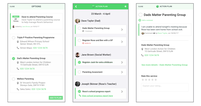
COLLABORATIVE DOCUMENTS

SINGLEVIEW

RECORDING ON THE GO

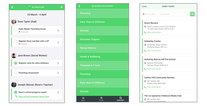
FAMILYVIEW

INTERACTIVE PLAN



FAMILYVIEW

INTERACTIVE PLAN



LEAVING CARE PLAN

MY LIFE STORY

FAMILY

PRACTITIONER

I'm guided through what information to provide. If the risk is low, I'm signposted to tailored support in the community

If the risk is high, my concern is submitted directly to a triage team. I understand next steps and am kept up to date

The system checks if the child is known, pulling in relevant information, whilst highlighting risk factors and indicators

I collaborate with other professionals in real-time gathering information to build a picture of need

The family's single record captures all activity creating a clear narrative that informs decision making

I can coordinate interventions with other professionals and am kept up-to-date on all activity and risks

I can search information held in the family's record using natural language

I have ownership over my story as I'm able to add information is being held about me

En-route to a visit I'm presented with a summary of the family's record, including the latest activity and risks

Quick recording options capture information easily. There are prompts to capture statutory and missing information

I can transparently capture what is being discussed with the family using text, photos and audio

I have the option to share what was discussed and agreed with the family

I'm notified instantly via text that my social worker has shared the visit note

I can restrict access to my information by using a pin or touch ID

I can view and comment on the information held about me

I'm notified of any comments the family make on their record

Everything is stored in one place, making it easy for me to keep track of what's going on

I build a plan with my social worker, identifying the right support for me and family

I provide the family with some choice of services that meet their needs. We build a joint plan

I am clear on what we are all working towards and the updated when actions have been completed

Both the family and professionals have accountability over their own actions. We can track progress together

I can have feedback on the services I'm receiving from other families and my social worker of my experience

I understand the family's service experience, which helps inform my future recommendations

I'm reminded of an upcoming meeting via text

I can see the people who will be attending the meeting and how linked out to the plan we will discuss

I can choose to attend group meetings virtually if I'm unable to be there in person

Documents are shared in the plan before the meeting so I have time to reflect and feel prepared

Everyone invited to the meeting can review shared information prior to attending

I'm empowered to search for the extra support for me and my family

I'm able to add services to my action plan and monitor my social workers of my progress

I can explore the areas of leaving care that are important to me

I'm guided through questions that help me think about my situation, needs and wants

I'm matched to information and services that meet my needs and wants. I can add these to my action plan

The young person can share their action plan with me, so I can support them to meet their goals

My journey through care is stored securely in one place

I understand my story looking through my information. I feel like I've lived, people I've known and information that was saved

OTHER TOOLS

Patchwork | Office 365 | Microsoft Teams | slack | Trello | amazon alexa | EVERNOTE | IBM Watson | WhatsApp | Google Translate | The Phone House | Doodle | skype | Outcomes Star | MOMO MIND OF MY OWN | sortli | FOR ME: THE CHILDLINE APP | Dropbox

VISION

Collaborative and automated where possible, social workers use their professional judgement for decision making

Real time, responsive and collaborative - backed up by smart communication tools which are open to all

A visual, single record accessible to all of Children's Services that tells the story and immediate status of a case

Using data to tell stories of where cases are and who is working on them

Practitioners spend more time with families and have the ability to access and record information on the go

Families have ownership over their story by being able to view and comment on information held about them

Both families and practitioners can keep track of each others progress by sending updates of their actions

Social workers use the time saved recording information to work with colleagues through sharing learning and reflective practice

Families are empowered to be part of the solution

Care leavers have control and ownership over their story and understand their journey through care

SERVICE DESIGN / PRACTICE CHANGE

- Everyone who works with children is supported to play an active role in safeguarding
- Information gathering to automated learning decision making as primary role of team
- Risk is always present
- Conversations not thresholds approach
- NFA is never a response
- Multi-disciplina social care locality teams

- Multi-agency
- Flexible and responsive approach required to collecting real time data

- A shift in permissions and accessibility of data
- Trust in practice over dictated workflows
- Social workers use SingleView as primary tool to support practice rather than reporting
- Less time spent recording

- One social worker, one family, one plan.
- Increased transparency with families about what will and is happening

- Practitioners become more mobile, working on the go and accessing data from multiple devices
- Social workers are supported and encouraged to work in the open and with families
- Less duplication (less writing)
- Social workers become evidence based and outcomes orientated

- Practitioners write less and are more evidence and outcome orientated due to families having view of the notes
- A shift from reflective practice to immediate and direct feedback with families closing the feedback loop
- Families are supported to be more active in the conversation through giving feedback and comments from families
- Social workers supported to work with families and take their feedback into consideration

- Social workers must provide clarity and enable families to know what's best for them
- Practitioners and partners start to document their progress on actions and are supported to meet their own deadlines and actions

- Flexibility required on meeting dates within statutory framework
- Teams encouraged to work virtually where appropriate

- Families are more engaged and invested in solutions and outcomes
- Families are able to choose the support that's right for them based on feedback from other service users
- The right services are commissioned making better use of money and council resource

- Life Story work is stored digitally in a central place and can be added to by everyone supporting the child
- Foster families are encouraged and incentivised to add memories in the format of videos, photos and voice recordings

ORGANISATIONAL DESIGN CHANGE

- The role of the Front door and locality teams become less about admin and process and more about decision making and analysis
- Teams communicate via tools like Slack, collaborative documents and Skype for meetings
- Admin function reduces due to automation

- Smarter, collaborative communication tools enable teams to work in real-time and respond accordingly
- Teams are supported to move away from the start of the process by using tools and plug-ins like Patchwork
- Information governance policies enable agencies to share information

- Voice to data tools using natural language processing enable practitioners to understand more about risk and highlight information gaps
- Analytics are used throughout social care to understand more about perceived needs
- Teams assess risk using data and expertise and don't manage around thresholds

- Managers have more autonomy and accountability over the resourcing and allocation of their teams
- Managers are supported (through data) so small managers are aware of case loads and their strengths
- Using the case status function on SingleView teams can flag cases that need a 'fresh set of eyes'
- Everyone has access to everyone's data and the whole team are aware of who's working on what

- Teams can use the devices that work best for them and can access and input into SingleView on the go
- Data is collected digitally by default and encouraged to record on the go using smart devices
- Cyber security policy enables working outside of secure office networks
- Frontline workers are encouraged to feed back actions and observations to families during or after visits

- The organisation supports a culture of experimentation and prototyping to understand what information is appropriate for families to see and how it should be presented to them
- Offline business processes that follow digital principles are available to use with families that are not digitally native. Time is taken to support families (including financial support) and encourage them to use FamilyStory

- FamilyStory is connected with the council's wider directory of services. Users of services are incentivised to feed back their experience of services, which helps improve the opportunity for other users' experiences
- The organisation commissions services based on value for money, using data and feedback from users
- Users are always given choice and autonomy over the services they use

- Where possible meetings take place virtually using Skype and other communication tools. Virtual meetings are seen to have the same value as face-to-face meetings
- Communication channels for multi-agency teams can be set up using tool like Slack or Microsoft Teams
- Time is taken to reflect on practice and always given supporting documentation in advance of meetings
- Plans are dynamic and responsive with ownership and accountability mixed by all parties

- As social workers now have more time to spend with families they facilitate learning after each meeting and ensure the learning is captured and shared appropriately
- Notes from all meetings can be accessed on FamilyStory and don't take 'minutes' format - they are observations and actions
- Learning is taken back to the office and shared with colleagues through show and tells rather than team meetings

- The organisation takes a digital approach to corporate parenting by creating a digital suitcase for children who have been looked after
- Care leavers have a duty of care to always inform a looked after child of the full picture and never redact significant information from their file, but support them through the process of understanding the information

MANAGER

MANAGER TOOL - Allocations

I have a clear overview of my team's case loads and our performance

I use data and predictive analytics to understand the full picture of need, informing decisions

I have a view of the performance of teams and where additional support is needed

DASHBOARD - Throughput

The reporting and analytics data is at my fingertips and updated regularly, keeping informed strategic decisions

- Data is easily accessible for anyone with permissions. Data requests don't need to be formalised and data is easily displayed and appropriate for the person viewing it
- Dashboards are designed with the user in mind, designed to understand the performance of cases and spot when additional support needs to be offered or stepped down
- Data is used to inform practice, bring learning and perspectives where teams come together to discuss how cases were and how they could've worked differently
- Information and data doesn't need to be thoroughly checked before sending to Ofsted or DfE as the organisation has confidence in the quality of its data
- Business analysts are replaced by data scientists who can predict trends and forecast patterns, relaying these to service delivery teams and leadership

DASHBOARD - Service Use

I have a clear view on what services are being used and their impact

I have a clear view of what services are working / not working and where the gaps are

COMMISSIONER