

Children and Young People's Services Locality Events

Nov/Dec 2023 – Summary of Questionnaire Feedback

Free text Responses

Introduction

During the locality events for Children and Young People's Services the first prototype of the search and ecomap tool was shown to practitioners in a presentation format.

Whilst presenting, a paper survey was conducted. Paper surveys were selected in order to gather as many responses as possible in a format appropriate for the setting. People attending may not have brought laptops or devices and the events were held externally so connection to Council network could not be guaranteed.

The survey included several qualitative questions about the first impression and ease of use of the tool, the survey also asked for suggestions for future recommendations and invited any questions for the project team. This presentation is sharing the findings for the **free text response questions**.

A thematic analysis was conducted, first responses from paper copies were collated digitally, then freetext responses were reviewed and categorised into themes where there was correlation between the free text responses.

There were some comments received about the format of the presentation, stating that the screen was too small, and it was hard to see.

There were **211 respondents** of the survey, most respondents did not answer all the questions. From the responses received the data showed that there were consistent themes

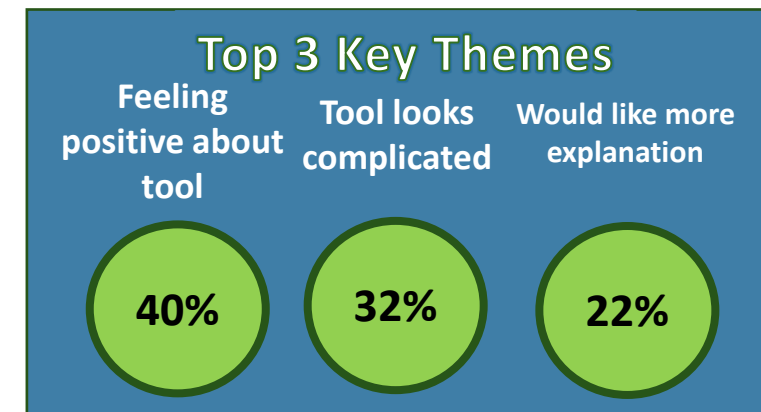
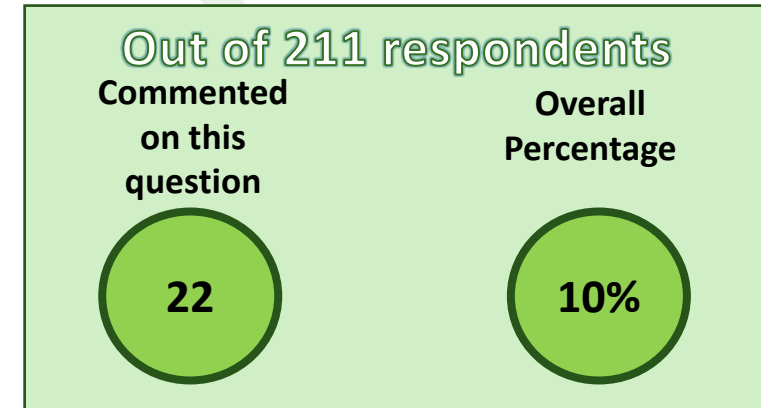
Please provide any opinions on the presentation and information on the Child Summary Page

Out of the 22 staff respondents to this question, 40% expressed positive feedback about the tool.

22% of the respondents felt that the tool was too complex and would like more explanation to feel more confident using it.

Snapshot of comments received:

Please provide any opinions on the presentation and information on the Child Summary Page
Blank
Confusing
could be overwhelming if too much info
difficult to read
Each child's page differs depending on team/social worker etc needs some continuity
For it to be condensed and easy to read
Good
Great and Helpful!
Great presentation, didn't view the child summary pages enough to comment
Great, useful

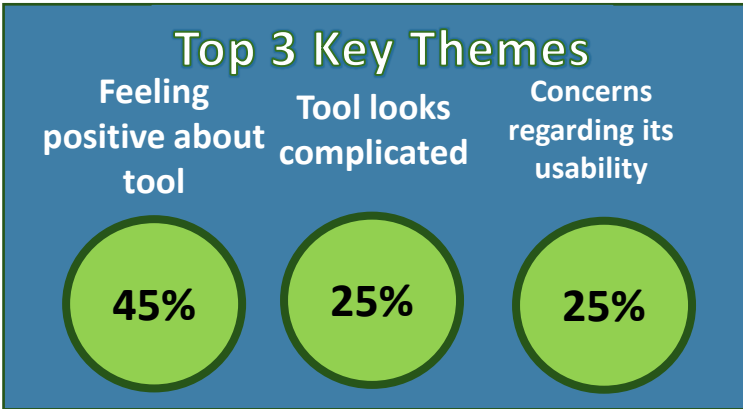
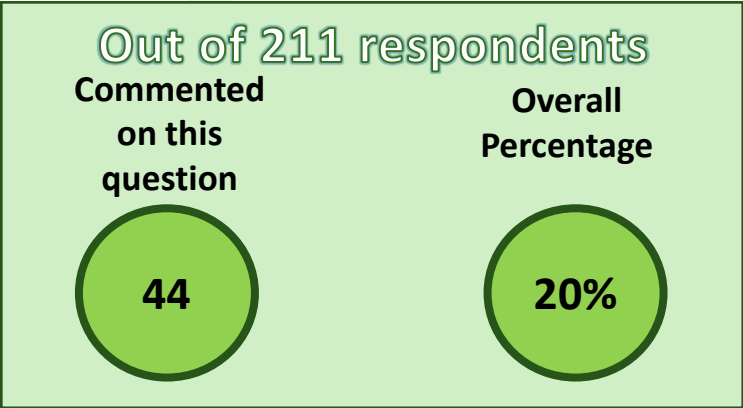


Please provide any opinions on the presentation and information on the Document Summary Page

- 25% of the 44 members of staff that commented mention about concerns regarding its usability but remain realistic that new technology will form part of future solutions
- The concept of the tool for some respondents is difficult to conceive
- Positive comments included easy to navigate, which would be particularly useful when there has been involvement over a number of years and there are many documents associated with a child

Snapshot of comments received:

Please provide any opinions on the presentation and information on the Document Summary Page
all too busy
Amazing that can search documents plan etc
Blank
cant search/filter have to click through each page and scroll to find documents
change is always difficult will take time
clear - easy to navigate
Clear and easy to read sections
confusing
Didn't see it for long enough
Document summary would be interesting to use as we often have 10 years plan of info and get lost in case transfers
for it to be condensed and easy to read
Great

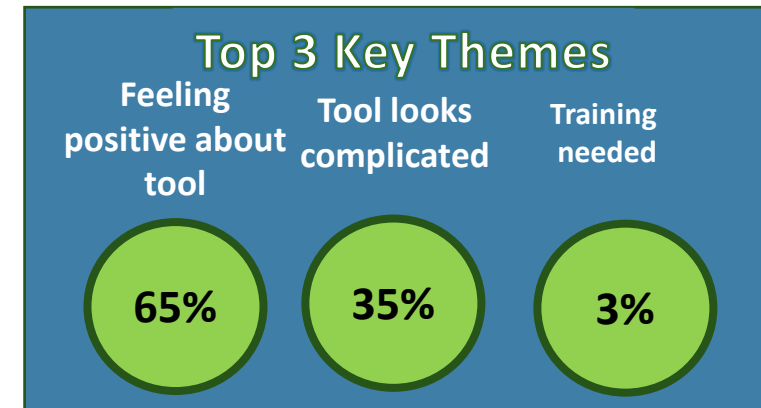
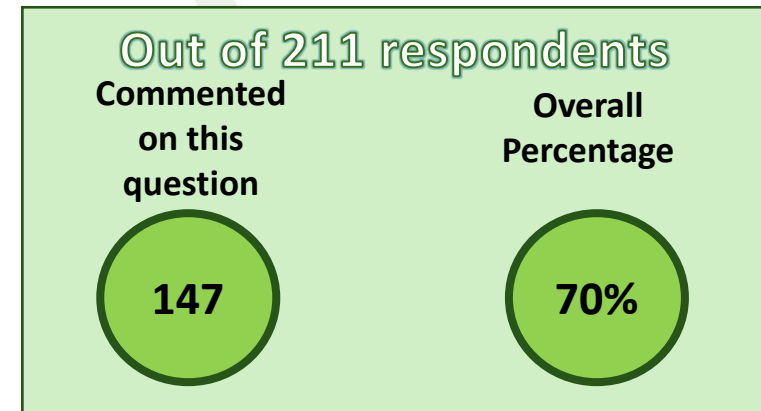


What is your first impression of the ecomap diagram?

Overall, the feedback on this question was very positive and this question was the most answered. Out of the 211 respondents 147 commented on the question.

- A small number expressed concern about the tool pulling only items with no context from the data.
- Additionally, there was a suggestion that the tool needed to be colour coded to be more useful to the practitioner, this could be to indicate the type of relationship or entity that is mapped

35% of respondents mentioned that the tool looked complicated, and a small amount commented that they would need adequate training to feel comfortable using it.



Is there any other information you would want to see displayed on the ecomaps?

Main themes listed below:

Integration of information from other systems

- Legacy systems, school data, Health and Adult Services, Early Help Module
- Original PDFs & Genograms

More information

- Relationships that have ended/changed
- Crimes and risks
- Pets/hobbies
- Years monitored with carer
- Contact information and when last contacted
- Key words
- Chronology of involvements

Relationship links to that child

- How strong the relationship is
- If people move and end relationships
- The nature of the relationship

From the examples demonstrated, what do you think would be useful to include, remove or alter in the future version of the tool?

41 members of staff commented on this question a key theme was

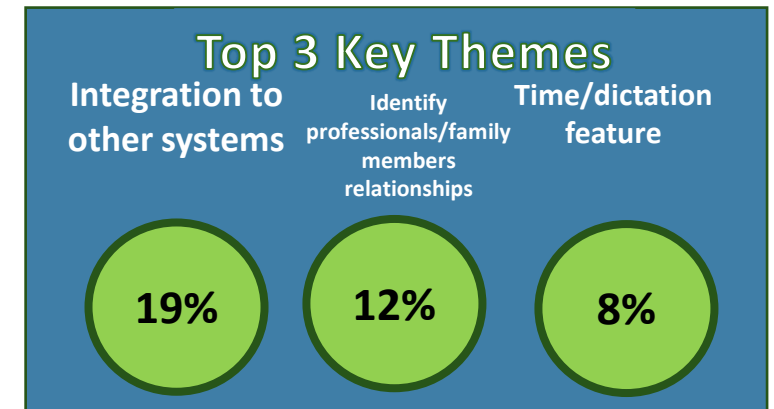
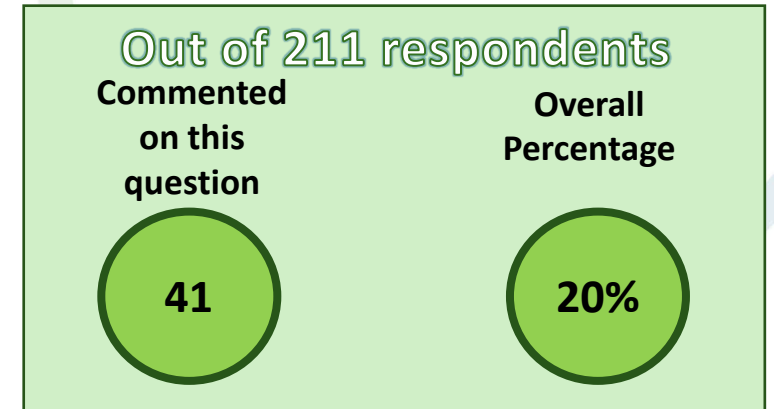
- The integration to other systems particularly youth justice

Other themes that were mentioned

- A dictation feature
- A filter that removes the lines and keeps the bubbles (ecomaps)
- Help tab with FAQs
- To be able to identify professions or family members

Potential added features that were mentioned

- Colour coding
- To show geographical information
- Improve navigation into different areas of the tool and filter using timescales



Do you have any questions or comments for the team about this new tool?

Other themes identified included concerns about complexity, a degree of scepticism about ability to deliver change, and appreciation for the time saved in obtaining information.

Over half of the 47 responses felt positive about the tool

Some questions that were asked:

“Can we include services e.g. CAHMS/Youth Justice to the people/places/products filter?”

“Could we change the colours to represent close links people who are important, services involved but current ones, make it less busy, simplify?”

“Great tool, would be helpful to bring in new tech to help with digital case recording of visits via phone/voice recording?”

“How does this work with GDPR? Who monitors this to ensure information sharing is safe and ethical?”

Out of 211 respondents

Commented
on this
question

47

Overall
Percentage

23%

Top 3 Key Themes

Feeling
positive about
tool

55%

Concerns over
GDPR
compliance

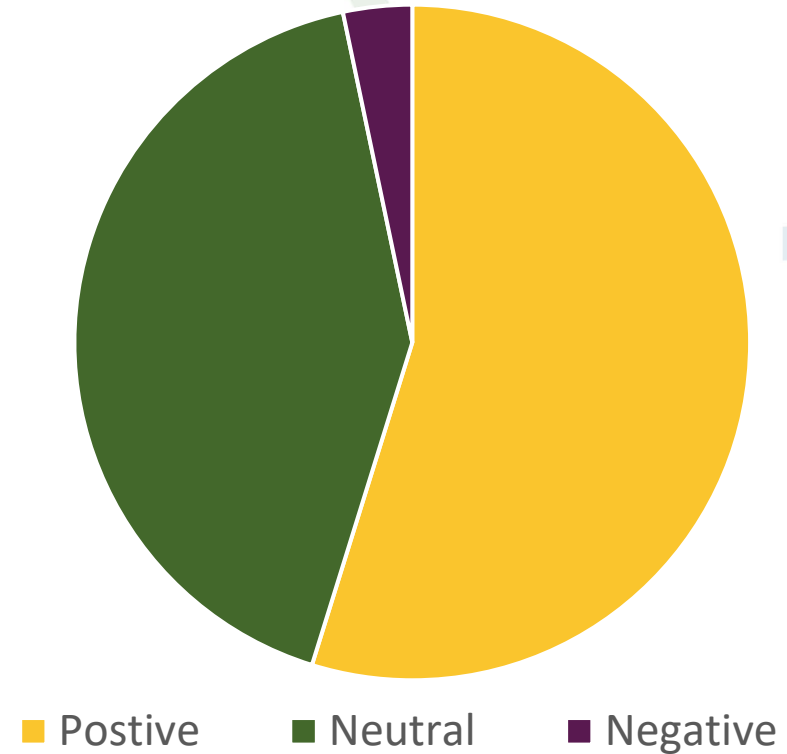
12%

Feel like
Training is
needed

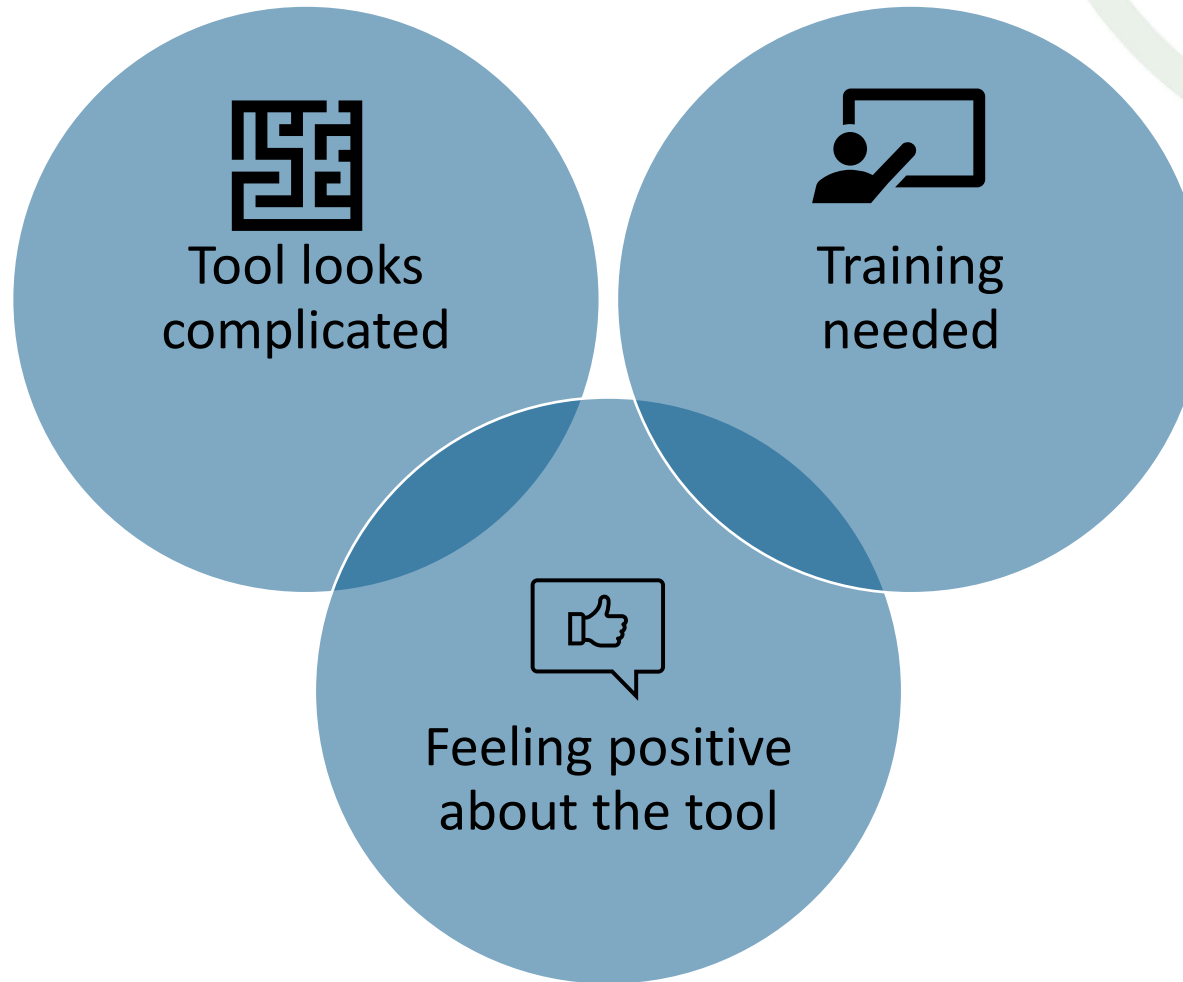
27%

Summary of findings

In the survey, responses to the tool were predominantly positive, with over half of the participants expressing favourable sentiments. However, a smaller portion of respondents remained neutral, possibly influenced by newness of the technology and limited exposure through a brief demonstration in a conference style setting.



Main Themes



Comments of themes

Feeling positive about the tool

- Amazing and will be helpful in practice very excited of what's to come
- This was great and will help and save time
- Helpful tool will save time searching case notes and documents

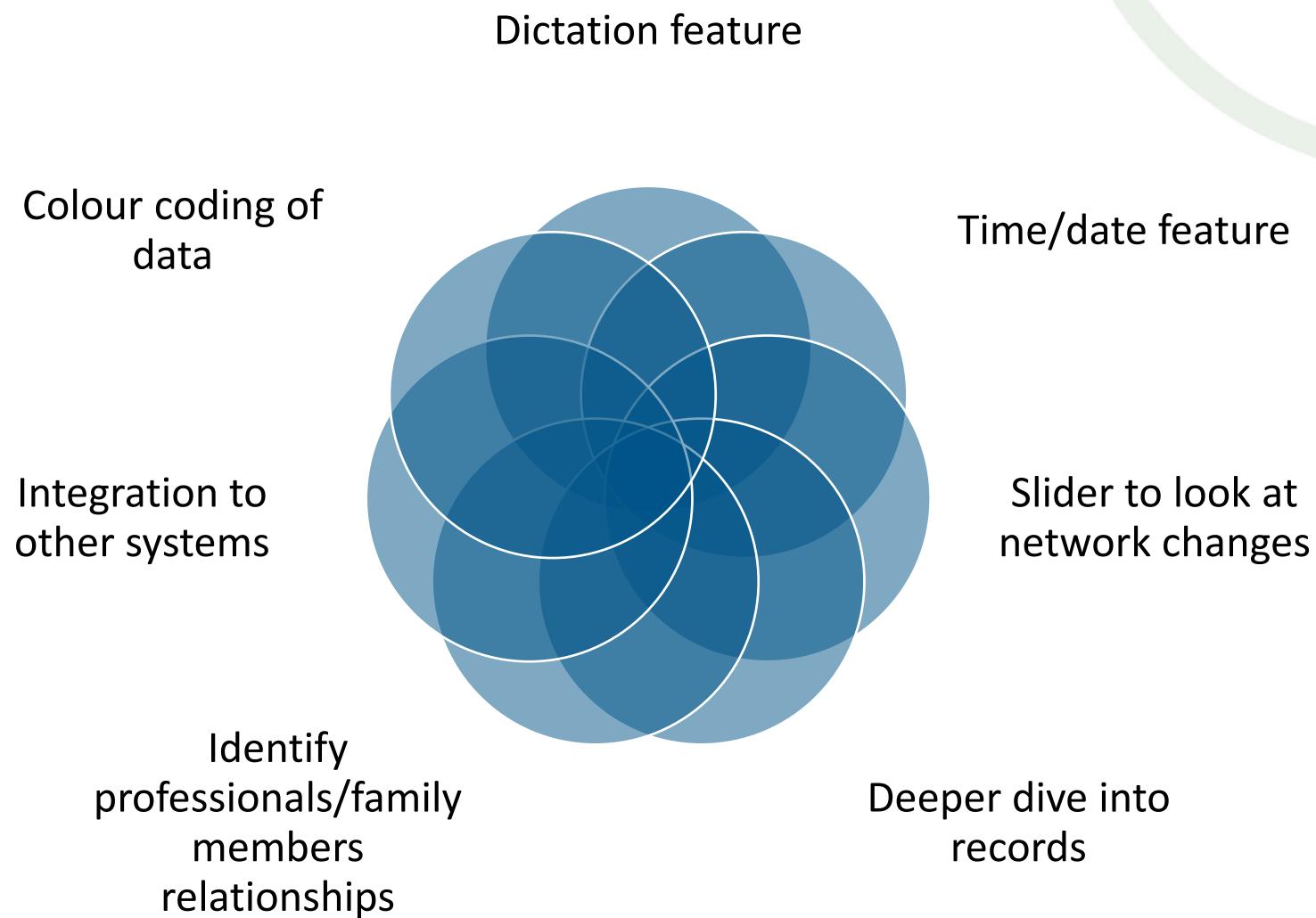
Tool looks complicated

- Looked confusing with all the lines
- Looked complex but I'm sure it will be easier when using
- Overwhelming a lot of information

Training needed

- Needs more explanation
- Will be helpful but would need more training
- I'm very intrigued, I see huge benefit but need more info and training to use safely

Useful to include in the tool



Recommendations for the future

- Training for CYPS teams on new tool
- FAQ section on tool interface
- Advertise positive comments and feelings about the tool thought-out CYPS and wider council

Conclusion

The survey findings indicate respondents feel positive about the tool and are excited about its potential to save them time and reduce workload.

Seeing the tool for the first time, there were concerns over its complexity. However, these could be addressed through adequate training and the provision of more guidance and information. It was reassuring to receive questions from users about Data Governance as it demonstrates that these considerations are well embedded. Ensuring development of the tool has been safe, ethical and compliant with Data Governance requirements, has been a priority from the outset. This meant the Project Team were able to provide detailed responses to questions at events.

Questions and comments received could be addressed in the development of practice guidance, and suggestions for additions and changes from users could be incorporated into future development of the tool.

The voice of the respondents was strong, and the feedback was positive overall.