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Children and Young People's Service

Workshops held with different teams - May to July 2023





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Six workshops were conducted prior to development of the prototype tools across the different teams that sit within Children and Young People's Services. Business analysts met with all core teams, this was seen as important because the way in which teams use the existing Case Management System and the tasks they carry out on a day-to-day basis can differ greatly. We conducted 'Service in a Snapshot' workshops with the following teams:

1. **Front Door Team**
2. **Children in Care Team**
3. **Adoption Team**
4. **Leaving Care Team**
5. Early Help Service
6. Safeguarding Team

Workshop sessions were between 90 and 180 minutes, the length of time depended on the amount of information there was to be discussed. The general format of the sessions comprised of a brief introduction to the project from the Project Lead. Then a list of tasks that are carried out on a regular basis were generated. For each of the tasks we measured the length of time it took, and the number of steps carried out to complete the task, for example, finding a safety plan for a child. There was also discussion about how the tool might benefit each of the pieces of work that Social Workers carry out. The outputs from four of these sessions follow (those listed in **bold** above) .





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Service in a Snapshot – Front Door Team

Monthly (Mar 23) Performance Summary

Contacts
2835

**Screened in 1
Working Day**
97%

**Repeat
Referral Rate**
14.8%

**Most Common
Contact Source**
Police

Key Measures

**Individuals
searched by
SW per day**

70

**Minutes Taken
to Locate
Safety Plan**

3

**Minutes Spent
Reading
Screening**

45

Systems Used

EHM

LCS

Synergy

**Single
View of a
Child**

Screening Process

Practice Supervisor

Practice Supervisor

Practice Supervisor

Practice Supervisor

Social Worker

Practice Supervisor



CSC Upload Contact
Record to Shared
Tray on EHM



Check for Open
Referral, Out of Area,
EHM entry matches
document



Read Contact Record
& Analysis and
Judgement Page
(15 minutes)



Approve for Screening



Complete Allocation
Note, Write RAG
Rating, Trigger Health
& Police Check



Complete Screening
(check for recent
MAST Screening, go
through history etc.)



Screening returned,
contact outcome
determined and
approved

Monthly



Ability to Find Documents Quicker – having a 'Most Recent Documents' section built in would be useful



Ability to Find Relationships Easier – having Eco Maps of relationships would benefit screening and MACE Level One Meetings



Reduction in Reading Time – having a document preview and search feature would reduce downloading and reading all documents held

Expected Tool Usage

Daily Group Screening Meetings

MACE Level One Meeting

Domestic Violence Meeting

CAMHS Meeting





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Children in Care Team

Key Measures

Time to Find
First Safety Plan

3 minutes
27 seconds

Time to Find
Number of
Social Workers

70
seconds

Time to Find
Number of
Placements

92
seconds

Adding each Visit
to Summary of
SW's Involvement

65
seconds

Service Benefits



Reduced Clicking – only having to click once rather than through many documents/screens



Better Access to Relationships – eco maps will aid in filling out relationships page of parenting assessment and family & network details for Strategy Meetings



Having Results in Chronological Order – seeing search results in dated order would benefit locating records such as identifying the most recent danger statement

Main Tasks

Parenting
Assessment

Pre-Meeting Report for
Looked After Children

Care Plan

Information Gather
for Section 47's

Child in Need
Meetings

Court Work

Pathway Plans

Supervision
Meetings

Placement Plan

Mapping Forms

Strategy Meetings

Background Information
for Summaries

Parenting Assessment Process

Purpose of Assessment



Documents -> Last
Statement
Forms -> Last Referral

Relationship Page



Takes around 30
minutes to complete

Demographics Page



Involvements,
Education, Forms

Child Record



Previous Statement /
Forms / Check Status
Documents -> Last Court
Statement

Child's Needs Section



Case Notes,
Involvements,
Documents, Forms,

Safety Plan for Family Time



Most Recent Safety Plan ->
Documents, Forms, Case
Notes, Case Summary

~50 Documents Searched
~30 hours to Produce Assessment

20-50% of time
spent looking for
information
(dependent on tasks)

Placement Plans

2-3 hours if child
not known → 1 hour if child
know

4 days to write
up a Plan within
2 weeks

Participatnt Case
Load

20 21





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Adoption Team

Key Measures

Locating a Birth
Certificate

3 minutes
49 seconds

Time to Find
Birth Parent
Contact Info

55
seconds

Time to Find
'Request for
Information'

~5
minutes

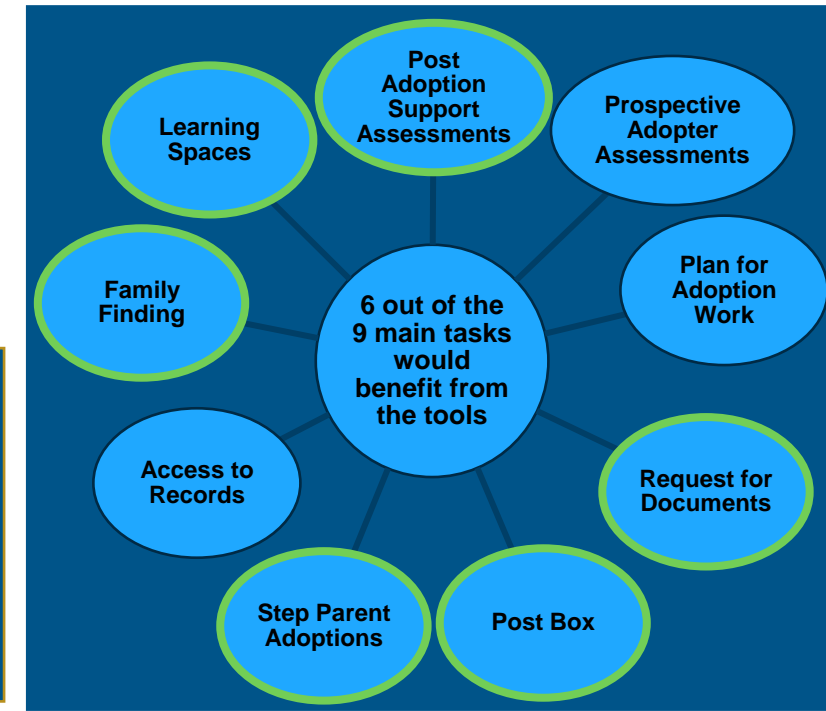
Service Benefits



Ability to find documents quicker – as information is stored in different places, it will reduce the time taken to find the information needed.



Quickly identify post-box letters – currently documents are stored in the same tab, semantic search results will include scanned-in letters.



Post Adoption Support Assessment

Telephone Call



Worker Fills in Duty
Script during Call

Allocate the Work



Manager signs off Duty
Script and allocates to
Social Worker

Contact with Family



Social Worker makes
contact with the family

Background Information



Child Permanence
Report & Life Story
Work

Complete Assessment



Takes ~1/2 day to write
up assessment

40 days to Complete Assessment

1 hour to find
information for
Learning Spaces

5 minutes - 2 hours
searching for info on
Prospective Adopters
Report (dependent on info)

Use the Adoption
Module that is
Part of LCS

~2 hours to
complete Family
Finder Profile

Participant Case
Load
141 20





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Leaving Care Team

Key Measures

Locating a
Qualification

3 minutes

Locating a
professionals
details

3 minutes
36 seconds

Locate First
Visit of the
Year

38
seconds

Service Benefits



Ability to find documents quicker – at the moment it is difficult to find information in case notes and documents as there is limited search function, the new tool should speed up this task of locating information.



Improvement to Networks – having more relationships identified would help to develop plans and enrich the interactions with young people as it will help to identify people for them to reach out to and find support from.



Better Ordering of Search Results – being able to see dates / most recent information will aid in search

Pathway Plan Review

Meeting with YP



Gather Information to
Complete the Review

Initiate the Review Document



Start a new Signs of
Success Pathway
Planning Mapping Form

Complete All Sections



Future in Five Years, Relationships,
Family, Home, Learning &
Employment, Things They Like
Doing, Feeling Safe & Well, etc.

Set Review



Make arrangements for
reviewing the plan

Submit Review



Put the Pathway Plan
Review in the Tray

45 minutes to
generate address
history (7 addresses)

Pathway Plan Review
1 hour – 90 minutes to complete
*~25% of time spent looking for
information*

Enter Leaving
Care Team at 17
Years 6 Months

New Pathway
Plan Review
completed every
5 months

Participant Case
Load
379 22

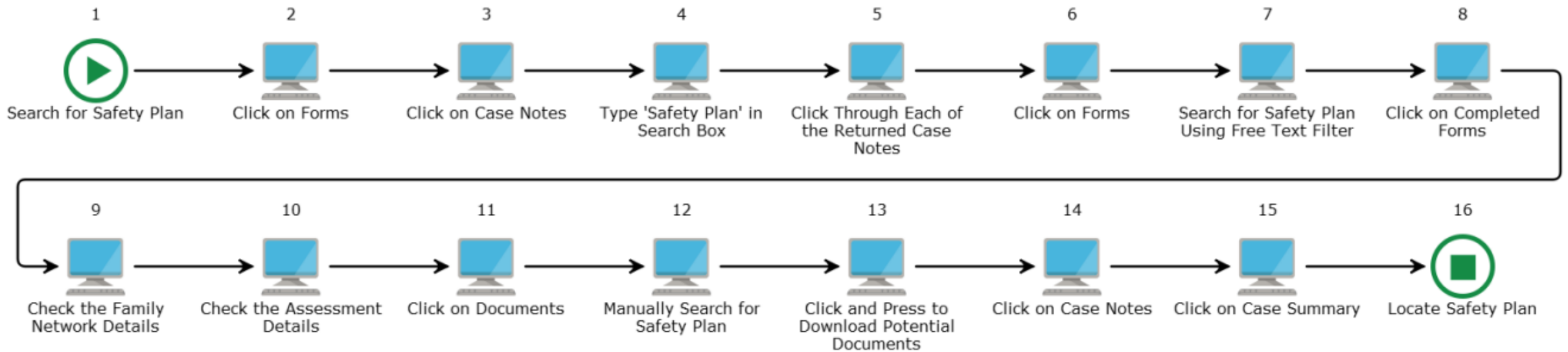




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Search for a Safety Plan

3 minutes

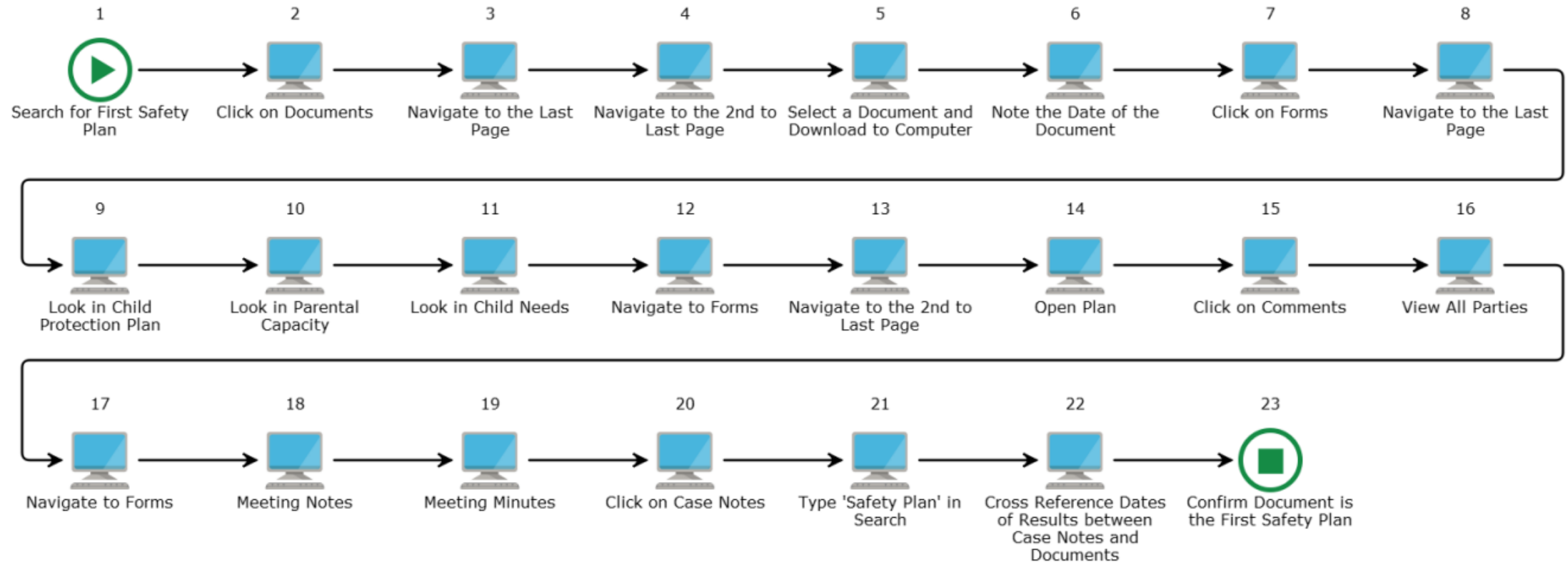




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Time to Find First Safety Plan

3 minutes 27 seconds

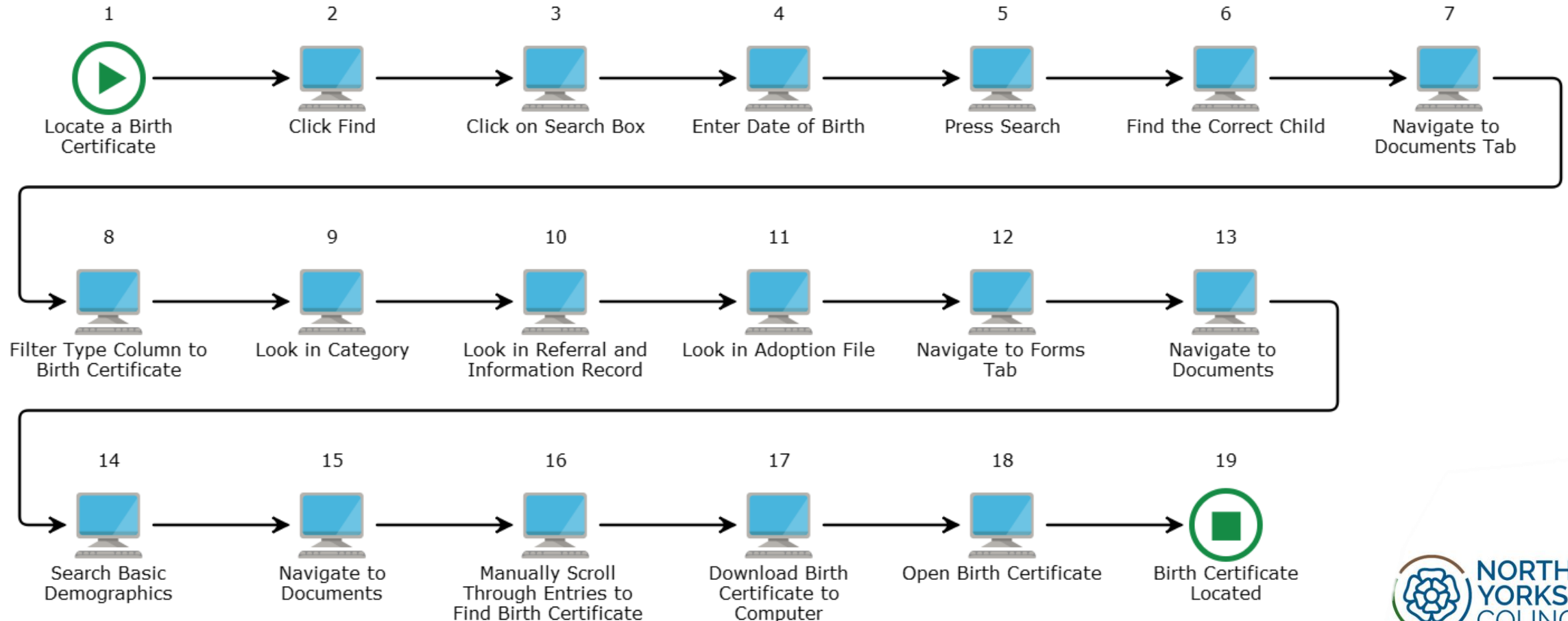




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Time to Locate Birth Certificate

3 minutes 49 seconds

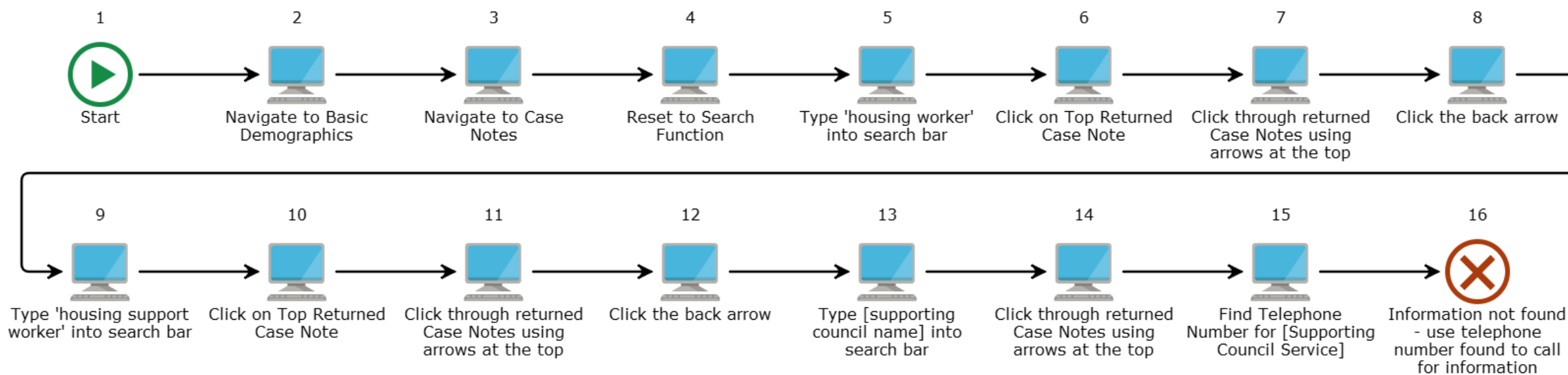




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Time to Find Professionals Details

3 minutes 36 seconds

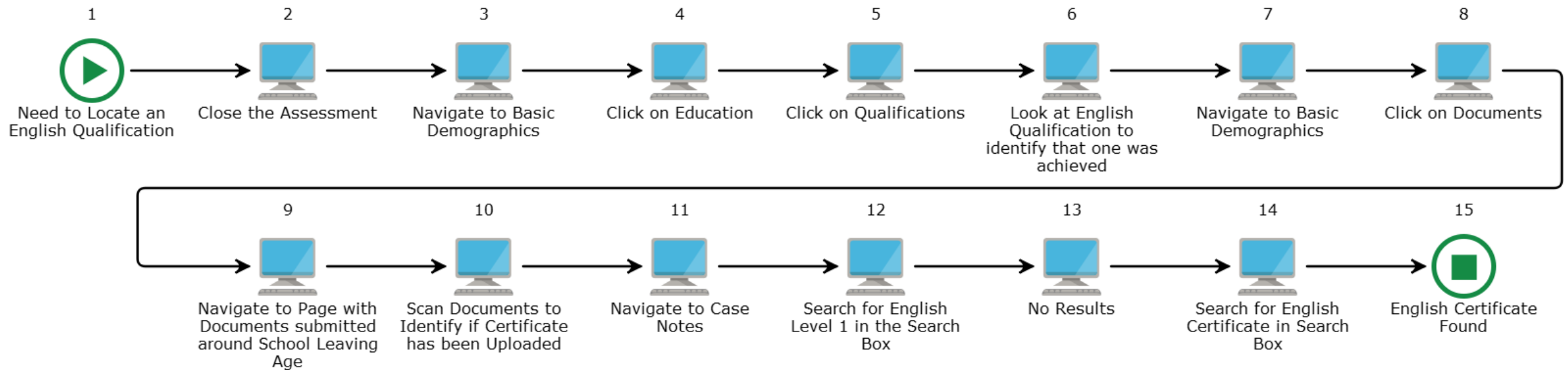




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Time to English Qualification

3 Minutes

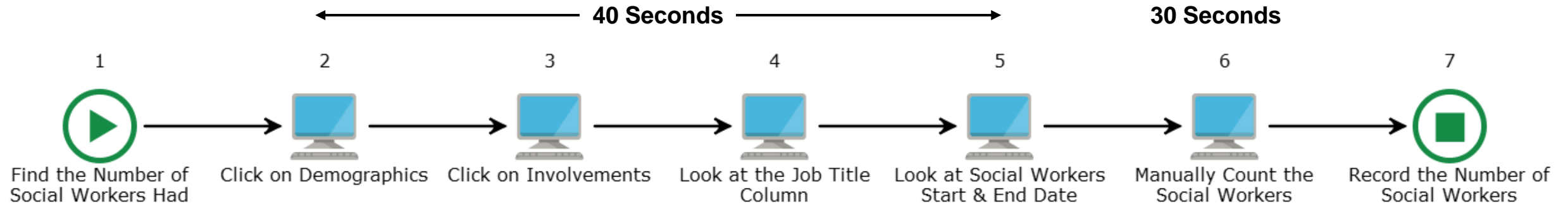




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Time to Find Number of Social Workers

70 seconds

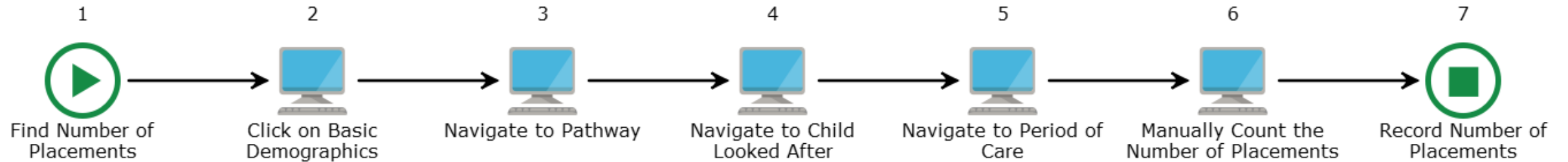




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Time to Find Number of Placements

92 seconds

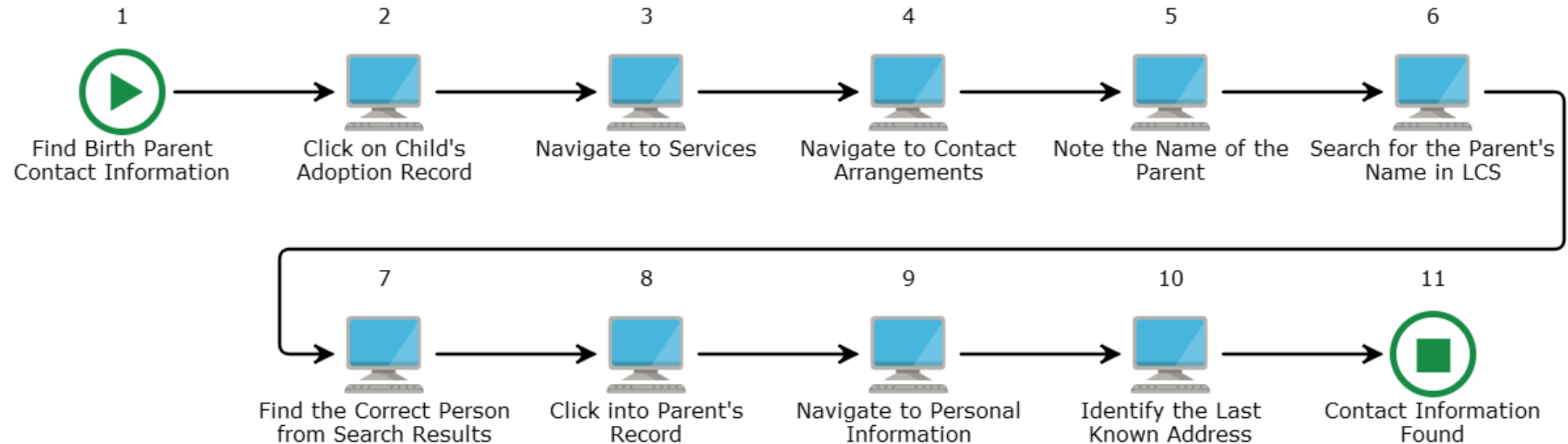




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Time to Find Birth Parent Contact Info

55 seconds

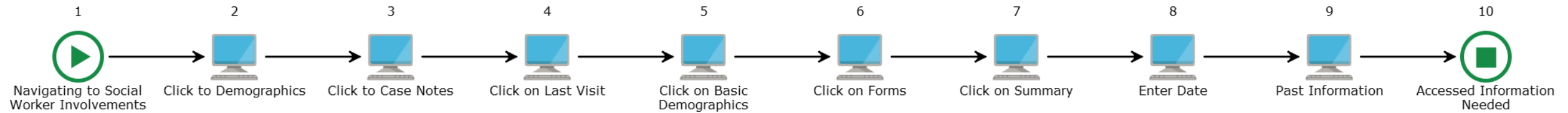




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Summary of Social Worker Involvement

65 seconds
per visit

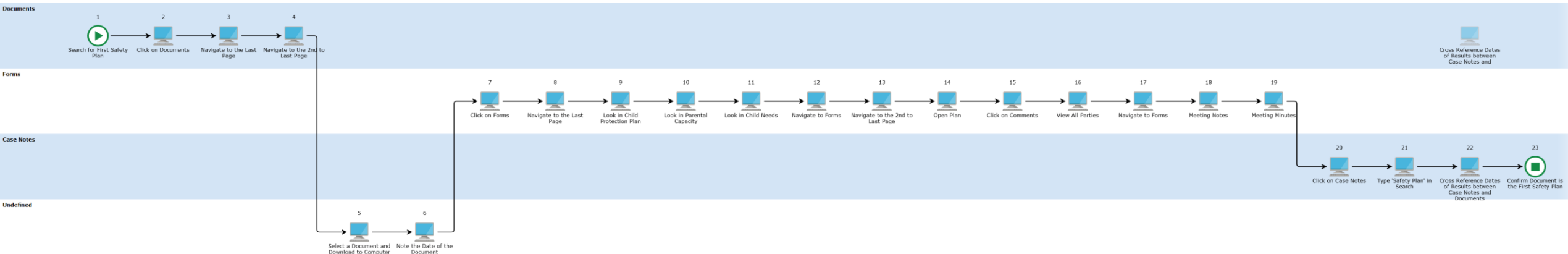




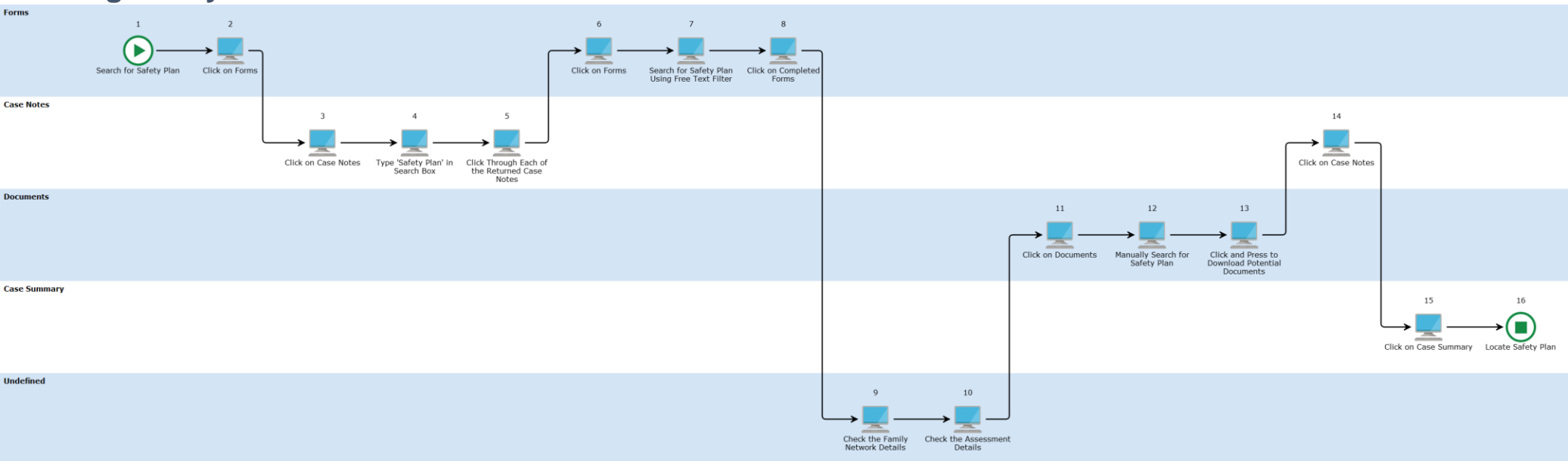
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Swim-laned by LCS Screen

Finding First Safety Plan



Finding Safety Plan





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Glossary of acronyms and definitions

SW – Social Worker

EHM – Early Hep Module

LCS – Liquid Logic

CSC – Children's Social Care

RAG – Red, Amber, Green

MAST – Multi-agency screening team

MACE – Multi-agency child exploitation

CAMHS - Child and Adolescent Mental Health Services

Case load – the number of cases with which a social worker is concerned at one time

YP – Young person / young people

