FAMILY CONTEXT PHASE 2 EVALUATION 2022

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THE PROJECT ORIGINATED IN 2018, AS A COLLABORATION SUPPORTED BY MHCLG

Start: 2018

Goal: Collaborate across councils to identify and build common solutions to shared problems, supporting LAs' work with vulnerable people

Initial participants: 10 Local Authorities including Stockport, Social Finance and MHCLG's Local Digital Collaboration Unit

Starter funding: MHCLG's Local Digital Fund, Christie Foundation

THE PROBLEM

When social workers first interact with a family, they do not have easy access to key information. This includes the services that family members engage with. The consequences of this are:

 • Social workers sometimes have incomplete information which can change decisions and outcomes

 • Social workers waste time chasing information, which they would prefer to spend with the family

 • The child could be placed at further risk from delays

Family Context is a tool that allows social workers to **easily access service involvement information** on relevant individuals to a child. It facilitates conversations with lead practitioners from other services, so that social workers can better **support families** and **safeguard children**.

June 2021:
Preparation for launch in Stockport

Oct – Nov 2021:
Pilot Launched in Stockport

Dec –March 2021/22:
Gather feedback from social workers

April – June 2022:
Phase 2 Requirements gathering

July –Aug 2022:
Tool Analysis

Sept 2022:
Phase 2 Evaluation

DEVELOPMENT OVERVIEW IN NUMBERS Phase 2 2022

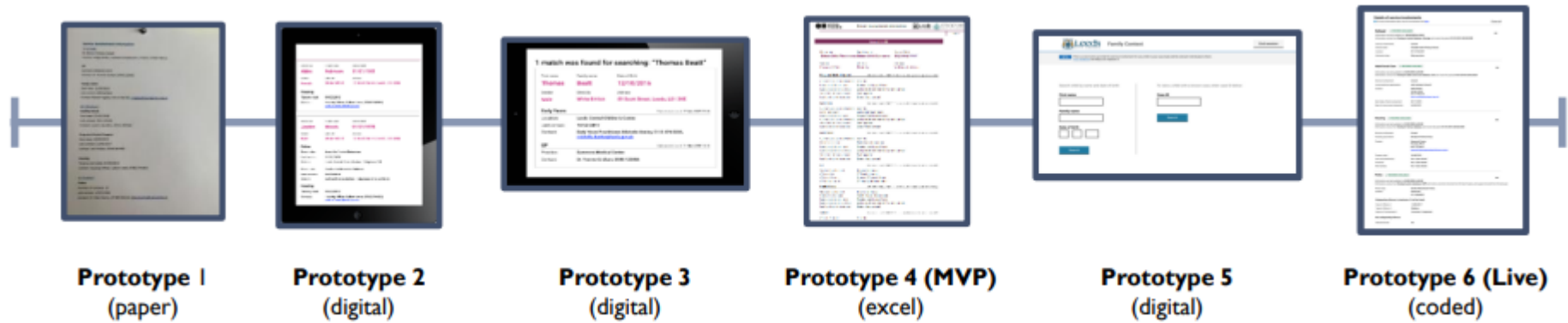| 14	12	12	9
Social Workers participated in development of further requirements	Social Workers participated in timescale recording for manual searching for data	Social Workers participated in timescale recording using Family Context tool	Social Workers participated in testing the Family Context tool

Agile principles and extensive user research were used to understand and frame the problem and design a solution in collaboration with social workers.

In alpha/beta, we undertook 6 rounds of user research across Leeds and Stockport using different prototypes and types (synthetic and real).

Prototype 1
(paper)

Prototype 2
(digital)

Prototype 3
(digital)

Prototype 4 (MVP)
(excel)

Prototype 5
(digital)

Prototype 6 (Live)
(coded)

Family Context matches and aggregates data from education, adult social care & housing into a single searchable view

It gives basic information on service involvement and contact details of relevant professionals for social workers to speak to


Login page

Result page…

…with service information

1. Social workers access Family Context using their CMS (Liquid Logic) login details

2. They search for adults or children using name or Liquid Logic Children System ID

3. The results page shows any matched individual records, which the social worker then selects

4. The social worker then selects the desired individual and can choose to open a 'drop down' to view relevant service involvement and contact details
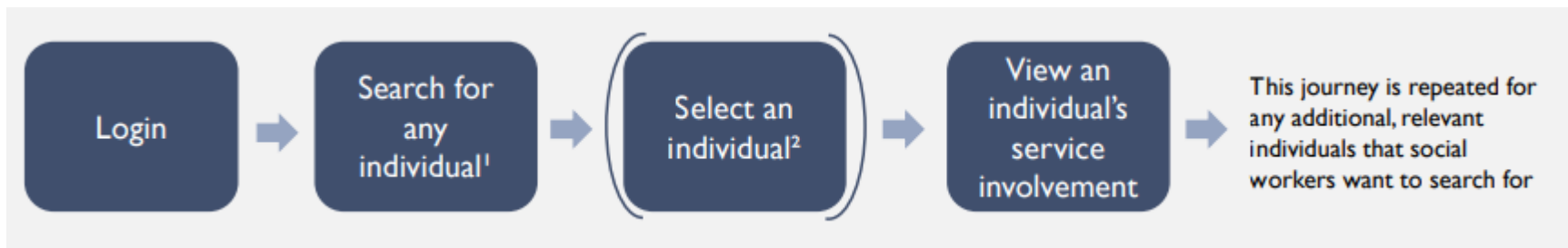
1. In each option, searching can be done by: (i) name; (ii) Liquid Logic Children System ID; or (iii) a combination of the two.

2. Selection does not take place when a search is made using a Liquid Logic Children System ID because this causes a direct match.

Data Source	Included When..	Details
Adult Social Care (Liquid Logic)	A caseworker has been assigned	• 'Start of last involvement' = start date of current/most recent referral • 'most recent interaction' = date most recent case note updated on liquid logic • Service involvement shows as 'current' if no end date in system
Education (Synergy)	Child registered at a school	• If dual registered, only main registration is shown
Housing (Stockport Homes)	Adult is a current tenant of Stockport Homes or has records in antisocial behaviour database	• If they are a current tenant: • Notices of intent to seek possession (last 12 months) • Notices of eviction proceedings (last 12 months) • Current rent arrears if >6 weeks • Whether current tenant or not: Anyone listed as a perpetrator in current or historic antisocial behaviour cases since 2014
Children's Social Care (Liquid Logic)	Child in Liquid Logic system	Address pulled through; data is accessible to social workers via LL account
YOS	Phase 2	• Under Development
Education (Additional information)	Phase 2	• Attendance and exclusions - Under Development
Person Details (Additional information)	Phase 2	• Contact numbers for family members - Under Development

A NUMBER OF KEY PRINCIPLES WERE CENTRAL TO THE DEVELOPMENT OF 13 FAMILY CONTEXT

- **Importance of user input throughout design & development**
    - Working with users at all stages in the design, from development through to pilot, to ensure it aligns to needs
    - Conducting final round of usability testing prior to launch to check UI and quality of data matches

- **Centering data ethics and information governance**

    - Working with the ICO from the outset and throughout design & development
    - Working with families- considering ethics of what data should be included as well as meeting requirements

- **Using open source and iterative development**

    - Sharing code and design, aligned to GDS principles
    - **Working with existing systems**
        - Using a single sign on, the same as for Liquid Logic, to remove barriers to access and login

    - **Value of working collaboratively**
        - Bringing together data and frontend technical teams, working across data and the service
        - Building collaborative relationships to enable data sharing

Main objectives:

1. **Further develop Family context tool**
2. **Identify any addition datasets**
3. **Analysis of tool use and timesaving**

We want to explore questions such as:

- **Are there any bugs/technical issues with the tool in use?**
- **Do social workers know how access it and are they choosing to use it?**
- **How is the tool affecting social workers' practise?**
- **Is it reducing overall time spent searching for information and supporting decision making?**
- **What would make the tool more impactful?**

ULTIMATELY, SUCCESS FOR FAMILY CONTEXT = GIVING SOCIAL WORKERS THE INFORMATION THEY NEED, WHEN THEY NEED IT

✓ Saves time for social workers, prioritizing time with families

✓ Social workers are empowered to make informed decisions more easily

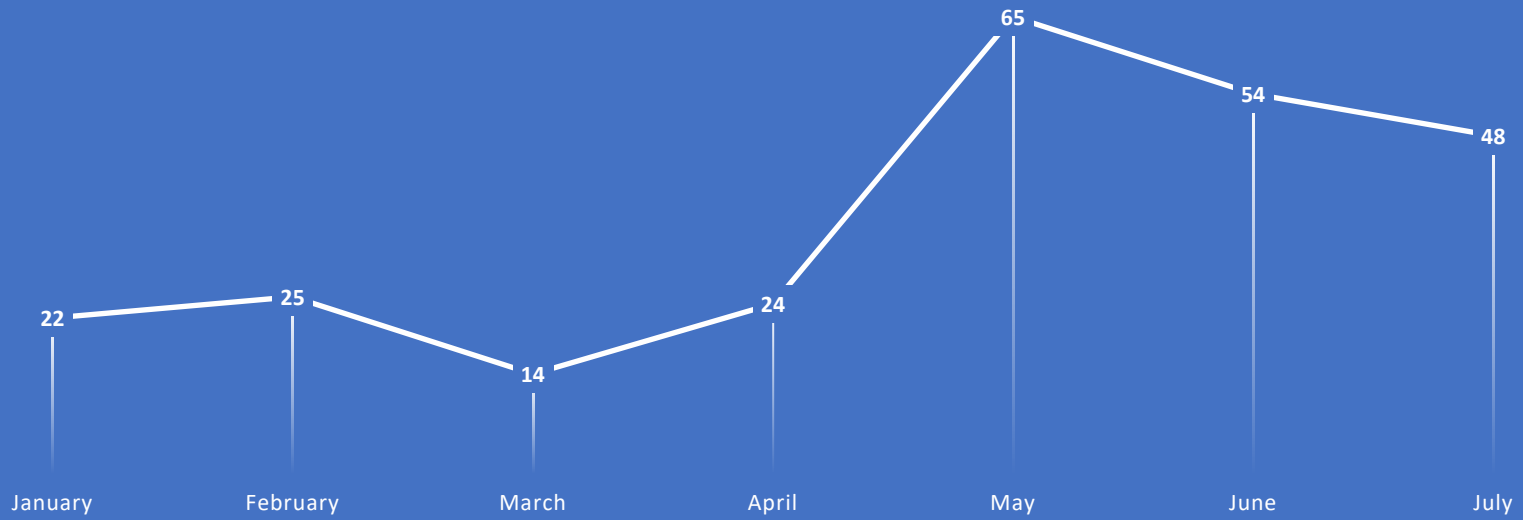✓ Services around a family can be better connected

FINDINGS

FAMILY CONTEXT WORKS AND HAS HAD REAL IMPACT FOR SOCIAL WORKERS

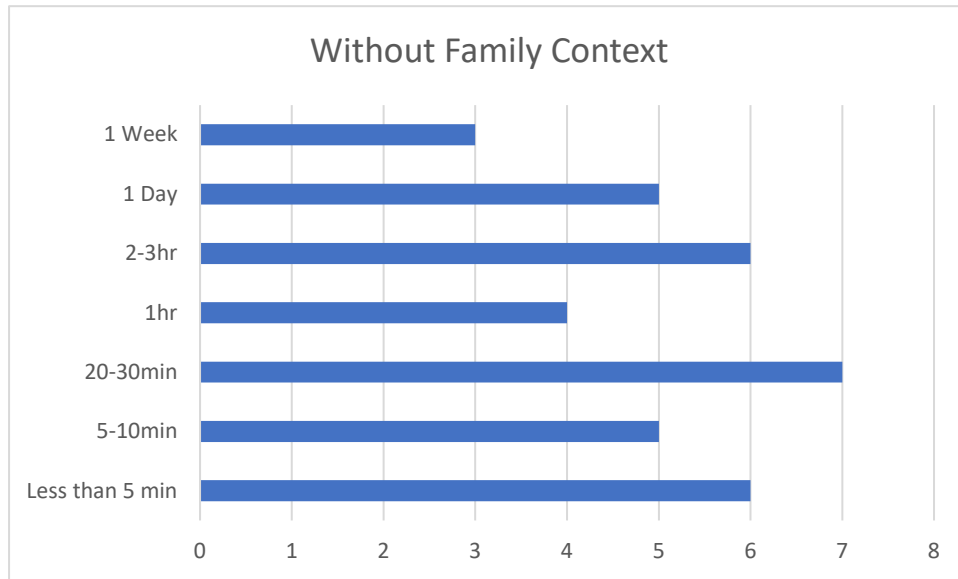Family Context has performed well across all three elements tested by the pilot:

• Usage:

> • Testers have continued to use the Tool after the pilot and logged in regularly, without prompting

• Usability & Performance:

> • Users liked the tool and reported that it is easy to use
> • No technical issues have been raised within phase 2

• Impact:

> • Family Context saves social workers >15 hours on average per month (Based on methodology set in 2021 Evaluation)

> • Quick access to contacts and information also supports decision-making and has had a positive impact on families

The biggest message for improvement has been the demand for more data – a range of additional datasets were proposed, with probation and GP information flagged as highest priority
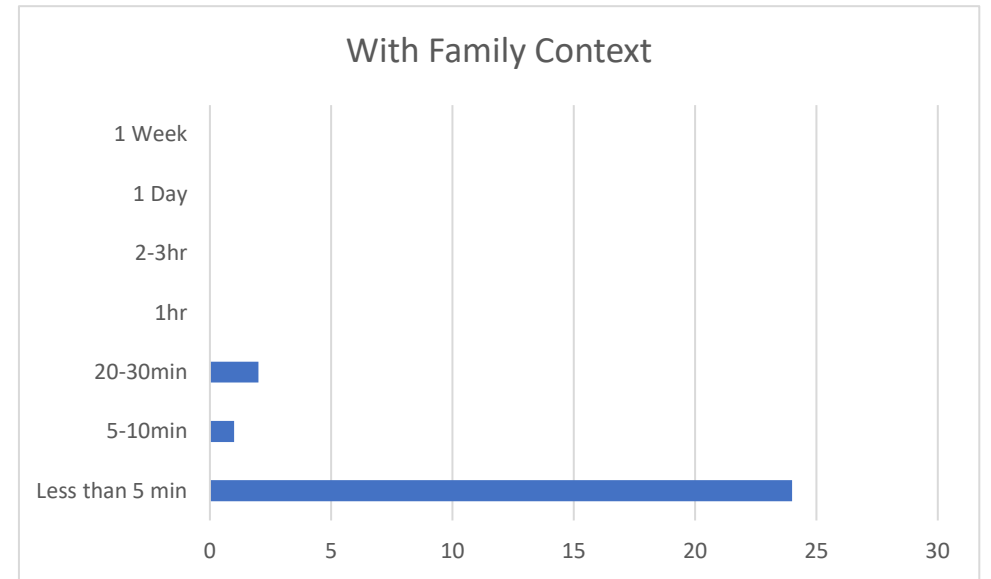
DAY LOGIN EVENTS 2022 (1 PERDAY)

	January	February	March	April	May	June	July
	22	25	14	24	65	54	48

Without Family Context

Category	Value
1 Week	3
1 Day	5
2-3hr	6
1hr	4
20-30min	7
5-10min	5
Less than 5 min	6

Average: 136mins

With Family Context

Category	Value
1 Week	0
1 Day	0
2-3hr	0
1hr	0
20-30min	2
5-10min	1
Less than 5 min	24

Average: 3mins

~133mins * **~1.6** * **~100**

| Minutes saved searching for information per new referral | Minutes saved searching for information per new referral | Social workers in Children's Social Care Stockport |

Per social worker:

184 hours a year

15 hours a month

Across Stockport CS:

18,402 hours a year

1534 hours a month

"I've always found it easy to use. When we had the first conversation I was expecting it to be more complicated"

"When you showed me the tool I thought 'wow that's easy, literally a name or case #"

"The key things is it is easy, I've not had any misses. I've not spent more than 5-10minutes searching"

"It's pretty idiot-proof!"

"I found it really easy – and I'm a bit of a dinosaur. At home I always get my kids to sort tech things"

Problems Phase 2

NEXT STEPS AND RECOMMENDATIONS

DEVELOPMENT – PHASE 3

DATASETS

- Continue to develop identified requirements and datasets
  - YOS data
  - Probation data
  - Health data
  - Additional Education

BUSINESS ENGAGEMENT

- Gain business backing in order to continue review of developments as they are delivered in Test and Live tool
- Nominate and form Subject matter experts (SMEs) / Champion groups these can be used as the Testing groups when new elements of the tool required testing
- Subject matter experts (SMEs) / Champion groups can also be used to gather information on updated task timings when new elements are added to the tool

Note: A key issue has been getting input from the business due to busy schedules and time constraints as indicated above by users within the problems faced for Phase 2. Finding time to take part in research activities was indicated as the most common challenge. Notes have been added to Liquidlogic in order to prompt users to use the Family Context tool. Additional option to be explored for promoted use of the tool.

TESTING – PHASE 3

UAT (USER ACCEPTANCE TESTING)
- Plan and create scripts for Phase 3 testing once new datasets are available
- Complete testing for each dataset when introduced to Test and Live tool

ANALYSIS – PHASE 3

TIMESCALE RECORDING

- Undertake work to define task level timescales

- Time taken to actually find out who the key worker is – who is involved with the family
  - In order for you to find out YOS were involved at that time – how long would that take you to find out
  - Would you have even needed to consider if these people were a Stockport resident or open to YOS?
- Time and motion study to obtain timescales for the above
- Define a list of documents that data is used to support
- Sticking points – what are the points where work stops? – Does it stop? Or is the quality of work impacted but still progresses without the data?

Phase 2 analysis has been completed using the same rationale and methodology as the 2021 Evaluation, the timescales recorded are not at task level, but reflect the overall time taken to obtain information rather than the actual time spent by Social Workers on tasks to obtain the information. Completing the above will allow more accurate time saving data to be captured and used with future analysis.

USAGE REPORTING

- Currently usage data is produced from the raw analytics data. Dashboard or automated report outputs are required
  - Decide what information is relevant
    - Report specs required
  - Filter data between dates
  - Weekly show and Tell report page requires updating and would be a suitable place for additional data charts, currently the page does not have correct/up-to-date data due to field IDs not being updated at the last change.

BAU – PHASE 3

ESTABLISH BAU OWNERSHIP

- Weekly Show and Tell report page
- Tool issues
- Data cleansing issues – how to submit /raise issues for correction
- Access issue