Council for disabled children

Framework for Sense Making Workshop

Part 1 - Customer Journey (current experience) – Led by Core team using data from stakeholder groups – 30 mins

- Using the Customer Journey template define the timeline of events (eg. Initial contact, decision to assess, initial meeting, manager decision etc);
- Under each heading consider the following questions for each audience (children/young people, parent carers, staff):
  - What happens?
  - What does it feel like?
  - What resources are needed (eg. SW, Admin, Paperwork/info)?
- Write the answers on post-its using a different colour for each audience and stick them onto the Customer Journey template to correspond with the timeline.

Part 2A - Identifying the Touchpoints – Led by Core team using data from stakeholder groups – 1hr

- Using the detail you have developed in your customer journey consider where the following audiences come into direct contact with each other (this could be face to face, telephone, email/letter):
  - Families & Professionals
  - Professionals & system/resources
- These interactions are known as 'Touchpoints'. Consider each touchpoint you have identified and consider the following for each audience:
  - Is it a statutory requirement?
  - What is the experience like (helpful, confusing, frustrating…)?
  - Is the experience positive, negative or somewhere in between?
  - What resources are currently involved in carrying out this interaction?
- Write the answers on Post-it notes for each Touchpoint and each audience and plot them onto the timeline using the Touchpoints template.

Part 2B – Exploring the Touchpoints – Led by Core team using data from stakeholder groups – 1hr

- Identify touchpoints where the experience is similar for more than one audience and consider the following:
  - Is the experience positive? If so, what can we learn from this touchpoint?
  - Is the experience negative? If so, consider the following:
    - Is it a statutory duty and if not why do we do it?
    - What are the key issues for each audience? Are any of them similar?
- In the same way consider touchpoints that are positive or negative for at least one audience.
- Identify where in the timeline there are no touchpoints. Consider the following for each one:
  - Is the experience positive? If so, what can we learn from this?
  - Is the experience negative? If so, consider the following:
    - What are the key issues for each audience? Are any of them similar?
- This information will help to identify a number of priority touchpoints as the basis for the ideas generation workshop.

Ideas Generation Workshop – Developing the Ideal Customer journey – Facilitated by core team in partnership with stakeholder groups – 2 hrs (minimum)

- Using the Ideas Generation template Define the timeline of Statutory duties;
- Plot the priority touchpoints you have identified along the timeline;
- Under each priority touchpoint consider the following questions for each audience (children/young people, parent carers, staff). In an ideal world…
    - What needs to happen at each step of the timeline?
    - What should it feel like?
    - What resources are needed to make it happen?
- Write the answers on post-its using a different colour for each audience and stick them onto the Ideas generation template to correspond with the timeline.

Next Steps – Led by Core team using outputs from Ideas Generation workshop

The Ideas Generation process should result in a number of key ideas for improving assessment which can then be prioritised based on a number of criteria such as:

- Potential for better outcomes for children and families;
- Potential for better value for money/cost effectiveness;
- Potential for improved relationships between:
    - Children & Young people
    - Parent/Carers
    - Social Care Professionals
    - Wider workforce.

The output of this process will be a number of priority ideas to be developed with your stakeholders in the co-design phase.