

Supporting Vulnerable Adults and Children

Customer journey (user story)	Service Area	2015		2016					2017											
		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Apply and receive SEND Assessment																				
Request EHC Assessment (Education & Helath Care Plan)	Children's		K			S					G				B					
Mobile Solution for Statutory assessment under Children & Families Act 2014	Children's				K		S					G			B					
Collate advice for EHC (Education & Helath Care Plan)	Children's				K		S					G			B					
Notification that partner assessment has been completed.	Children's				K		S					G			B					
Mobalised partner assessment (E.g. Education Psychology)	Children's						K		S					G			B			
Create shared and secure work space for professionals	Children's		K				S							G		B				
Receive a short breaks assessment (2 levels)	Children's				K		S					G			B					
Transport for children with EHC plans	Children's					K		S					G		B					
Integration for systems to share one view (including parents)	Children's				K			S						G		B				
Referral to...																				
Referral for Adult Social Care support	Adults					K		S						G		B				
Report a Adult Safeguarding Concern	Adults					K		S						G		B				
Report an allegation against a Professional (LADO)	Children's						K		S						G		B			
Report a Child Safeguarding Concern	Children's							K		S					G		B			
Report a child missing from care	Children's						K		S						G		B			
Apply for...																				
Apply for DOLS	Adults		K			S						G			B					
Apply for a Blue Badge	Adults				K		S						G		B					
Apply to become a Foster Carer	Children's						K		S					G		B				
Apply to become an Adoptor	Children's						K		S					G		B				
Apply to become a Shared Lives Carer	Adults						K		S					G		B				
Approval for Foster Carer/Adoptor (Paperless Panels)	Children's		K			S						G			B					
Apply for and receive a direct payment	Adults					K		S						G		B				
Apply for appointee/deputyship	Adults							K		S					G		B			
Apply and receive deferred payment agreement	Adults							K		S					G		B			
External request to access records (DP2)	Social Care							K		S					G		B			
Assessment for...																				

Deliver Best Interest Meeting	Adults		K		S			G		G			
Adult's Safeguarding Investigation	Adults	K		S				G		B			
Receive an Occupational Therapist Assessment	Children's		K		S			G		B			
Receive and Children & Family Social Care Single Assessment	Children's			K		S		G		B			
Receive an Adult Social Care Long Term Social SW assessment (and care plan)	Adults				K		S		G		B		
Receive a Mental Health assessment	Adults					K		S		G	B		
Receive a Parenting Capacity Assessment	Children's					K		S		G	B		
Foster Care, Adoption, Kinship, Step-Parent adoption Special Guardianship Assessments	Children's					K		S		G	B		
Receive a Universal Help Assessment (and Universal Help Plan)	Children's						K		S		G	B	
Receive an Early Help Assessment (and plan)	Children's					K		S			G	B	
Receive a Reablement Assessment to identify support	Adults						K		S		G	B	
Referral for Support when discharged from Hospital	Adults						K		S		G	B	
Apply and receive a Financial assessment	Adults							K		S		G	B
Receive a Child Protection Investigation (s47)	Children's				K		S				G	B	
Receive a Court Directed Assessment (sec 7 and 37 Children Act 1989)	Children's					K		S			G	B	
Receive a Private Fostering Assessment	Children's						K		S		G	B	
Receive an Asylum/Immigration/Homeless Families Assessment	Children's						K		S		G	B	
Receive a Risk of serious harm assessment	Children's					K		S			G	B	
Transition to adulthood assessment	Children's		K		S			G		B			
Transporting vulnerable adults in the city	Adults			K		S			G		B		
Review of needs...													
Deliver Looked After Children Reviews	Children's					K		S			G	B	
Review of needs following Adult Social Care intervention	Adults			K		S			G		B		

Deliver Child Protection Case Conferences and Strategy Meetings	Children's	K	S				G		B
Employee: Manage meeting note taking	Social Care	K	S				G		B
Deliver Case Audits and Management Reviews	Social Care		K	S			G		B
Find Information...									
Find information about Day Service provision	Adults		K	S			G		B
Find information about care home provision	Adults		K	S			G		B
Find information about mental Health intervention	Adults		K	S			G		B
Find information about the Quality assurance of care and support providers	Adults		K	S			G		B
Find information about respite provision	Social Care		K	S			G		B
Provide customer financial support / advice (SC)	Adults		K	S			G		B
Neighbourhood and community engagement	Housing			K	S			G	B
Education...									
Apply for Free school meals and other school grants	Children's			K	S		G		B
Apply for Elective Home Education	Children's			K	S		G		B
Whole School Behaviour review	Children's				K	S		G	B
Receiving Support									
Commissioning SEN placements	Children's	K	S				G		B
Commissioning of Children's Placements	Children's		K	S	S		G		B
Commissioning of Care and support	Adults		K	S			G		B
Receive Homelessness support	Housing			K	S			G	B
Receive Continuing Health Care provision	Adults			K	S			B	B
Carers...									
Apply for Carers support	Adults	K	S				G		B
Receive a Carers Assessment	Adults		K	S			G		B
Receive a Respite carer assessment	Adults			K	S			G	B
Receive Care and Support for Carers	Adults		K	S				G	B

Legend

K **Kick-off** - Service engagement begins and detailed planning for the future service delivery are mapped. Some effort will also be linked to understanding the current service delivery in order to report on benefits and improvements at a later point in time.

S **Sign-off** - Both the transformation team and service area agree the benefits of the project (including savings to be achieved) and any investment as well as the detailed delivery plans.

G **Go-Live** - The anticipated go-live date for the technology solution to be in place for the employee and/or customer to use.

B **Benefits** - The anticipated date at which the benefits from the project will be realised.