**1.5 Questionnaire**

| **CONSENT** | |
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| **I can see that you have read the consent form and sent us an email to confirm your participation in this interview, thank you. The consent form is an agreement between us. There are some things we want to draw your attention to:**   * To confirm, we are recording the session today, and you have chosen audio/video/notes? * The research we’re doing is on behalf of the London Borough of Hounslow, funded by the London Office of Technology and Innovation (LOTI) * The recording itself is stored securely on Hounslow servers. We will destroy the recording no later than [INSERT DATE]. However, if at any time before then you wish to see the recording and destroy it, you can do so   – OR –  **I can see that we’ve not got a completed consent form for you, are you OK if we talk through the questions now?** *(You should guide the participant through the consent form giving them time to understand and think about the questions they are answering (see above))*  **Do you have any concerns about signing the consent form?**  Please feel free to get in touch if you have any queries after today’s research session. | Consent form |
| **INTRODUCTION** | **10 minutes** |
| **Hello, I’m \_\_\_\_\_ and this is my colleague, \_\_\_\_\_\_, who will be observing and taking notes.**  We are from an organisation called Social Finance, a not-for-profit social enterprise which partners with health settings, local government, central government and the voluntary and community sector to deliver projects that bring about social value and social change.  Over many years, we’ve developed a tool called ‘Family Context’, currently deployed in Stockport and Leeds, which supports professionals in the Children’s Social Care context in understanding the professional network around a child/family when they are referred for support.  Earlier this year, Hounslow Council, Chelsea and Westminster Hospital, Brent Council and Social Finance were successful in a bid to the London Office of Technology and Innovation (LOTI) to fund a discovery and prototype project, to test whether a tool similar to the Family Context tool could function in the Adult Social Care context. We are therefore looking to speak to a range of practitioners to find out about their roles, their experiences with finding information about individuals they are working with, and potential digital solutions that might support them doing this in their role.  This will inform the design of the tool and help us understand what we need to consider for the tool to be successful.  We’re really interested in hearing your insights. We have a few key areas of focus for the interview:   1. What your role is, what your team does, and how you gather information 2. What enables you to do your role more effectively, what isn’t helpful, and what you do to get around the unhelpful bits 3. If you think a digital tool would be useful, what information you’d like to see in it and why 4. Together get to a prioritised list of information that you’d want to see, based on ‘most helpful’ to ‘sometimes helpful’   You might know more about some areas than others – that's absolutely fine. Any insights you can provide will be gratefully received.  As we walk through these topics, please be as open as possible. There is no single ‘right’ answer. We hope to understand how you use data and how it could be improved from the perspectives of those who share, consume, analyse and aggregate insights. If there is a question you would rather not answer, please ask to skip and we can move on.  To start with, I would like to find out a little about you.   * **How would you describe your role?**    + What is the “big picture” of what you try to achieve in your role? * **What responsibilities do you have?**   + What is your role ‘in practice’ and what is your role ‘on paper’? To what extent are they different or the same? * **What does a typical day look like? What did you do yesterday?** * **Can you describe your team?** |  |
| **INFORMATION GATHERING PROCESSES** | **10 minutes** |
| Today, I’m going to be asking you about how you gather information about the professional network around an individual who you might be working with.   * **Can you talk me through your process and how you might need to gather information about practitioners to support it?** * **How do you gather this information?** * **Is there any information that’s particularly difficult to get hold of?** * **In what percentage of cases does this occur?** * **What level of information do you need?** * **Can you list the teams/services you have to contact? (e.g. GP)** |  |
| **CHALLENGES / ENABLERS / WORKAROUNDS** | **10 minutes** |
| Thanks for that. We’re now going to move onto speak about the things that make performing your day-to-day role challenging, what workarounds you have in place to get around these barriers, and what else might help you to do your role.   * **Considering what we’ve spoken about so far, can you talk me through what you consider to be the most challenging things in relation to information gathering that hinder you in your day-to-day role?** * **Do you have any processes in place to get around these challenges currently? Are these formal or informal?** * **Can you think of anything that makes this easier?**   Bearing all this in mind, I’m now going to show you a demo of the tool as it currently exists in the children’s space: [Family Context (family-context-demo.herokuapp.com)](https://family-context-demo.herokuapp.com/)  **Considering this, is there anything you’d like to highlight as especially necessary for you?** |  |
| **UNDERSTAND IG** | **5 minutes** |
| Thank you for sharing. We’re now going to speak a little about information governance and data protection.   * **Can you talk me through your understanding of information governance and data protection around your role?** * **What role does consent play in your work with individuals?** * **Do you receive any training on this? Can you describe any training you receive on this?** |  |
| **PRIORITISED LIST** | **5 minutes** |
| Considering everything we’ve spoken about, I’d just like to spend a bit of time writing out a prioritised list with you around what information would be most valuable to have in a tool like the one we’ve described.   * **What’s highest?** * **What’s helpful in the most situations?** * **What’s helpful in some situations?** * **What would be really helpful rarely?** * **What systems are these from?** * **How much information would you need?** |  |
| **END & THANK YOU** | **2 minutes** |
| Thank you for participating in this interview. Your insights and thoughts will be really helpful in how we design the tool.  As we move into the next phase, we may want to speak to you again about testing the tool and might have some further questions – would it be okay to involve you in this?  Many thanks once again for your time. |  |
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