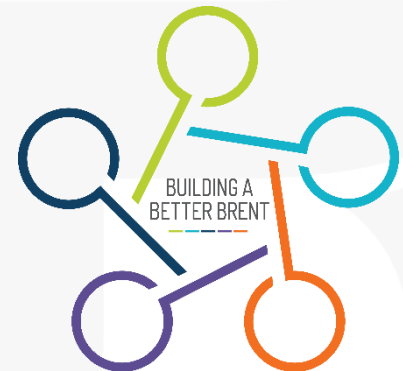


Plan your pathway app LOTI show and tell

Madeleine Leathley
Brent Council



Why we chose to create the plan your pathway app

In 2019 Brent started the programme of **'Reimagining the Pathway Planning process for Brent Borough'**

This programme sought to find a solution to the following question:

'How might Brent Borough empower young people to achieve more positive outcomes by improving engagement, guidance and support through the digitisation of pathway planning?'

What we've learnt:

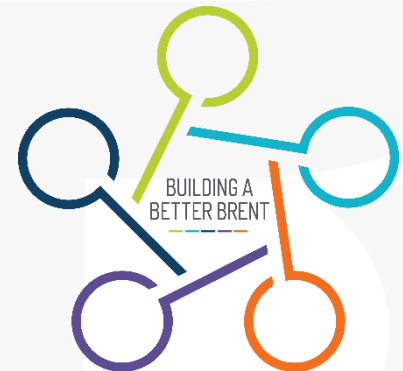
- Pathway Plans are statutory for young people transitioning from care
- Previously solely paper based form: Process driven; Not engaging; Resource intensive
- About 400 young people (15-24) a year are eligible for a Pathway Plan in Brent.

The solution:

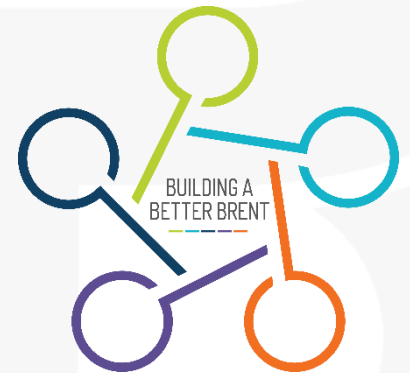
Young people asked for an interactive, holistic, relationship supporting social education tool, to help in their transition into adulthood. Co-produced with young people.

The pathway plan should be a living, dynamic document that reflects the changes in a young person's life

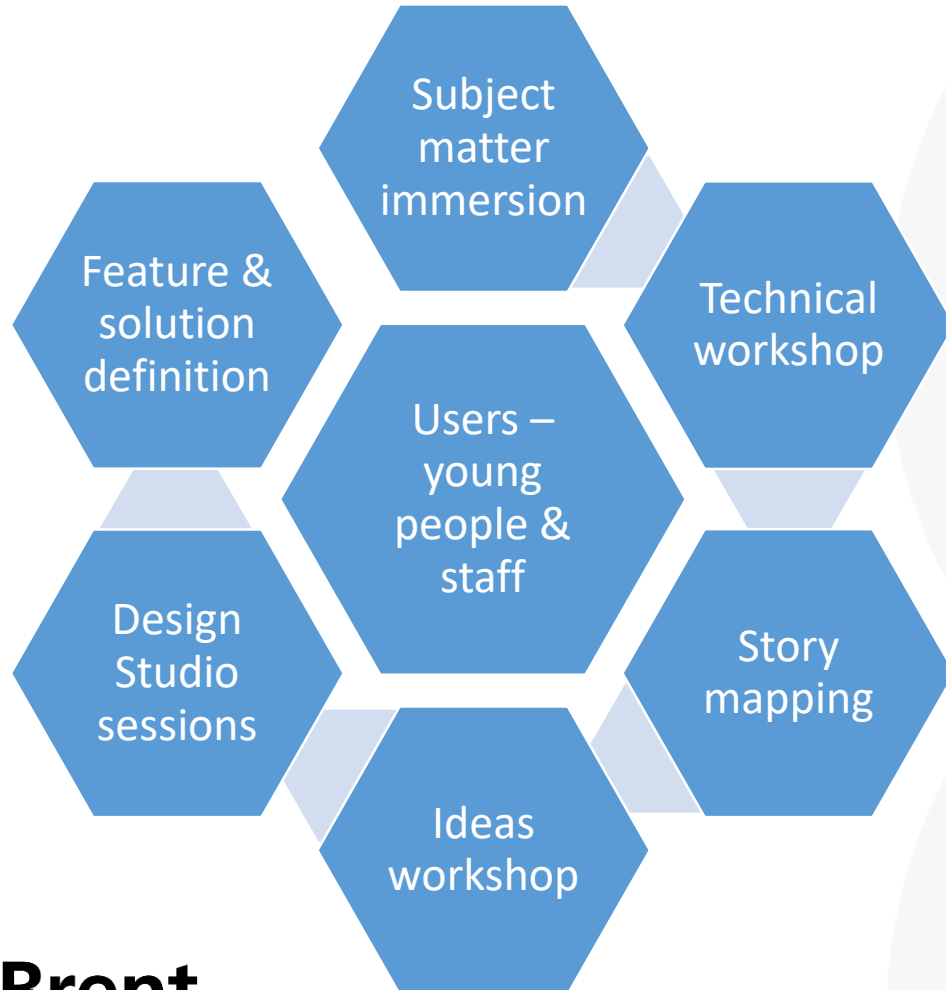
Research confirmed that 96% of the target audience use Smartphones.



Demo of the app - Infosys



Design

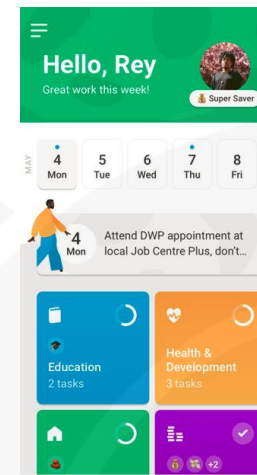


Series of in-person workshops with an external design facilitator

What it gave us:

- Goals and success factors
- Feature requirements – based on user and technical research
- Key screen designs
- Solution architecture
- Approach for phase 2
- Focus on supporting involvement of young people

Adhering to GDS development guidelines



About Malaika

Malaika is a Team leader in the Brent social care team, responsible for ensuring the quality of service they provide meets the needs of the young people while also meeting the compliance regulations placed on the council.

She understands the demands placed on her teams in dealing with their caseloads, however feels the quality of the plans produced needs to be improved to deliver better outcomes. She feels the plans themselves could be simplified to support this effort alongside clearer direction and guidance to better support staff and Young people.

A good balance between capturing the unique situation of the Young person alongside creating a more standardised approach and output is the main objective with her team.

Behaviours & Beliefs

- Journey towards independence - needs to be taken
- Young people need support in money and tenancy management
- Easy access to supporting resources i.e. agencies/organisations i.e. CAB, Mencap
- Should represent the voice of the Young person and their journey
- Plans should be SMART outcome based
- Need to be compliant with regulations

Pain points

- Length of the Pathway plans
- Repetitive information/questions
- Generic - unable to adapt plan to filter out sections that aren't required
- Understanding eligibility status
- Determining immigration status
- Quality of information captured in plans
- Data dumping for compliance
- Can be seen as a check box exercise
- Lack of consistency in content of plans
- Interacting with parents

High Level Needs



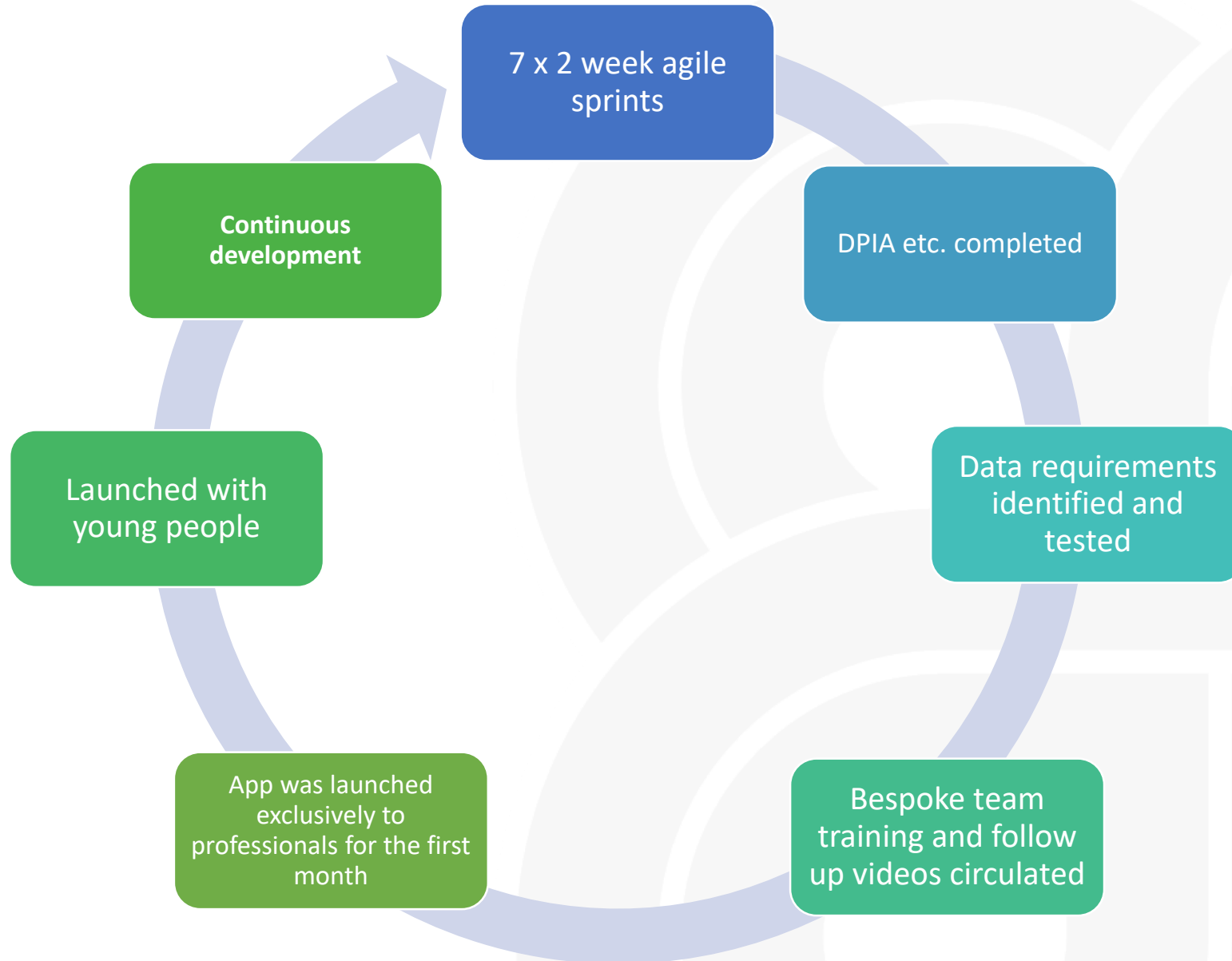
Goals & Aspirations

- Plans to become a map of the Young person's journey to independence
- Map the progression throughout time in care
- Celebrates achievements
- Filled in by the Young person and Personal Advisor
- Quality of the plans and outcome to be higher
- Pulls together key agencies and services to support staff and young people

A good balance between capturing the unique situation of the Young person alongside creating a more standardised approach and output is the main objective.

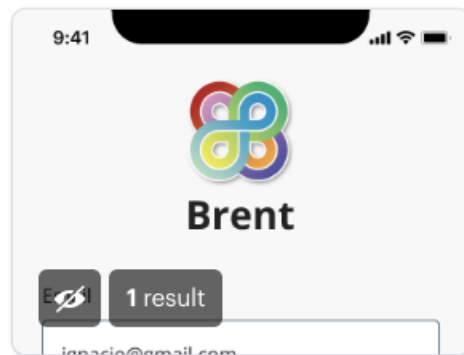


Development and Data



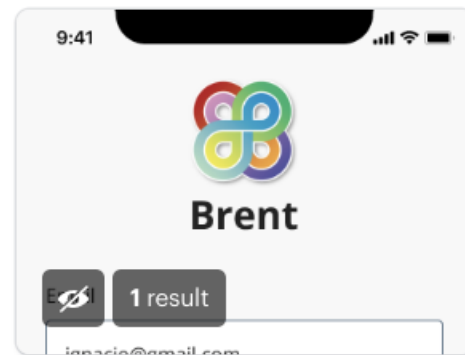
UAT

- Consisted of all stakeholders
- UAT was recorded remotely via Marvel App
- Different scenarios were agreed with each group to test the full functionality of the app but not make UAT too time consuming



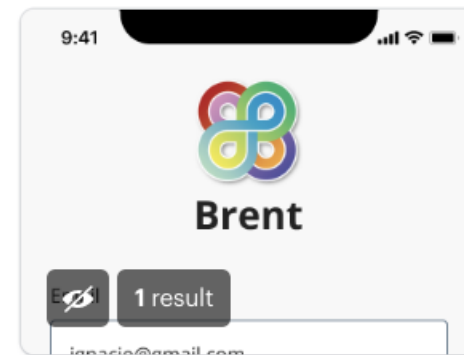
User Test by david s • 23 Apr 21

Find your past pathway plans



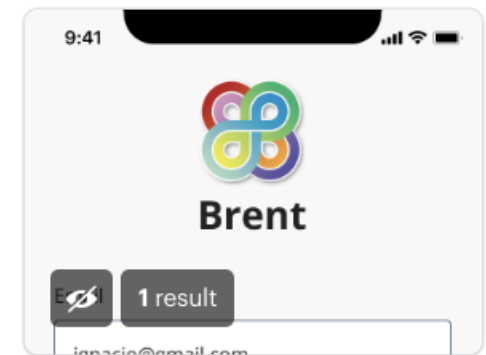
User Test by david s • 23 Apr 21

Your next pathway plan is due to be filled in. Complete the 'All About Me' section.



User Test by david s • 23 Apr 21

Create a task, set the due date for 10/5 and assign it to Anita Gerber to be done



User Test by david s • 23 Apr 21

Login, then visit your tasks section, and view your completed tasks list

Launch and embedding



‘I just wanted to say I think the new pathway app is better as where I am dyslexic I find it more easier rather than having whole load of paper. I have a built in software on my laptop for my dyslexia to make me understand things properly, if I had it on paper I wouldn't have the software technology.’

Feedback from a young person



Q&A

Contact: Madeleine.Leathley@brent.gov.uk

