



Making services **better** for local government

# INTRO



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# OUR PROBLEM

*How might digital tools and technology enabled care (TEC) be used to increase the independence of adults with LD (specifically those in the transition from children's social care to adult's social care)*

# Pain points and problems Recap



People don't trust technology



Independence is unique to everyone



Bad experiences can knock people back



Budget restrictions limit availability of tech at day centres

# Narrowing the scope

How can digital tools and technology enabled care be used to increase the independence of adults with LD?

Show you how to **find out more** about technology that can help you. And make sure you are **happy** and **confident** using that technology.

# Purify needs

## As a user, I need...

- To feel **confident** and **safe**
- **Reassurance** around security
- To know **what to do when something breaks** or goes wrong
- **Up-to-date information** and **knowledge** of what technology exists
- **Specific information** suitable for my needs, age and location
- To see **examples and case studies** I can relate to
- **A choice with different options** presented to me

## As a user, I DON'T need...

- To have knowledge about a particular piece of technology or device, rather think about the **outcomes I want to achieve**

# Technology + Knowledge = TECHknow

## **TECHknow will provide:**

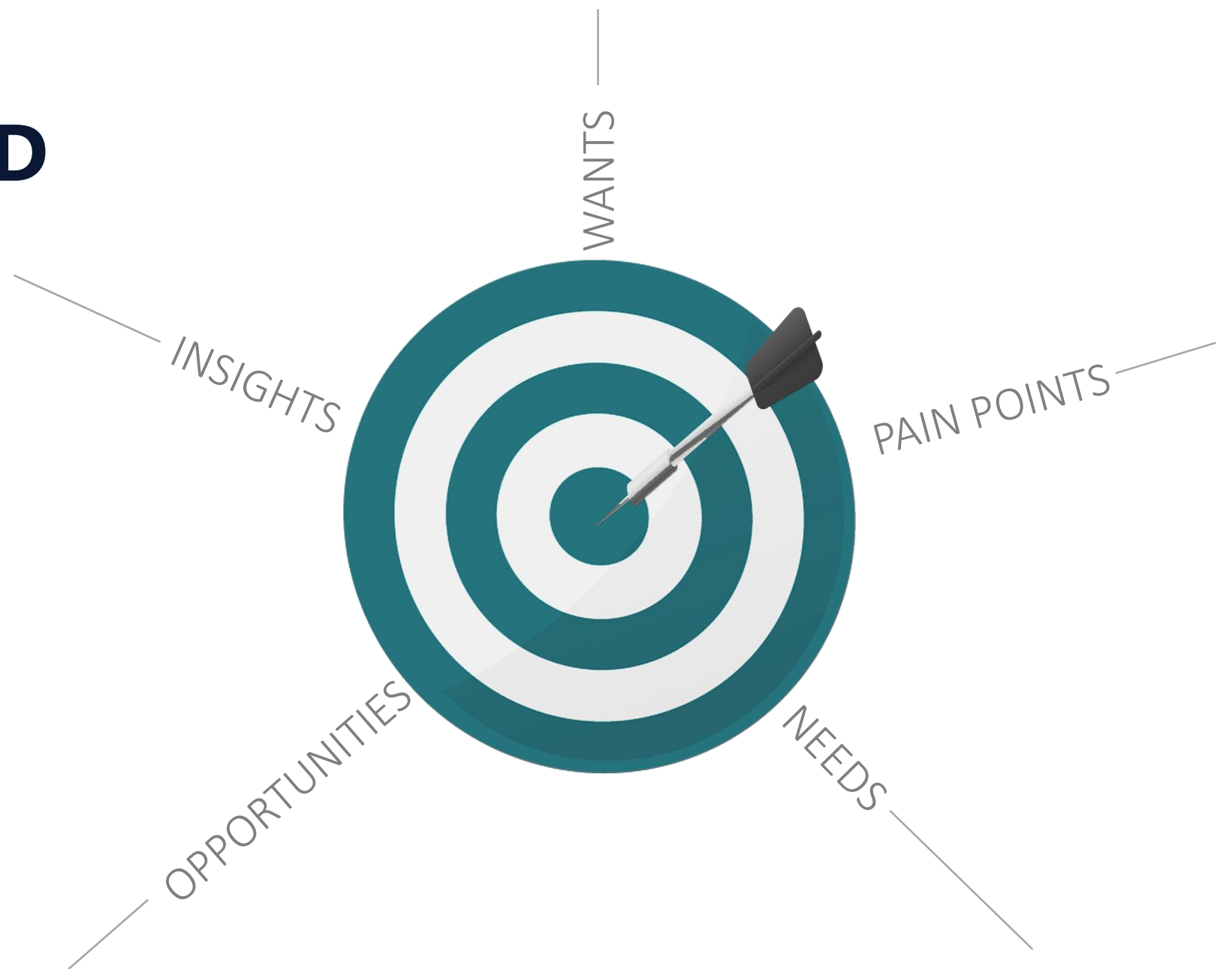
- An accessible introduction to marketplaces and resources
- Connections to local and national resources
- Awareness of technology that can be used to support someone
- Specific links relevant to someone's existing capabilities
- Empowerment to make a choice

# Discover user needs



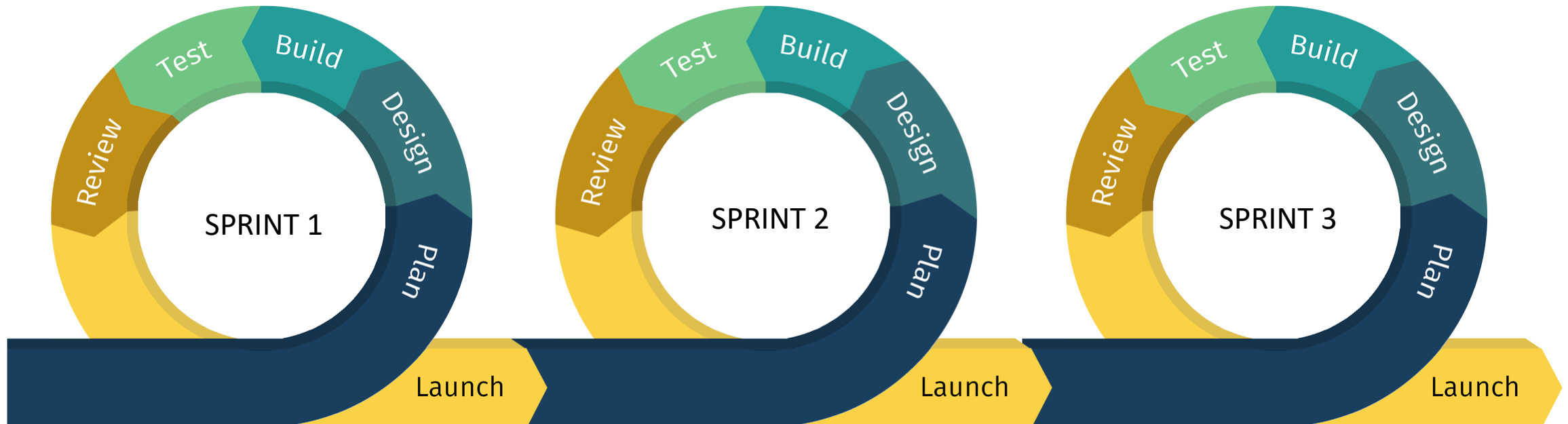


# USER CENTRED



# HOW WE WORK

## Sprint Cycles



- With each sprint we increase the feature set and complexity of what was possible

# ISSUES WE FACED



- 1 COVID-19
- 2 RESOURCING
- 3 RESTRUCTURE
- 4 USER TESTING



# HOW WE TACKLED THEM



## Resourcing

- Slowing down on development
- Take time to test and take stock



## Restructure

- Learning a development with new team members
- Structured a new project team



## User testing

- Dug deep for users to test, they are there!

# Ready For Soft Launch

We made it!



# Front end users

## Scenario demonstration



Jenny



YOU

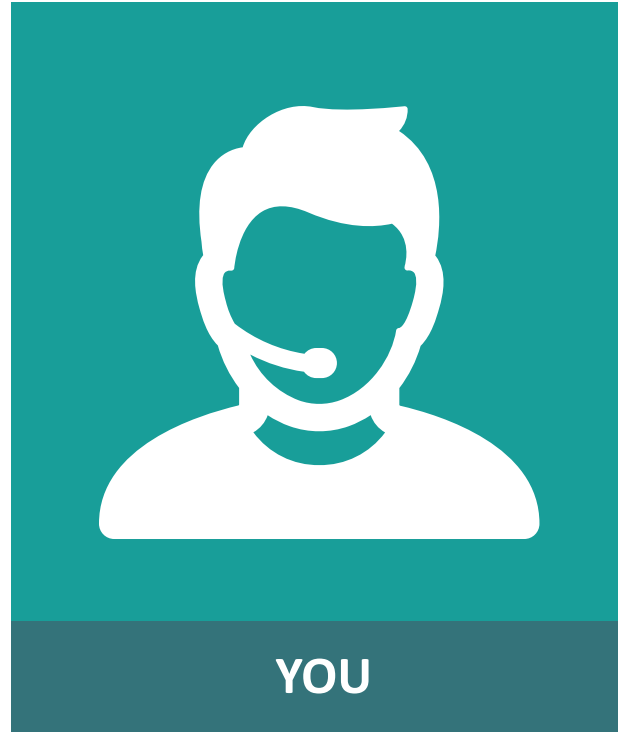
### You are supporting Jenny

Jenny struggles with knowing who is at the front door and what to do if she doesn't know who they are.

Jenny also wants to learn new digital skills and learn about online safety.

# Back office user

Scenario demonstration



## Action list

1. Create a new journey
2. Create a new resource and tie it to the journey



**THANK**  
**YOU**