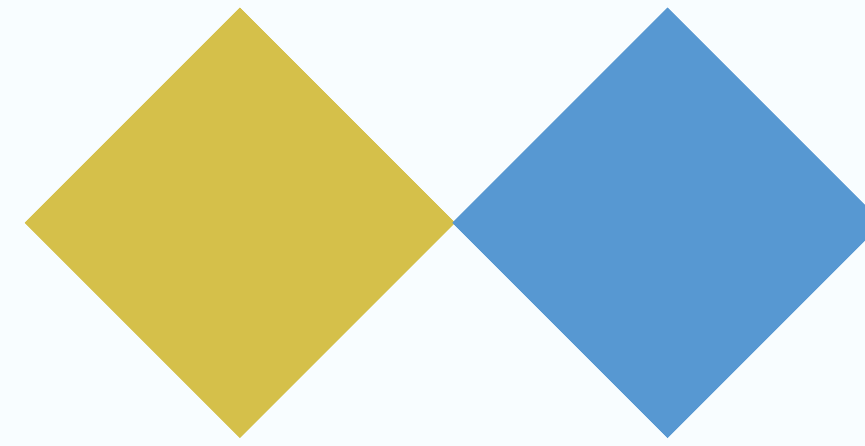


How to: Knowledge Board



Isla's Story

Scotland's Independent Care Review used what it heard from real children and young people to create **composite stories** about the care system. These are stories about fictional people, made up from experiences which actually happened.

Isla's story is one of these. It has been used to create the example Knowledge Board below. Although this example focuses on the whole of Isla's story, a Knowledge Board can be used at any level of detail.

Definitely Know

Facts

Social workers are stretched

Scotland is struggling to recruit and retain foster carers

Disruption in care often leads to school absences

Think We Know

Instincts

Schools don't know how to reduce absences, or can't help to reduce them

Money is a major issue for carers everywhere

When carers stop being carers, it's because they burn out

Don't Know

Gaps

Where do the biggest problems occur?

What would make the most difference?

Are potential carers put off by the lack of support?

Using the Knowledge Board

What it's for

Use your Knowledge Board as the place to keep all your questions, thoughts and insights as you work through the service design process.

It's a fantastic tool to keep you focused and in learning mode. It separates facts from assumptions, and helps everyone see where things have got to.

How it's used

Using the Knowledge Board columns to organise what you know, think you know and don't know (yet).

The most important thing here is to be honest. It's easy to say that you *definitely know* something— but would you put money on it being true?

Your aim over the design process is to move items towards the *definitely know* column so that they're no longer just things you think might be true.

When to use it

The Knowledge Board is a great tool to use throughout the Double Diamond design process. As well as keeping track of what you learn, you might also find it useful as a check-in tool for progress meetings.

Top tip

In order to shift an item from one column into another, you need to know what actions to take. You can use colour coding to make this clear.

For example:

- You might mark an item with a **red dot** to indicate you need to **do more research around it**.
- You might mark an item with a **blue dot** to indicate you need to **observe what happens in reality**.
- And you might mark an item with a **green dot** to indicate you need to **ask more people about it**.