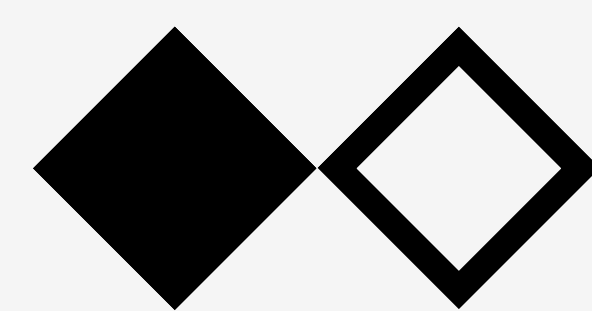


How to: Journey Map Planner



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, and has been used in the example below.

What do we want to learn by creating this map? What do we really need to understand from this map? <i>What really happens in an emergency situation</i> <i>How different people and systems interact</i>	Is this a map of the service as it is NOW, or how we want it TO BE? What data have we got available to help understand the reality of people's experiences and needs? <i>As it is now</i> <i>Data collected on Care First</i> <i>Sessions with families</i>	What is the scenario which this map will look at? Whose experience or experiences are we mapping? <i>Isla's experience of being taken into emergency care age 4</i>
What people, interactions and perspectives do we need to show? What else do we need to show? For example, do we need to show services or processes? <i>How the family and social work interact</i> <i>How social work, other services and external partners work together</i> <i>Key processes and systems</i>	What timeframe are we using? Are we zooming in on the detail, or zooming out to see the big picture? <i>Timeframe: 1 day</i> <i>Zoom level: Zoomed in</i>	Who will help us understand if the map is reflective of real experiences and needs? How will we make sure that it remains relevant? What will we do with the map? <i>Work with: The Family Liaison Group</i> <i>How we'll keep it relevant: Keep referring back when we discover more info</i> <i>What we will do: Work out where there are problems with the system</i>

Using the Journey Map Planner

What it's for

This planner will help you answer some key questions before you get started on mapping experiences.

Journey maps can get quite messy and complex once you get going, so this tool will help keep you grounded.

How it's used

As a group, decide what you will map and why by working through each section of the planner.

If you get stuck, you might decide that you need more than one map. You might also need to gather more data.

You might find some of your answers need to change when you get started on your maps. Don't worry if this happens. It's very common!

When to use it

Do this activity before you try mapping out an existing or new service.