

Minimum process case study template

If you feel you have a good practice Care Act compliant case study that you would like to be considered for the Minimum Process framework, please download this template, complete it using the guidance provided and return it to:

Tim.gollins@scie.org.uk

Overall:

You should provide a 'ready for the web' summary of your case study. This means you should observe these rules:

- Avoid jargon and use plain English
- Make it brief and to the point
- Break up text into sub headed sections
- Use bullet lists
- 'Front-load' subheadings, titles and bullet points to put the most important information first
- Include links to external sites and relevant pages
- Use active, not passive, voice

This summary needs to be very succinct - a paragraph or two – but no more unless absolutely essential. Further details on writing for the web are here: <https://www.gov.uk/design-principles/style-guide/writing-for-the-web>

Then you need to produce the case study. This will be a downloadable PDF. This should be no more than 2 sides of A4 excluding appendices. Whilst the guidelines below are not prescriptive, they should be followed unless your particular case study lends itself to a better alternative approach. This should be discussed with Tim Gollins in advance. The template provides a suggested word count.

Case study format:

Include at least four sections in your case study: an introduction, background information explaining why the case study was created, presentation of findings and a conclusion / recommended process solution. Appendices should be used for all data and references.

- The introduction should very clearly set the stage. You can start by raising a question or series of relevant questions. You could quote a customer (person who uses services) for example.
- Make sure to include background information on your study site, why your interviewees are a good example, and what makes your problem pressing / relevant to the Care Act and a good area for reducing processes.
- Give your readers a panoramic view of the issue. After you've clearly stated the problem at hand, of course. Include photos or a video if it would benefit your work to be persuasive and personalised.
- After the reader has all the knowledge needed to understand the problem, summarise what your site tells you. Describe for the reader what you learned about the site, how practice developed, what solutions have already been proposed and/or tried, and feelings and thoughts of those working or visiting there. Include customer quotes and summary data if possible to add a personal touch and more credibility to the case presented (detailed data tables etc. should be referenced in appendices and should not count as part of the 2 page limit).
- At the end of your analysis, you should offer solution(s), based on the site. You can depart from the site practice, but be very

clear about your recommended solutions, i.e. what is from the site and what is your own view.

- Feel free to leave the reader with a question, forcing them to think for themselves. If you have written a good case, they will have enough information to understand the situation and be able to apply it to their own context.
- Add references and appendices (if any) at the end and if you have any information that relates to the study but would have interrupted the flow of the body, include it in the appendices.

Appendix 1 – example case study template

Introduction (150 words at 11 point font)
<ul style="list-style-type: none">• Set the stage – define the process problem• Pose a question or series of questions or• Quote a customer (person who uses services)
Background information (250)
<ul style="list-style-type: none">• Explain why your site is a good example for a case study• Give your readers a panoramic view of the issue.• Include photos or a video if it would benefit your work to be persuasive and personalised.
Findings (600)
<ul style="list-style-type: none">• Summarise what your site tells you• Describe how practice developed• Describe what solutions have already been proposed and/or tried• Describe feelings and thoughts of those working or visiting• Include customer quotes and summarise data
Solution (200)
<ul style="list-style-type: none">• Succinctly describe the proposed minimum process(es)
References (optional) and attach appendices (optional)
Detailed data tables etc. should be referenced in appendices and should not count as part of the 2 page limit.