



Support flexible working for staff

Deliver a more joined-up service for families

Move towards a single record for each child

Providing greater workflow flexibility for children's services teams

Essex County Council chose Capita One to help the authority meet their aim of having a single electronic record for each child – stretching from birth through to adulthood – bringing together all the information from different teams across children's services into one place.

To remove the need for the local authority to manage costly infrastructure, the Capita One Hosted option means that the system is fully managed and hosted by Capita within a highly secure environment, supporting the delivery of a more joined-up service for families.

Essex County Council has been pleased with how this has been delivered, as Emma Toublic, Head of Education Information and Business Systems, explains:

"Through the hosting project, Capita One and Essex have been able to develop a strong and professional working partnership, where both have benefited from effective working practises and solution focused delivery. The speed of change for the hosted project has been fast paced, meaning benefits have been delivered on time and within budget."

With One Hosted, authorised staff can access the system via any internet-connected PC which supports flexible and more joined-up working:

"The hosted environment has provided greater flexibility, in that staff can access the system outside of the Essex County Council network, and offers a more reliable solution for all," says Emma.

Emma summarises the benefits of the Capita One hosted solution: "With Capita One we've been able to decrease our need to access individual data sources, such as spreadsheets and other databases, by over 50% in one year. We've also increased the number of staff able to access Capita One in Essex by 500 in two years, helping us to move ever closer to our ultimate aim of achieving a single record for each child."

"The hosted Capita One solution has assisted us in providing a reliable system for all to use, meaning the benefits of moving to Capita One have been obvious when approaching teams during change."

Summary

Aim:

For Essex County Council to have a single electronic record for each child.

Solution:

Capita One Hosted solution

Impact:

The council decreased the need to access individual data sources, such as spreadsheets and other databases, by over 50% in 1 year, and increased the number of staff able to access Capita One in Essex by 500 in 2 years.

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Emma Toublic, Head of Education Information and Business Systems, Essex County Council