CAPITA

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How Capita One helps

Early Intervention

Transforming lives together

Get interventions right first time

We know early intervention transforms lives.

That's why Capita One sits at the heart of children and families services, helping your teams work more efficiently so you can focus your resources on getting interventions right first time.

With One, your authority is able to draw on a wide range of data from schools and other agencies throughout a child's life, from early years through to young adulthood, to create a single, clear view.

You can group and prioritise the most vulnerable children and families in your community to help you make decisions and intervene earlier.

The powerful reporting in One lets you demonstrate the impact of services, so you can ensure you're making the most of your resources.

Capita One is the leading supplier of information systems to children and families services – we're trusted by local authorities to provide the solutions needed to develop high quality and effective services which make a real difference.

Identify those at most risk with an early warning system

For almost every child that becomes either a child in need, a looked after child, or a young person not in education, employment or training (NEET), there are early warning signs. The key is to ensure that the child and the family around that child receive support before issues escalate.

With visibility of a child's history, One helps you make use of the information you hold to provide a clear picture of children and families who need support so you can intervene earlier and deliver targeted interventions, reducing future demand for more intensive services.

By pulling together information on all children within your authority, your teams can also ensure no child is overlooked - particularly important for those vulnerable young people who are just below the thresholds across multiple risk factors.

How One helps...

☑ Identify potential problems earlier

Improve the targeting of early help with **One's Child Profiling Tool** which allows you to analyse historical trends to identify the most vulnerable. You can also set up regular monitoring reports and alerts to help protect those most at risk.

☑ Share information with other organisations

Use **One's PRIME business intelligence** to share information to help coordinate early support. PRIME is a powerful tool which uses sophisticated reporting techniques to produce and share valuable information from the data within One, allowing you to target resources more effectively.

☑ Instant access to children's school information

Providing a transfer of data directly from schools, **One B2B:Student** provides access to the very latest accurate information, including attendance and exclusion, to help you identify children at risk earlier.

Support multi-agency working and case management

To provide early support and spot any changes easily, you need a comprehensive picture. With One, you can share data across schools and multi-agency teams to create a single, clear view, allowing you to draw on a wide range of information to prioritise those most at risk.

As important as identifying those who would benefit most from support, is tracking the impact of interventions. Understand which strategies are most likely to work in specific circumstances and you will be able to quickly change course if necessary.

How One helps...

☑ Comprehensive case management

To put in place the most effective help, teams need information on the child's latest educational and pastoral needs, as well as on other services they receive. With **One Children's Support Services** you can track involvements across multiple services, maintaining an accurate account of which interventions are having the greatest impact.

☑ Spend more time with families with mobile access to case notes

Caseworkers have access to the information they need, even when in meetings with children and their families, with our innovative **Caseworker app**. Case notes can be written offline, and synchronised later, replacing the time consuming task of transcribing notes.

☑ Identify, monitor and track troubled families

Target support to those families in greatest need by identifying them against national and local criteria. Your teams can save time by using information already in the system whilst the advanced reporting in **One Troubled Families** ensures your resources are being used effectively.

☑ Improve outcomes for children in care

Our **Virtual Schools** solution is designed to assist with the administration of a virtual school. The collation of information on attendance, exclusions and attainment supports more informed decision-making, helping you give the child the best chance of achieving their potential.

Case study

Raising educational attainment for children in care - Calderdale Council

With 259 children in care attending 96 different schools, Calderdale Council's Virtual School Head, Sue Steven, knows that having accurate data to hand is key to improving a child's life chances. Sue wanted to free up as much time as possible for staff to spend supporting looked-after children and chose One's Virtual Schools solution to provide an overview of its virtual school students alongside a regular cohort, through every stage of their education.

Sue and her team have found being able to see a snapshot of a child's progress invaluable. "The new software is enabling us to make more informed decisions on what support vulnerable young people might need. Without the burden of having to manually chase attendance data, staff are able to support the practitioners out in the field.

We are currently saving a day a week on chasing data and expect this to improve further."

Sue believes Capita One's Virtual Schools solution package has an important role to play in Calderdale's lower than average absence figures for children in care: "The software acts as an early warning system so that the authority can intervene to nip attendance concerns in the bud before they become more serious."

Increase the effectiveness of your early years services

When focused on children in early years, the impact of early help is even further reaching. Research shows that providing very young children from poorer backgrounds with high quality education and care can go a long way towards giving them the best possible start in life.

One helps you better support families with children in foundation years by showing the reach of services, what impact these are having and where best to target resources in future.

How One helps...

☑ **Improve outcomes with a clear picture of your services**

One Early Years provides a comprehensive picture of early years services, enabling you to manage provision, maintain quality and increase access. Teams can identify children who have not been registered for any childcare provision, and target these families appropriately.

☑ **Understand local need to deliver sustainable services**

Showing which families are accessing services, **One eStart** enables your teams to identify and reach the most vulnerable to provide the right support first time around. Powerful reporting tools identify gaps in provision and provide evidence on the relevance and sustainability of services.

☑ **Increase participation in early years provision**

Being able to easily identify which children are eligible for additional funding can help you target support to minimise the attainment gap. **One's Two-Year-Old Funding** and **Early Years Pupil Premium** solutions also help families apply for eligible support.

> "eStart demonstrates a *clear understanding* of government initiatives in the children's sector. The module is helping us to develop the necessary agility to perform well."
>
> Chris Dance, Children's Centre Monitoring Officer, Worcestershire

Provide the right early help for young people

With a single, comprehensive record for each young person, support workers can quickly identify those at risk and intervene.

You can configure One locally to bring together information from schools and youth support services, including attainment and attendance, substance misuse, advice and guidance, targeted support and youth justice.

How One helps...

☑ **Identify potential problems earlier**

Improve the targeting of early intervention with **One's Child Profiling Tool** which allows you to analyse historical trends to identify the most vulnerable. You can also set up regular monitoring reports and alerts to help protect those most at risk.

☑ **Easily measure the effectiveness of interventions**

One's Targeted Youth Support Services provides you with comprehensive case management tools for measuring the effectiveness of services. Support workers are able to provide more intelligence-based interventions by drawing upon information from youth services and schools including SEND, exclusions, attainment and attendance.

☑ **Help reduce the cycle of offending**

One Youth Justice provides youth offending teams access to key information, so the most effective early intervention measures are put in place to keep children from entering the youth justice system in the first place, as well as helping to tackle repeat offending.

Case study

Improving children's life chances - Barnsley Council

For Barnsley Council, identifying children at risk of becoming NEET was an important but laborious task. With various staff members and agencies needed to pull together information from multiple databases, the job could only be tackled annually.

Now the team uses One's Child Profiling Tool, information from a variety of sources such as schools and youth offending teams is collated and analysed every month. It takes only an hour to create a report identifying vulnerable children at risk of becoming NEET.

Tracey Herbert of the Targeted Youth Support Service at Barnsley Council says: "Using the One Child Profiling Tool, we can screen 17,000 children every month and pinpoint those who have the potential to become NEET. We simply wouldn't have the capacity to carry out regular data analysis on that scale without it."

Know when to step up and step down services

Early help programmes are essential for reducing the number of children being placed in care. However, for some vulnerable children, moving into care can be the only option for keeping them safe at that time.

The process of stepping up and stepping down usually involves many teams and decisions. With a single, comprehensive record of that child available in One, decision making is more informed. Professionals can make their assessment based on information already in the system.

When the circumstances of that child improve, social services may then step down; handing the care and support of the child to a locality team who can be given access to the information they need to continue to keep that child safe.

Measure the impact of services

You can quickly turn data into intelligence through deeper analysis and insight within One, uncovering what may have otherwise remained hidden. Synchronising student and staff data means you have the latest information to monitor any changes or updates. With this intelligence, you can measure and increase the efficiency and effectiveness of your services more easily.

How One helps...

☑ **Joined up working**

One PRIME, a web-based reporting system and business intelligence tool, enables you to share data securely with other agencies and schools, supporting information-sharing .

☑ **Ensure services are supporting troubled families**

With **One Troubled Families** your teams can use advanced reporting to ensure your resources are being used most effectively.

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Capita One helps you capture and analyse the right information so you can focus on *improving lives.* Our solutions include:

Early intervention

Early years

Youth

Education services

Social care

Performance monitoring and data management