CAPITA

Identify vulnerable children and families

Target services to provide the right support

Save time and improve outcomes

Early help for vulnerable children and families

Stockton-on-Tees Borough Council

With a key priority to provide early help to vulnerable children and families, Stockton-on-Tees Borough Council wanted to implement a data analytics tool to help staff identify vulnerable families and put support in place for them sooner.

One Analytics from Capita One will enable the local authority to make better use of information, such as the attendance or achievement of vulnerable children from schools and data from teams such as youth, special educational needs and disabilities, to identify which children and families need what help, and where – even as their circumstances change.

Martin Gray, head of Early Help Partnership and Planning at Stockton-on-Tees Borough Council, said: "There is a broad focus being placed on early help in the authority and the new software will be crucial for supporting the work we are doing.

"Just one example of this is our Troubled Families programme. We wanted to find a way to identify and help children and families before they become 'troubled' and put services in place for them sooner, to reduce the need for more intensive support later on. To uncover the families we want to work with, our staff would

have to spend many hours cross-checking data manually, which is incredibly labour intensive.

"Using One Analytics will help us to flag families that might be just under the radar much more quickly, so we can provide the help they need sooner. The software will also be crucial in helping us to use our data to spot trends and pinpoint local hotspots of vulnerability, so we can prevent families at risk from becoming families in crisis."

With One Analytics, authorised staff have a dashboard of information relating to their role at their fingertips, which is accessible from a PC or tablet device. This allows teams to see at a glance how looked-after children are progressing in school when compared with their peers, or highlight geographical hot spots for issues such as truancy, anti-social behaviour or lack of engagement with services such as early years provision.

With just a few clicks, teams could dig deeper into a local authority's data to uncover the root causes of family difficulty in the area or get a clearer picture of the challenges the community faces. This insight is key to getting the right support in place where it is needed to make a difference.

Local authority case study

Aim:
Stockton-on-Tees Borough Council wanted to introduce a system which would support their Troubled Families Programme, to identify vulnerable families and help staff put the right support in place sooner.

Solution:
One Analytics

Impact:
Stockton-on-Tees Borough Council has chosen a data analytics tool which will enable them to spot trends and hotspots of vulnerability, so that staff are in a better position to prevent families at risk from becoming families in crisis and, in turn, improve lives.

"Using One Analytics will help us to flag families that might be just under the radar much more quickly, so we can provide the help they need sooner."

Martin Gray, head of Early Help Partnership and Planning at Stockton-on-Tees Borough Council

Find out how One Analytics can help your local authority:

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