

One Integrated Youth Support Services

Intuitive case management tools for teams working with young people

Easily identify young people in most need

Effective multi-agency working

Access key information from anywhere

Who benefits?



Heads of service and team managers



IAG workers



Young people

Ensure teams working with young people have the whole picture

One Integrated Youth Support Services (IYSS) is an intuitive case management system which provides real-time access to a single, shared view of a young person, helping teams from different youth-related services work together more efficiently.

By supporting teams to meet recording, reporting and monitoring responsibilities more easily, One IYSS helps free practitioners' time to spend with the young people who need them most, and helps them to protect young people from falling through gaps in the system.

Youth service teams are able to draw on the core information held already within One, removing the need to re-enter data. All tasks and interactions with the young person can be logged and referrals to other support agencies can be tracked, eliminating duplication of effort and ensuring all interactions are known and planned.



To help you meet statutory obligations, it's quick and simple to analyse and measure any contact, participation rates and young people not in education and employment or training, as well as making it easy to generate the monthly return for the National Client Caseload Information System (CCIS).

Features

✓ A customised view

Access all the information you need directly from your customised homepage, including tasks such as appointments and key events, and any young people you've been assigned as the lead worker. You can pull through (where appropriate) information on any involvements, exclusions, school achievement, SEND and Free School Meal status, all in real-time.

✓ Easily identify those young people in most need

Set up priority need criteria relating to a young person's circumstances and how long it's been since they had an interview. One IYSS calculates the status, so lead workers can identify the most vulnerable and assign resources early. The useful 'currency lapse' tool allows you to filter by those young people due a status check before being classified as 'unknown destination'. Teams can then act quickly to support them.

✓ Access key information from anywhere

Supporting more efficient and mobile working practices, One IYSS is accessible wherever you have internet access, allowing field workers to check current information, make any notes, or find contact details without the need to contact, or return to, the office.

✓ More effective multi-agency working

Youth services teams, IAG workers and substance misuse workers can view current and historical information on a young person, including address, date of birth and professional interactions. More sensitive case data can be protected by making access rights specific to a service; for example a youth worker will be able to see that the youth offending team is working with a young person, but not the details.

✓ Increase efficiency and reduce costs

Youth services are able to draw on the core information held already within One, removing the need to re-enter or import thousands of records. If that record then changes, such as a young person's address, this is updated and available instantly to the team working with that young person. With intuitive, easy to use tools, user training requirements are significantly reduced, saving both time and money.

✓ A dynamic reporting system

Information is easier to analyse and reports can be delivered based on real-time statistics, saving valuable time for teams when compiling statutory returns such as the CCIS returns, the September Guarantee and the Annual Activity Survey.

A look at One IYSS:

Caseload data can be quickly filtered to identify those clients requiring interventions.

Navigation		Client Summary						
<ul style="list-style-type: none"> My Homepage Caseload Summary By Level Of Need Lead Worker Caseload Details by Interventions 		All Intensive Support Clients						
Client	Situation	Time on C/L	SEN Status	Ind Circs	Last Contact	IV's In Last Month		
Janet Aarons	Unknown, LEAVER at Green Abbey School	1322 days	Statement	0	PA Interview on 22/07/2015	0		
Callum Foster	Unknown, LEAVER at Queen Anne Secondary School	1078 days	School Action	0		0		
Ray Marshall	Emp with trg to NVQ2, working not for reward with Part Time Study at Boots the Chemist2	1968 days	No LDD	0		0		
Alan Shearer	Statutory Education at Barry Island, Home Tuition	1961 days	No LDD	0	Client Update on 12/10/2010	0		
Adam Smith	Emp No Trg upto NVQ1, Local Recognised Training at Ballinger Construction	30 days	No LDD	0		0		
Aiden Smith	Unknown, LEAVER at Queen Anne Secondary School	30 days	No LDD	0		0		
Aislin Smith	Statutory Education at Bumble School, Year 8	803 days	No LDD	0		0		
Callum Smith	Statutory Education at Green Abbey School, Year 11	30 days	No Special Provision	0		0		
Charlotte Smith	Moved out of Area, Unknown Activity	30 days	No LDD	0		0		
Claudia Smith	Emp with trg to NVQ2, Employer Funded e.g. In-house at Boots the Chemist2	226 days	No LDD	0	PA Interview on 13/07/2015	0		
Connor Smith	Statutory Education at Queen Anne Secondary School, Year 9	30 days	No LDD	0		0		
Daniel Smith	Statutory Education at Queen Anne Secondary School, Year 9	30 days	No Special Provision	0		0		
Gary Smith	No Information, Cannot Be Contacted	30 days	No LDD	0	PA Interview on 21/10/2013	0		
Helanie Smith	Unknown, LEAVER at Green Abbey School	30 days	No LDD	0		0		
Adrienne Smithson	Unknown, LEAVER at Queen Anne Secondary School	30 days	No LDD	0	Record Review on 07/11/2012	0		

"The software has dramatically reduced the number of phone calls teams have to make to get the information they need to do their jobs effectively, freeing up time and resources which can be better allocated to action plans that support young people in all areas of their lives."

Gareth Richards, Senior Performance Analyst, Southend-on-Sea Borough Council

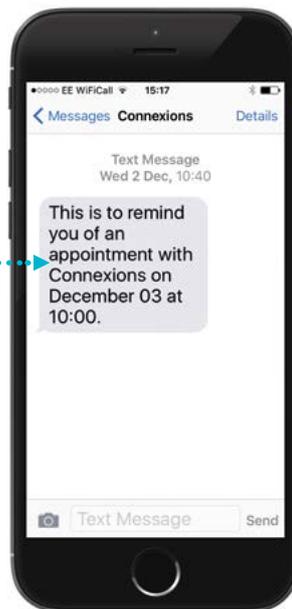
"With One, we can screen 17,000 children every month and pinpoint those who have the potential to become NEET. We simply wouldn't have the capacity to carry out regular data analysis on that scale without it."

Tracey Herbert, Targeted Youth Support Service, Barnsley Council

Make it easier for young people to attend appointments with integrated messaging and reminders.

Young people can automatically be sent reminders of upcoming appointments via text message.

Text and email messages can be sent between the adviser and the client which are automatically appended to the case notes ensuring correspondence is held in a single location.



Managers can easily identify over and under-utilisation of staff through RAG analysis using the One IYSS caseload management tools.

Caseload Summary By Level Of Need											
Manager: Duncan McMaster											
Lead Worker	Utilisation	Total	Intensive Support		Supported		Minimum Intervention		Not Determined		
			%	No.	%	No.	%	No.	%	No.	
Ray Amble (100%)	<div style="width: 100%;"></div>	167	12%	20	44%	73	44%	74	0%	0	
Ann Baker (100%)	<div style="width: 112%;"></div>	254	10%	25	18%	45	42%	106	31%	78	
Jake Flowers (100%)	<div style="width: 76%;"></div>	195	8%	15	24%	46	69%	134	0%	0	
Fee Olbison (100%)	<div style="width: 59%;"></div>	156	10%	15	5%	8	85%	133	0%	0	
Pat Patel (100%)	<div style="width: 447%;"></div>	134	100%	134	0%	0	0%	0	0%	0	
Total		906	23%	209	19%	172	49%	447	9%	78	

RELATED PRODUCTS

Youth Justice – an intuitive case management system that frees teams to spend more time with young people

Targeted Youth Support Services – full case management for targeted prevention work



Who benefits?



Your questions answered:

Does my local authority need to be using One already for me to benefit from One IYSS?

No. We offer the options of using One IYSS either with or without integration to the suite of other Capita One solutions. If your local authority uses Capita One, then you have the additional benefit of shared information from other services. Also, by utilising existing One infrastructure you can cut system costs for maintenance, integrations, upgrades and licensing and save money.

Can the data held in our current system be migrated across to One IYSS?

Capita One provides a complete turnkey solution to configure your new system and migrate your existing data into it. We have developed tools especially for this task.

Is the system customisable to meet my local authority's specific requirements?

Yes. One IYSS comes with system administration tools allowing for the local configuration of menus, screens and security options.

Heads of service and team managers

One IYSS enables you to assess and manage your team's caseloads more effectively by showing, at a glance, which young people are most in need and who are due interviews.

In addition to showing you who needs help managing their caseload, you can drill all the way down to the case record itself, so you can see what activity has happened around that young person, and where it would be best to put resources.

IAG workers, youth workers, youth engagement teams and substance misuse teams

With the whole picture, you can prioritise your workload and identify those most in need more easily. You can increase engagement with young people by setting text reminders to go out just before a planned appointment to help improve interview attendance rates. Any SMS responses from the young person can then be attached to the case notes, so that they can be used for follow-up.

You can also set alerts to remind you to telephone a young person or to be notified if another professional updates the record of someone you've identified as being a 'key client'.

Contact us



0800 999 3180



info@capita-one.co.uk



www.capita-one.co.uk



Follow us @CapitaOne

Young people

With One IYSS, the administration burden is reduced so practitioners are free to spend more time directly with their young people. Young people can also have more of an input into plans, so that they reflect their voice, with practitioners able to share the screen and update the record together.

ONE5113 04/16

Capita One, Franklin Court, Priory Business Park, Cardington, Bedfordshire MK44 3JZ
t: 01234 838080 | f: 01234 838091 | e: info@capita-one.co.uk | w: www.capita-one.co.uk

A trading name of Capita Business Services Ltd. Registered office: 71 Victoria Street, Westminster, London SW1H 0XA. Registered in England No. 2299747.