



Save time and improve outcomes

More informed decision-making

Support those who go on to offend

Improving young people's lives

Southend-on-Sea Borough Council

Within Southend-on-Sea Borough Council there are many different teams working with young people and their families. Because data is frequently shared between teams, it was important to have a solution in place to simplify the process of data sharing. To support this, Southend-on-Sea Borough Council implemented the Capita One Youth solution.

Capita's One Youth solution enables information from schools and notes from teams such as educational psychology, Connexions, youth justice or Troubled Families to be viewed in one place, providing a much more holistic picture of the issues affecting a young person's life.

Alex Bridge, Team Manager of the Youth Offending Service at Southend-on-Sea Borough Council, said: "There are many different agencies working within our Early Help, Family Support and Youth Offending Services in Southend and it's quite often the case that members of a family are receiving services from multiple agencies.

"With One Youth, a member of the Youth Offending Service can quickly identify which other agencies are involved with the family and has access to current and historical interventions. Examples of this include the ability for staff to identify school attendance issues at an early

stage, levels of educational attainment and learning needs or attendance at local youth groups. This enables practitioners to quickly build a picture of the life and needs of the young person and their family, and the factors that are often associated with being at risk of anti-social behaviour or criminal activity.

Service Manager Richard Meads agrees: "Through the use of the various flags within One Youth we're quickly able to recognise any risks and harm-related behaviours recorded by other agencies. These may include children at risk of child sexual exploitation, children who are missing from home or children with social care legal status, thus effectively allowing the Youth Offending Services Officer to identify, manage and reduce risks."

With One Youth a social worker, educational psychologist, a member of the youth offending or troubled families teams can – in a few clicks (and with the right authorisation) – quickly see a wealth of information on their background and circumstances. This might include a young person's school attendance record, details of any exclusions or post-16 support that has been put in place, as well as information on welfare issues or social services involvement.

Local authority case study

Aim:

A system which would support the local authority to simplify data sharing between the different teams working with young people and their families.

Solution:

The Capita One Youth solution.

Impact:

Being able to see a complete picture of the issues affecting a young person's life has helped teams work more effectively and make more informed decisions to target services where they are needed most.

Through the use of the various flags within One Youth we're quickly able to recognise any risks and harm related behaviours recorded by other agencies, allowing the YOS Officer to identify, manage and reduce risks.

Richard Meads, Service Manager at Southend-on-Sea Borough Council