One Youth
Intuitive case management software to help improve outcomes for young people

“The information in One is so rich in providing a clear, up to date picture of what’s going on with a young person, enabling us to intervene early and secure more positive outcomes as a result.”

Alex Pye, 16-24 Tracking & Engagement Officer, West Berkshire Council

Work effectively with other agencies
Free teams to spend more time with young people
Compliant with statutory requirements
Flexible reporting
Improve outcomes with a more complete picture of every young person

Capita’s One offers intuitive case management tools and analytics which bring together information from youth support services and youth justice services, as well as information on attendance, attainment, SEN, looked after status, free school meals and much more.

With a single, shared view of each young person, teams from different youth-related services can work together to identify those at risk, and target and monitor interventions to improve outcomes.

How the One Youth solutions help - who benefits?

**Heads of service and team managers**
- Reduced IT infrastructure costs and maintenance as integrated with centrally managed upgrades
- Intuitive system with fewer screens and clicks minimises staff training and enables users to view information quickly and easily
- Also available: powerful analytics provide insight into trends to inform policy and identify vulnerable groups and areas to target resources

**Performance officers and information officers**
- Interrogate a much broader and deeper data set with access to One Education data as well as youth service data
- Ease of extracting information quickly to report to various audiences as required
- Integrated up to date statutory returns compliant with DfE and YJB requirements
- Includes standard and customisable reports and the ability to embed reports

**One Youth Justice (YJ)**

- Practitioners and specialist workers
  - Quicker access to information with a configurable homepage including hyperlinks to individual records
  - Intuitive navigation and a single overview of the young person’s chronology with information from other agencies available even before first meeting the young person
  - Integration of victim records, with access restricted via permissions so no need for separate records
  - Direct access to victim and parent caseloads with navigational links to young people’s records.

- Administrative staff
  - Intuitive screens and navigation make it simpler to record complex offence/court activity in fewer screens with less clicks
  - Expanding and collapsing panels give a quick and easy overview in a single screen of a young person’s chronology to date.

- Young people
  - No need for young people to repeat information as their history is already in their youth justice record, freeing practitioners to spend more time with them
  - The available history highlights concerns earlier, helping practitioners shape conversations and build relationships from the start.

**One Integrated Youth Support Services (IYSS)**

- Information, advice and guidance workers, youth workers and support teams
  - Quicker access to information with a configurable homepage including hyperlinks to individual records
  - Intuitive navigation and a single overview of the young person’s chronology with information from other agencies available even before first meeting the young person
  - Increase engagement with young people with SMS reminders, texts and emails which are integrated into case notes
  - Set alerts to contact a young person or be notified if another professional updates the record of someone identified as a key client.

- Administrative staff
  - Intuitive screens and navigation with file import and bulk update facilities make it easy to update multiple records with minimal clicks
  - Expanding and collapsing panels give a quick and easy overview in a single screen of a young person’s chronology to date.

- Young people
  - With the admin burden reduced, practitioners can spend more time directly with young people to help prevent them from becoming NEET or status unknown
  - Young people have more of an input into plans with practitioners able to share the screen and update the record to reflect their voice.

“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, including children at risk of child sexual exploitation, missing from home or with social care legal status, allowing the Youth Offending Services Officer to identify, manage and reduce risks.”

Richard Meads, Service Manager at Southend-on-Sea Borough Council
How One’s Youth solutions help - a visual overview

Compulsory Education

One Integrated Youth Support Service
- Schools, education providers and youth services record in One and One IYSS
  - CCIS statutory returns
  - Attainment
  - Attendance
  - Special educational needs
  - Free school meals
  - Positive activities
  - Looked after status

How One helps:
- Access realtime information directly from your customised homepage, including appointments, and young people you’ve been assigned as a worker.
- Reveal (appropriate) information on involvements, exclusions, school achievement, SEND, looked after status and Free School Meal status.

One Youth Justice
- YJ prevention workers and other specialists record in Youth Justice
  - Anti Social behaviour
  - Relationships and group/ gang involvement
  - Offending activity
  - Intervention programmes
  - AssetPlus
  - Victim work
  - Parenting interventions
  - Statutory returns

How One helps:
- Youth justice staff can see the comprehensive history in a single view, reducing the need to collate information.
- Practitioners have a clear homepage displaying caseload, clients in breach, due in court, appointments and more.
- Connectivity for statutory returns, submissions to YJB placements, Y2A Portal and coming soon, case transfers.

Early intervention
- NEET Prevention
- Crime Prevention

Transition

Reactive intervention
- Youth Offending Service
- Youth Support Services

Post 16 years

One Integrated Youth Support Service
- Specialists record and report upon
  - Current activity – NEET
  - Current activity – Employment Without Training
  - September Guarantee – No Offer
  - Annual Activity Survey - NEET

How One helps:
- Teams have more time to spend with young people as One IYSS provides:
  - Background information, reducing the need to contact other professionals
  - Mass update of CCIS statistical data reducing administration
  - A clear picture of the adviser’s caseload, appointments and tasks.

How One helps:
- Easily identify the most vulnerable with priority need criteria relating to a young person’s circumstances and how long since they last had an interview.

More informed decision-making
- Make even more informed decisions using insight from One Analytics: explore trends to identify the most vulnerable, monitor service delivery, and understand root causes so interventions can have the maximum impact.

Positive outcomes
- Improved mental and physical health
- Education and training
- Desistance from offending and anti-social behaviour
- Achievement
- Participation
- Career success

The One Youth Justice suite of reports support AssetPlus, National Indicators and National Standards, with all aspects of the case (including individual AssetPlus questions) fully reportable.
How One’s Youth solutions help improve outcomes

A day in the life of Anna, a youth worker

I log into Capita’s One Integrated Youth Services Solution (YSS) and go to my customised homepage which shows me the young people I’m assigned to as the lead worker and my appointments.

I’ve set up priority need criteria in One to help me identify vulnerable young people so I can contact them to offer early support. I also use the currency lapse tool to filter by young people due a status check before they’re classified as ‘unknown destination’. I can see Mark is due to be contacted, but that he’s had recent contact with the youth offending team. My access rights are tailored to my role so I don’t know the details and I send an email to the youth offending officer to see if it’s appropriate to be contacting him at this time.

The system shows that a young person has been in touch with our housing team which indicates issues at home. I use One to contact him to offer support – with a complicated home life, he may push his education to one side so I need to intervene as early as possible.

My manager and I then meet to discuss progress on the September Guarantee for my caseload using reports generated from One YSS.

Later I have an appointment with Becky, who’s been increasingly disengaged with school and not attending regularly. An automatic text reminder went to her earlier and I can see on the system she’s replied to confirm she’ll be there. Because One YSS is accessible wherever I have internet access, I can make notes whilst with Becky, who mentions she lives with her mum and disabled brother, and they’re having trouble coping. I use One to contact a carer support group, and to flag to social services that they may need additional support. By having access to all the information I need in one place, I can really make a difference to young people’s lives.

Wilf, a youth offending team practitioner and duty court officer

With One Youth Justice, each time a young person is assigned to me, their name appears on my homepage as a hyperlink to the case. I can also see my appointments, young people who’ve breached, and who’s due to appear in court.

I’m on court duty later and look at the details for Daryl, who’s been arrested for assault. I see our troubled families team has been working with the family following concerns his little brother was neglected. It’s been recorded that Daryl’s dad left recently which has really affected the family. This gives me a great start for completing the AssetPlus stage and for when I meet Daryl later.

I meet with Kieran who’s due to leave custody soon. From case notes added by our parenting worker, I can see his relationship with his mum has improved and they’ve agreed he can move in with her when he leaves custody. Our Youth Service had previously recorded his aspirations to be a mechanic and I’ve found an apprenticeship for when he’s released. I talk to Kieran and start a new AssetPlus stage to record this.

Later I accompany Carly in court. She’s not known to us and we didn’t know she was appearing but I can see from One that she’s had three Looked After residential placements in the last 18 months. She’s also had several SEN assessments and her poor school attendance led to a youth worker contacting her. From the information in One and my conversation with her, I quickly get a comprehensive overview of Carly’s circumstances to prepare us for court.

A consistent strategy for any children and families service is to reduce the number of young people entering the youth justice system and my service is no exception.

Which is why the information on my One Analytics dashboard is so valuable – it draws on all the information in One gathered by the different agencies and departments working with young people to provide reports which uncover the stories behind different behaviours.

Such strategic analytics is crucial to enable me to better understand trends in the behaviour of young people in our area. Today I’m particularly interested in understanding over-representation in the youth justice system and clients entering NEET. Using One Analytics, I can see whether certain areas are particularly affected by geographically overlaying offences and young people entering NEET as heat maps, to identify hot spot areas so we can then target prevention resources.

I can also learn more about the over-representation of particular cohorts, such as young people who are looked-after or with special educational needs, by simply dragging and dropping the cohorts I wish to investigate onto my analytics dashboard.

By having this information at my fingertips I can explore trends, understand what lies behind offending behaviour and disengagement with education or training, as well as monitor service delivery. Our resources can then be strategically targeted to divert young people from entering, or re-entering NEET or the youth justice system, helping to improve outcomes.

Gail, an assistant director of children and families services

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One Analytics

Deeper insight for more informed decision making

Powered by Tableau’s powerful intelligence toolset, One Analytics can be used in conjunction with One Youth Justice to explore the depth and breadth of your data:

- Seamless access to education and youth service data widens the scope of your reports
- Cross reference offending activity with student characteristics and providers to target early intervention resources and initiatives
- Dashboards provide staff at all levels with the insight they need to identify potential issues and areas of improvement.