Capita

Capita One EXPO 2022

Admissions & Transfers Support Solution (ATSS)

Agenda

1. Background
2. Our Solution
3. Customer Experience
4. Next Steps

01

Background

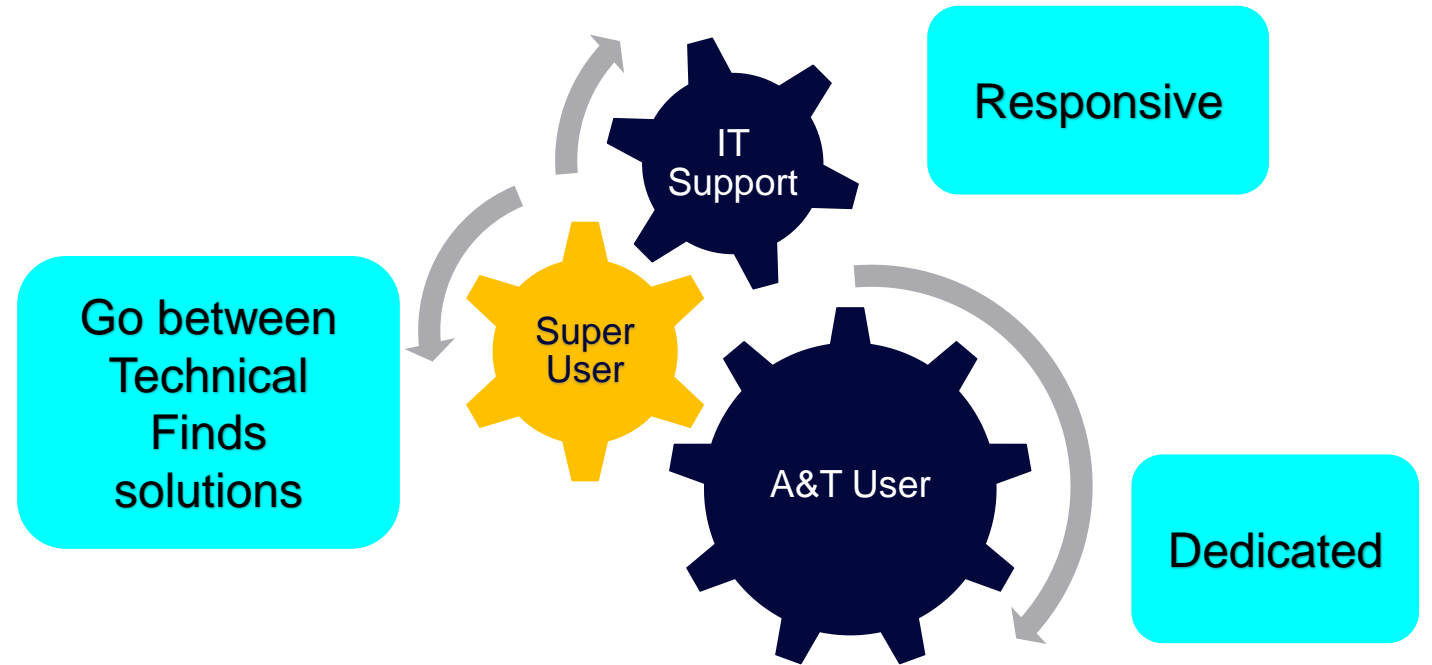# Capita One Admissions

Admissions is a high jeopardy service.

The success of the Admissions service impacts on all parents with children at some point. From starting school, transition to the next phase of education, and supporting parents to find a school.

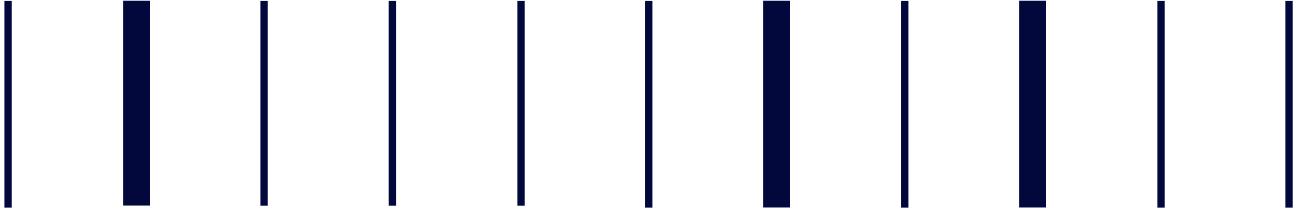If it fails, faulters, you hit the headlines!

How to support A&T?

Responsive

Go between
Technical
Finds
solutions

IT
Support

Super
User

A&T User

Dedicated

Ring any bells?

Does A&T need a lot of support?

One Support: Would you prefer to be focusing on other areas?

Has there been a loss of key knowledge in the team, or new starters who need support?

Has the support arrangements changed?

Best value?

Over time, have work arounds become the norm?

Is there duplication of effort in maintaining spreadsheets?

Has knowledge been inherited?

Using all the portals?

Using the Schools Portal?

Is the Citizens Portal being used for In-Year?

Are you using the Citizen Portal in the most effective way for parents?

Reports?

Do you have a 'mine' of Crystal reports?

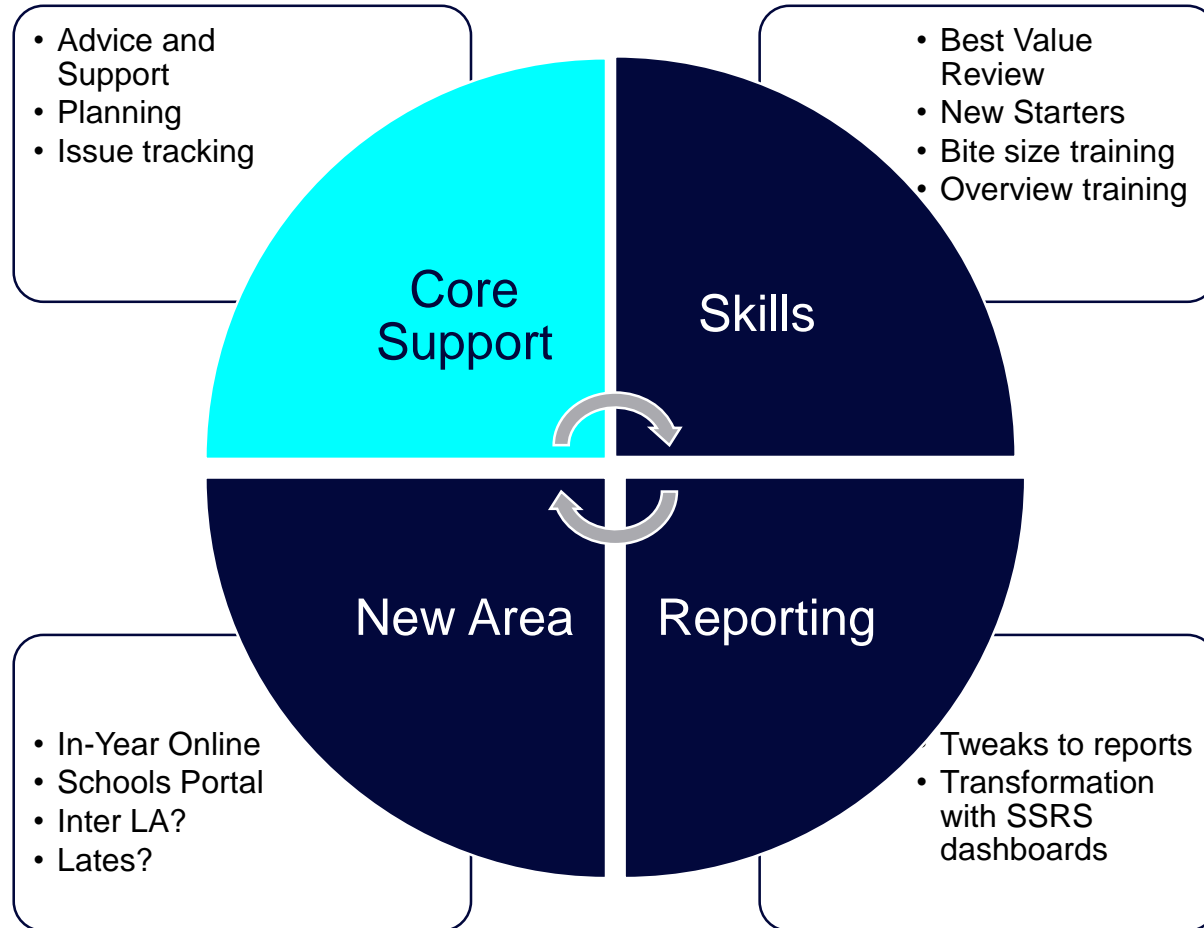Are you using reporting to highlight applications that need validation?

Tracking In-Year Applications against performance indicators?

02

Our Solution

ATSS Solution

- Advice and Support
- Planning
- Issue tracking

- Best Value Review
- New Starters
- Bite size training
- Overview training

Core Support

Skills

New Area

Reporting

- In-Year Online
- Schools Portal
- Inter LA?
- Lates?

- Tweaks to reports
- Transformation with SSRS dashboards

Core Support

- Direct contact with A&T Knowledge expert
- Email address dedicated to support
- Regular catch-up meetings throughout the year
- Issue triage
- Planning to keep to deadlines

Core Support

- Quick access to an Admission expert who understands your Admissions process **– Save time Searching help and knowledge bank**

- Solutions for issues, circumstances change, we will find and advise on how to work through challenges **– We review the impact, and share good practice**

- Health checks on setup, and readiness to publish offers **– Good setup, good data are the key to success**

- Collaborative working with your Admissions Team **– make us part of your admissions team**

Skills

- Best value review of the current use of the module
- Bite size training for different audience of users
- Timely training
  - Overview
  - Module Admin
  - E-applications
  - Inter LA transfer
  - New users
  - GIS, etc.

Skills

What does this mean for you:

- Best value review : **we understand how you should be using Admissions**

- Little and often training – **slots in with the busy demands of the business process**

- Training with sharing of **best practice of use of the software**

- Sign posting to training **support resources and sharing of 'How to guides'**

Reports

- Tweaks to existing crystal reports

- Introduction of SSRS reporting dash boards that target data quality and support In-Year admissions

- Reporting for highlighting validation applications

SSRS Dash-board

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Open Cases Tracker

Cases in Flight

NCY	G	R	Total
0	1	0	1
4	1	1	2
5	0	1	1
6	2	1	3
9	1	0	1
Total	5	3	8

Monitor Cases

APPLICATION STATUS	G	R	Total
A1-Pending	5	1	6
A2-On Hold - Missing Details	0	1	1
B1-Processing	0	1	1
C1-Monitor School Attendnace	0	1	1
Total	5	4	9

Applications

E-Applications

RAG	SURNAME	FORENAME	DOB	GENDER	STUD ID	NCY	PHASE	POSTCODE	APPLICATION STATUS	FORM RECEIVE DT	APP SUBMITTED DATE	SUBMIT STATUS
R	Belfast	Polly	12-12-2012	F	8915428	4	PRI	MK43 0NE	C1	19 Aug 2021 00:00:00	19 Aug 2021 11:23:56	SubmittedForFirstTim
R	Wokingham	Polly	01-09-2010	F	8915489	6	PRI	MK41 6AS	HOLD	06 Oct 2021 00:00:00	06 Oct 2021 15:03:30	SubmittedForFirstTim
G	Abrams	Kim	08-06-2013	F	8904454	4	PRI	Z1 2AD	PEND			
G	Bbbam	Bara	31-03-2011	M	8902145	6	PRI	MK43 0NE	PEND			
G	Bender	Leon	19-08-2011	M	8906716	6	PRI	Z2 2CC	PEND			
R	Greenhalle	John	31-12-2011	M	8915290	5	PRI	MK43 0DR	PEND	10 Aug 2021 00:00:00	10 Aug 2021 17:11:19	SubmittedForFirstTim
G	õùøüûAAñNng??	õùøüûAAñNng??	29-01-2017	M	8915068	0	PRI	MK41 6AS	PEND			
R	Snail	Brian	31-03-2013	M	8915291	4	PRI	MK43 0DR	PROC	26 Jul 2021 00:00:00	10 Aug 2021 17:20:13	SubmittedForFirstTim

Reporting

- Quick turnaround for report tweaks **– We understand the tables and business process**

- Drill down reports using SSRS **– Dynamic drill down reports, stop relying on remembering school numbers**

- Transform reporting into SSRS **- quicker and integrate better with Excel**

- **Data quality drives the success of Admissions**

Implementation

Use ATSS to implement one additional extension to Admissions

- Open up the Schools Portal to schools

or

- Citizen portal for In-Year

or

- SSRS Reporting

Implementation

What does this mean for you:

- Get the best value from our service by wrapping in a implementation of new functionality.

- Introduction of new functionality within this extended package little and often training

Your ATSS Partnership

Tailored to your needs

Invite us into you're Admissions Team

Get the best out of the module

Develop the admissions service

Improve the outcomes for families

03

Customer Experience

Customers

- Tameside
- Slough
- Darlington
- Worcestershire

Feedback

The ATSS package has been an effective investment in School Admissions. The support has been particularly useful at key dates in the Admissions calendar to support the team to meet targets. It has provided a collaborative forum to embed existing skills and learn new ones. Our "go to" Capita expert is both approachable and friendly with a willingness to solve problems at both strategic and processing levels.

Tameside

Karen was parachuted into the local authority (virtually of course) at short notice and had to acclimatise to the situation quickly. She lead them through the admissions process over a period of a couple of weeks ensuring that their systems were set up correctly and their data was of a sufficient quality to process over 2000 applications. Karen's input was absolutely pivotal in Slough Borough Council successfully notifying parents of their child's place at school and hitting their statutory deadline.

04

Next Steps

Next Steps

If you would like to hear more on availability and costs, then please contact your Account Manager.

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Thank you