



Capita One  
EXPO 2022

**Continual  
Improvement  
Programme**





## Agenda

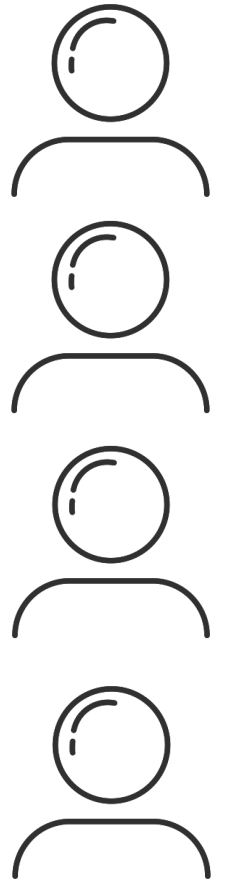
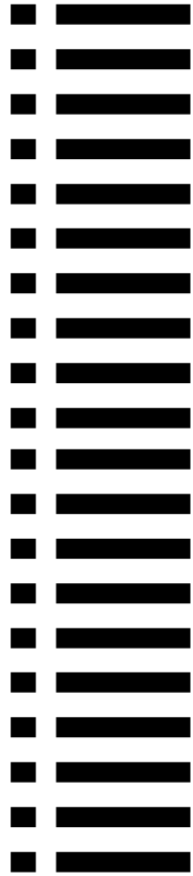
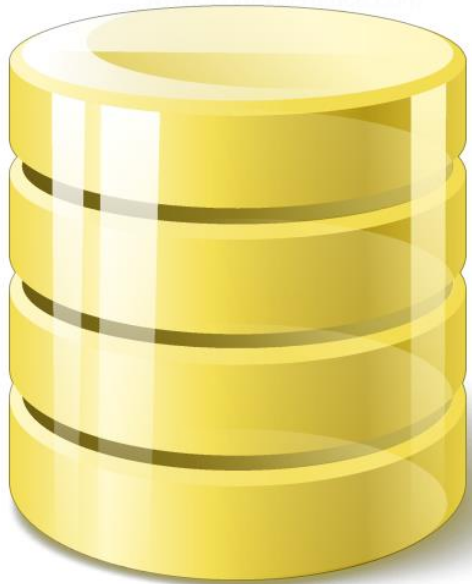
1. The Challenge
2. How Can We Help
3. Next Steps



# 01

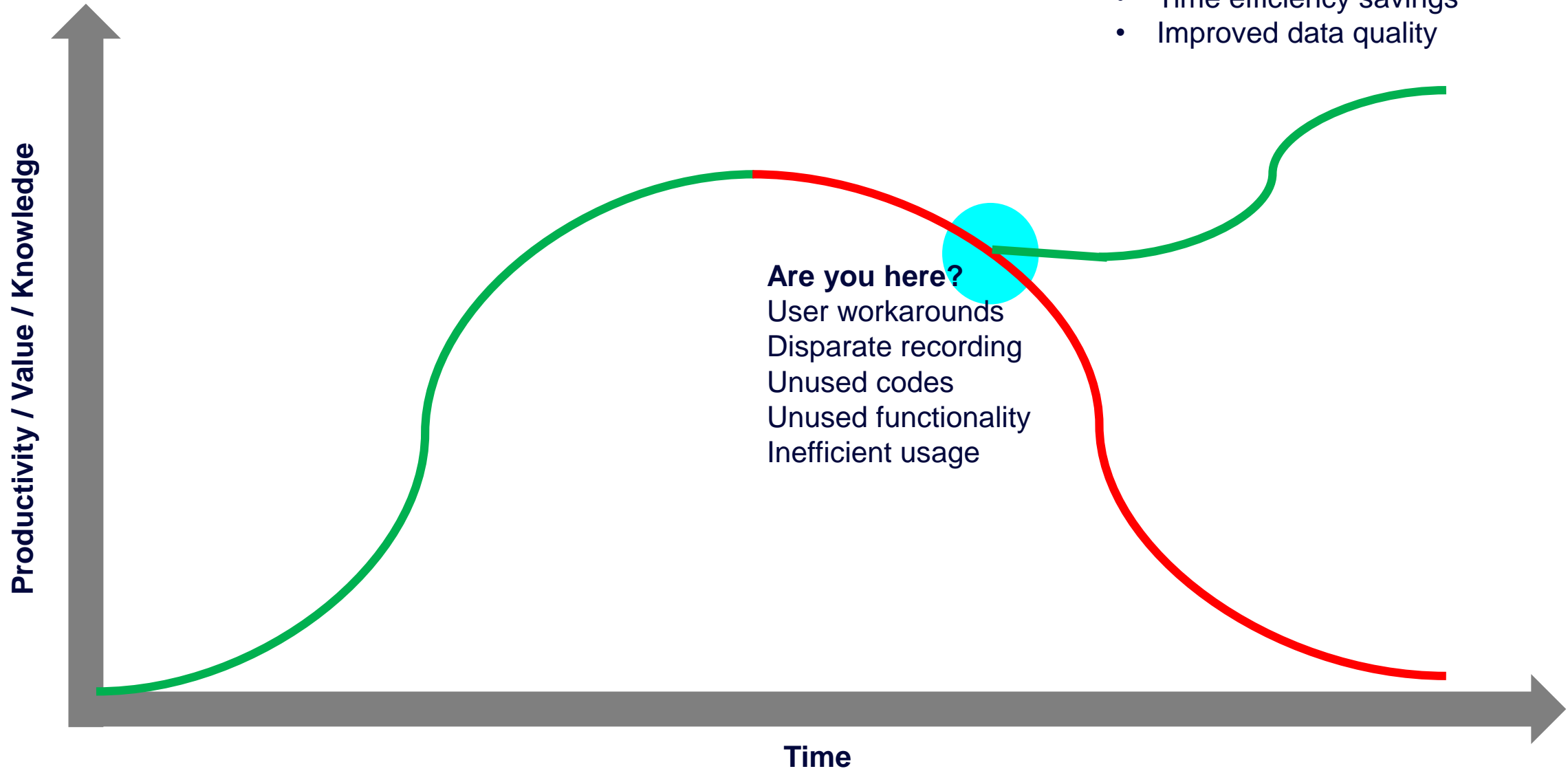
## The Challenge

# A Mature Database

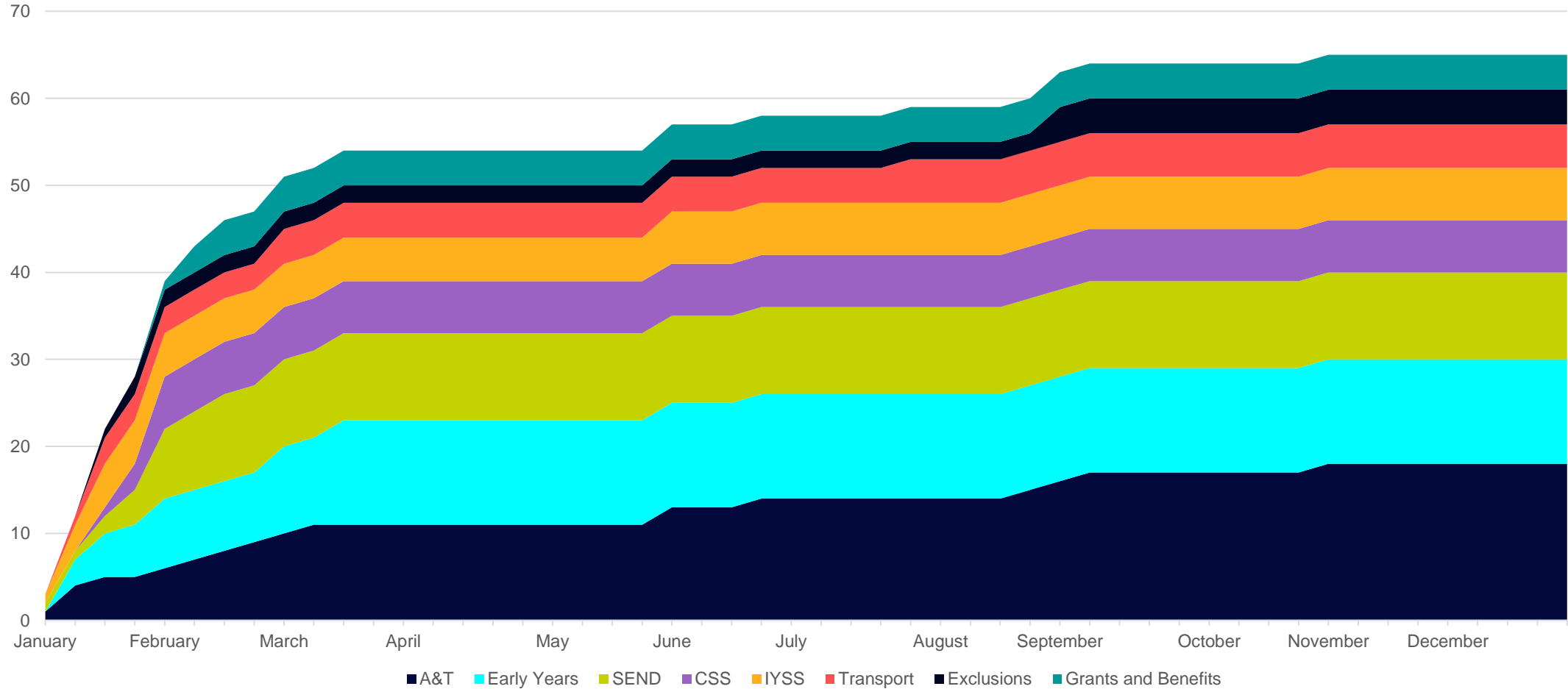


# Experience Profile

- Better user experience
- Bringing external recording into the system
- Time efficiency savings
- Improved data quality



# Module Knowledge







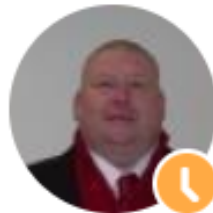
Commercial in confidence



# 02

How we  
can help

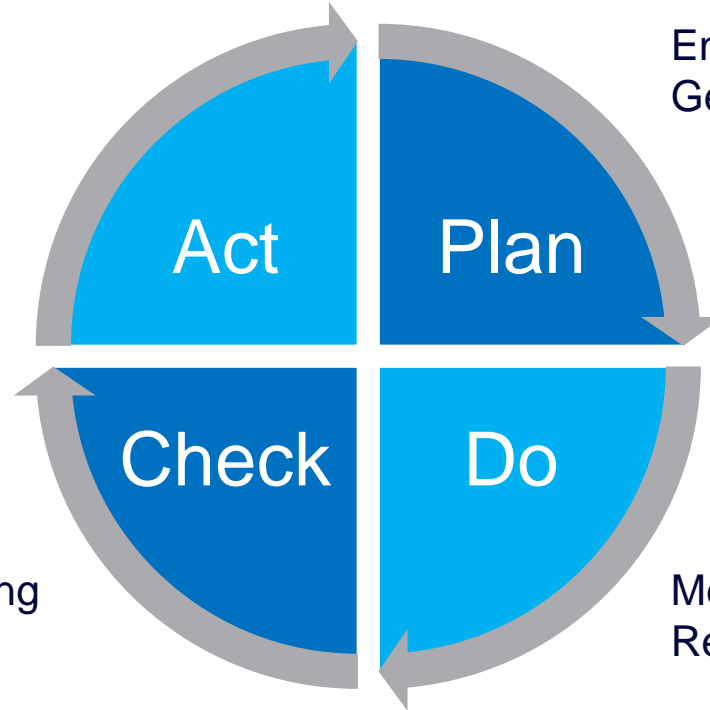
# Capita Knowledge and Experience = 150+ Years





# Continual Improvement Through Best Practice Review

Prioritise recommendations  
Identify resources  
Implement

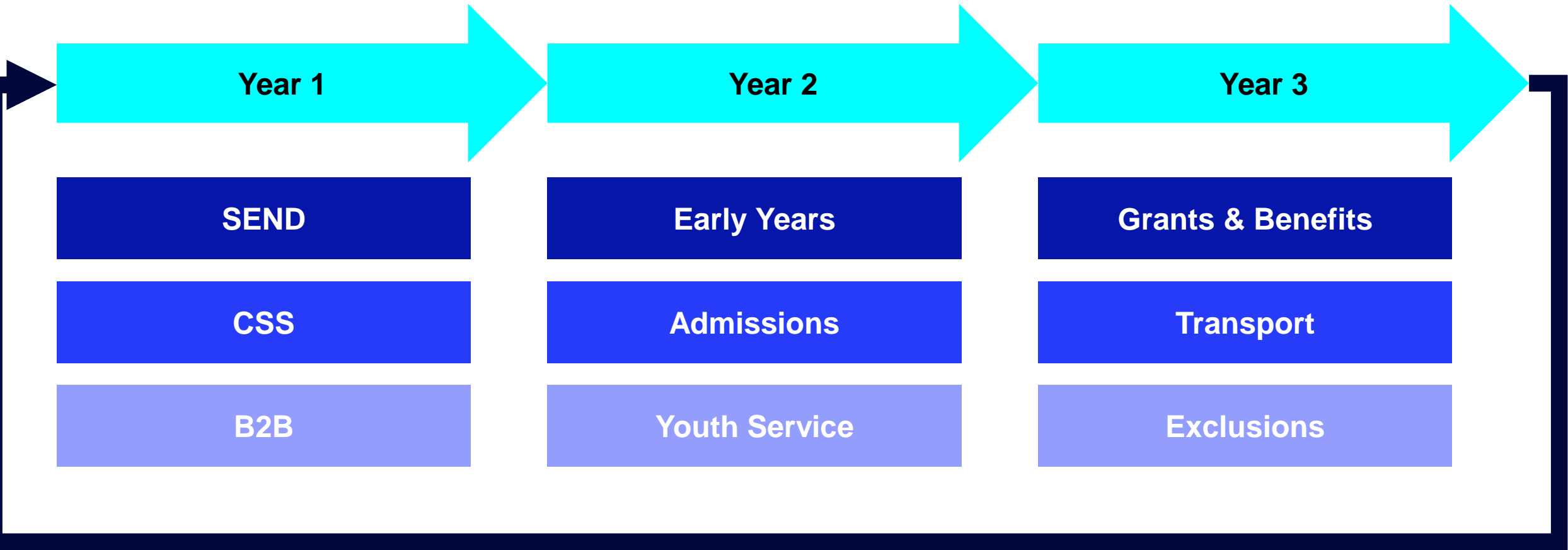


Engage the business  
Generate statistical data

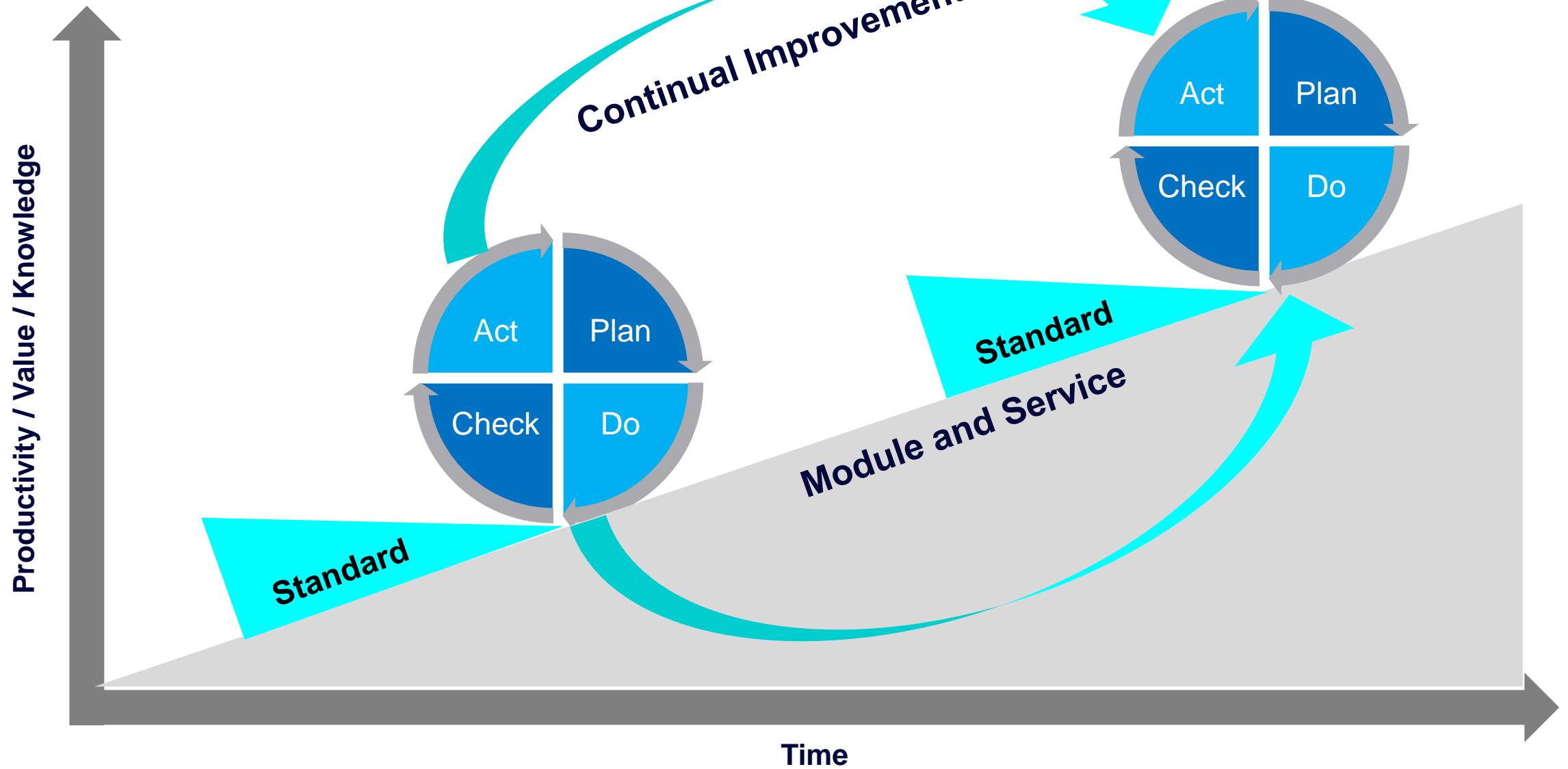
Write report and affirm understanding  
Create recommendations

Meet business  
Review processes and usage

# Continuous Continual Improvement



# Continual Improvement Profile



# Best Practice Review

- **Analysis of current usage**
- **Report clearly identifying recommendations**
  - RAG Rated
  - What can be achieved with no further investment
  - How you can get the most from your existing investment
  - The art of the possible
- **A tool you can use to engage with your stakeholders**
- **Evidence of your organisations commitment to continual improvement to external bodies such as Ofsted, ISO: 9001 Quality Management auditors, Estyn and HMIP**



## Benefits to You

Outcome	Benefit
Better user experience	Better user adoption More accurate recording End user time savings
Bringing external recording into the system	More accurate data Ability to report in real time Better service level reporting informing operational decisions
Greater visibility of the child across services	Better customer experience, not being repeatedly asked for the same information Time savings establishing facts Better cross LA reporting informing strategic decisions
Time efficiency savings	Reducing the administration overhead to staff Freeing staff time for customer engagement
Access to an industry expert	Ability to draw in best practice experience from other LAs



# 03

## Next Steps



## Next Steps

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

Capita

Thank you