

Capita



# Focused Best Value Review (BVR)

Professional Services

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# Introduction

Capita Knowledge Specialists have undertaken numerous Best Value Reviews across a wide range of One Education modules with numerous Local Authorities. It has become apparent when analysing the Best Value Review reports that through the organic change in business processes and organisational structures, the more mature modules deployed in the Local Authorities are no longer aligned with current business practice.

# Key Objectives

Capita would like to work with Local Authorities to address these issues. The key objectives of a focused Best Value Review would be:

Objective	Benefits
<p>Identify opportunities to reduce the number of instances data is recorded outside of One Education</p> <p>(for example: spreadsheets, word documents and MS Access databases).</p>	<p>Saves time:</p> <ul style="list-style-type: none"> <li>• Stitching data together from multiple sources in order to provide management information</li> <li>• Over caseworkers pulling data together from multiple sources in order to establish facts</li> </ul> <p>More robust data:</p> <ul style="list-style-type: none"> <li>• Reduces human error</li> <li>• Provides consistency in recording practice</li> <li>• Breadth of data available is greater</li> <li>• LA wide reporting is easier</li> </ul> <p>Greater visibility of a child’s case across multiple services</p> <p>The totality of a child’s case is easier to manage provider an easier source of data to:</p> <ul style="list-style-type: none"> <li>• Complying with data subject access requests</li> <li>• Identifying data to be archived and/or deleted</li> </ul>
<p>Identify opportunities to bring the workflow within One Education into line with current business processes</p>	<p>Realises benefits from above by removing users dependency of work arounds involving recording outside of One Education.</p> <p>Improves the users’ experience making them more likely to engage with the system.</p>

Objective	Benefits
	<p>Saves users time by:</p> <ul style="list-style-type: none"> <li>• Defaulting in data, saving keying in</li> <li>• Capturing errors at the point of entry, reducing time required addressing data quality</li> </ul>
<p>Identify opportunities to improve the configuration of the system to improve the user experience</p>	<p>Encourages the users to engage with the system.</p> <p>Removing unused panels from view improves users ability to navigate the system and declutter their view.</p> <p>Removing unused lookup values provides more accurate recording and speed up input.</p>
<p>Identify opportunities to fully utilise all the functionality of One Education currently licensed</p>	<p>Ensures the Local Authority are getting the full benefit from their One Education investment.</p> <p>Streamline processes to gain efficiency savings.</p> <p>Further improve the user experience and the breadth of data being recorded</p>
<p>Provide the Local Authority with an option for an optimally priced review</p>	<p>The Focussed Best Value review provides the Local Authority a 29% discount over Capita's standard pricing.</p>

## Focussed Best Value Review Schedule

The focused Best Value Review involves several sessions concentrating on the use of more mature areas of the system. This gives the Local Authority some flexibility to review areas of concern to them:

SEND	1 day on site
CSS with SEND focus	1 day on site
Write up	2 days remote
Project Management	½ day

To enable the Knowledge Specialist to gain an insight into your system ahead of their visit, reports are provided to establish usage of One Education.

Each on-site session follows the same format:

<b>Required Personnel</b>	<p>The Local Authority to provide representatives of all the business processes supported by the department/service. This is to enable the Knowledge Specialist to understand:</p> <ul style="list-style-type: none"> <li>• the extent of the module usage</li> <li>• the business processes it is used to support and those that it does not.</li> </ul>
<b>Best Value Review Agenda</b>	<ul style="list-style-type: none"> <li>• Establish background and context.</li> <li>• Understand the main business processes</li> <li>• Understand the users views of the software: <ul style="list-style-type: none"> <li>• what it does well for them</li> <li>• where it works less well</li> <li>• where it fails to help them</li> </ul> </li> <li>• Review the module usage by establishing which areas of functionality are being used and how effectively they are being used to support the business processes.</li> <li>• Review what reports, and letters are generated from the system, how they are used and whether they meet the needs.</li> </ul>

<p><b>Best Value Review report</b></p>	<p>Capita will then provide a Best Value Review report which will:</p> <ul style="list-style-type: none"> <li>• Review the existing use of the individual modules</li> <li>• Establish what has been achieved so far in the systems</li> <li>• Highlight existing good practice</li> <li>• Recommend ways in which these areas may be used more effectively</li> <li>• Identify areas for development as a basis for future planning</li> </ul>
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## Options

The Local Authority may identify other modules that require a focused Best Value Review. These can be accommodated at an additional cost, which can be discussed when these additional module are identified.