

 Capita

Professional  
Services Data  
Expo | 2023

January 2023



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8. Address Tidy package update
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10. Single View
11. Prices and questions

# Meet the team



Duncan McMaster  
**Head of Operations**



Karen Orman  
**Knowledge Specialist**



Andy Bushman  
**Application Specialist**



Pasq Ciano  
**Application Specialist**



Dan Turner  
**Product Manager**



Chris Browning  
**Transformation Consultant**

# Capita

Capita One

**The Importance  
of Data**



# Data Protection Digital Information Bill & Data Economy Act

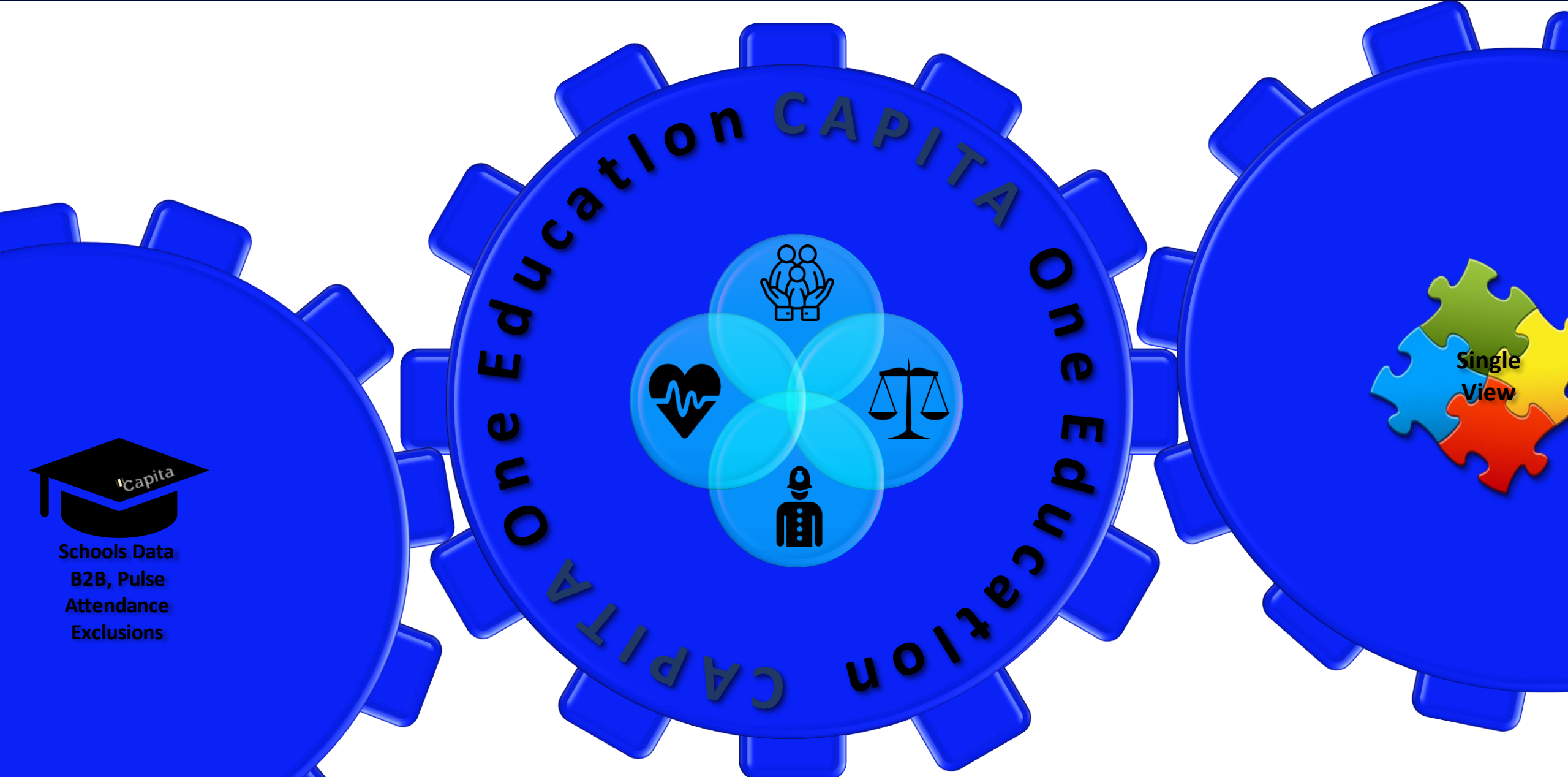
- (9) The first condition is that the objective has as its purpose—
  - (a) the improvement or targeting of a public service provided to individuals or households, or
  - (b) the facilitation of the provision of a benefit (whether or not financial) to individuals or households.
- (10) The second condition is that the objective has as its purpose the improvement of the well-being of individuals or households.
- (11) The reference in subsection (10) to the well-being of individuals or households includes—
  - (a) their physical and mental health and emotional well-being,
  - (b) the contribution made by them to society, and
  - (c) their social and economic well-being.

My interpretation: A LA is empowered and enabled to share data to target those in need of intervention, and to promote services and benefits for the betterment of your citizens.

You, as One Education custodians, have the most comprehensive set of child records in your LA.

How will you use this data? Early intervention, promote FSMs, locate HAF, locate food banks, prevention and deferral from ASB, identification of those at risk of grooming

# Setting The Scene - The Education Data Perspective

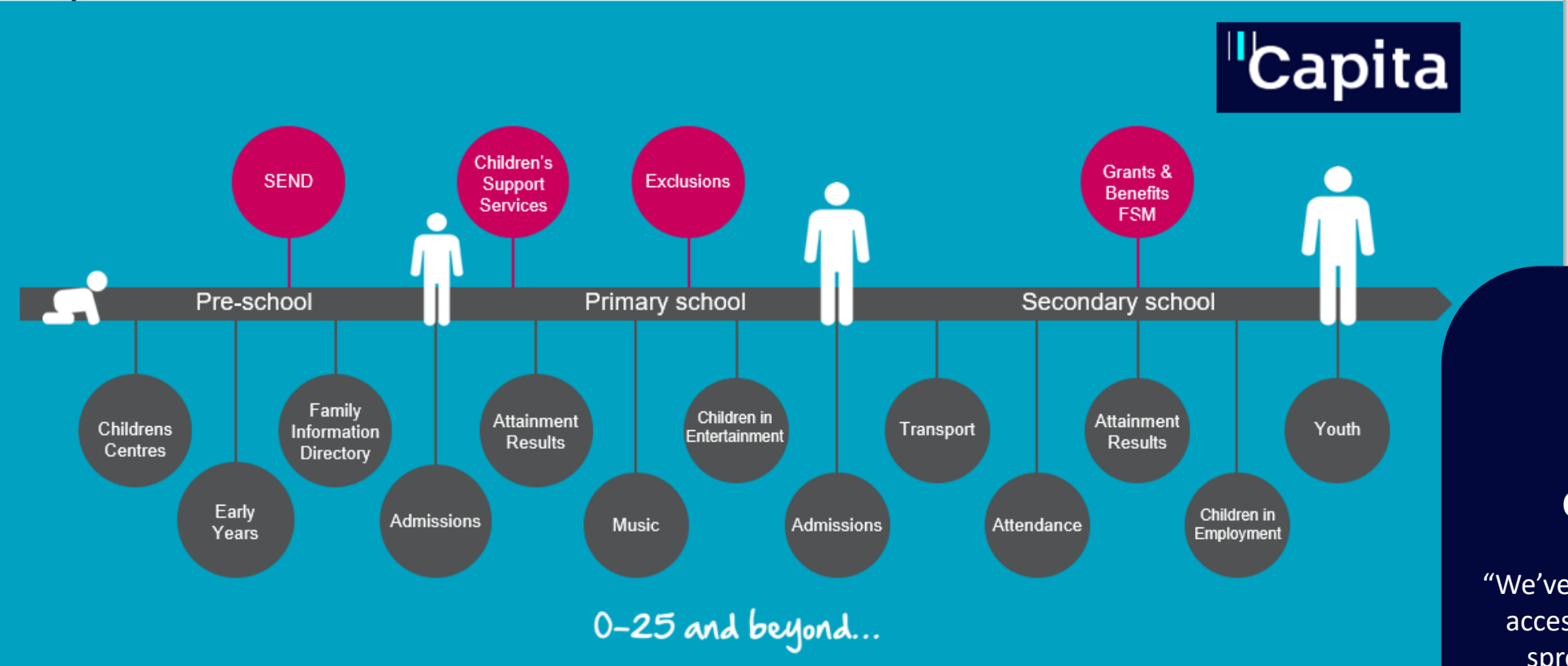


Schools Data  
B2B, Pulse  
Attendance  
Exclusions

# Solution | Overview



 **one** System, to support your children, families and citizens journeys, from birth to adulthood



**Capita One Education**

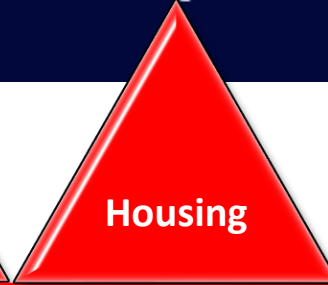
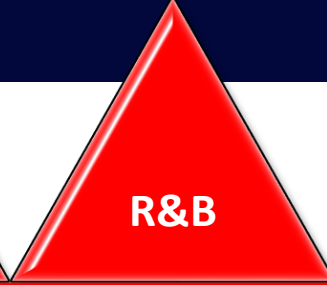
“We’ve been able to decrease our need to access individual data sources, such as spreadsheets and other databases, by over 50% in one year.”

**Emma Toublic – Head of Education Information and Business Systems at Essex County Council**



# Setting The Scene – Escalating Need Referrals

3<sup>rd</sup> Party



Escalating Need Referral

YJ	• ASB / offending (Capita One YJ)
IYSS	• NEET (Careworks)
Caseload	• High need intervention (One CSS & OLM)
SEND	• (Capita One)
Exclusions	• Frequency and period (Capita One)
Grants & Benefits	• Free School Meals (Capita One)
Attainment	• Maths, English, < Level 2 (5 GCSEs) – (Capita One Pulse)
Transport	
Attendance	• <N% (Capita One B2B/Attendance)
Admissions	• Registered school, change frequency, location (Capita One)
Early Years	• Development & progress ( Capita One)
Contact & Demographics	• BAME, LAC address changes and SOA (Capita One Pulse)

Universal Provision



# What Next?

## Ask yourself:

- How good is the quality of my data?
- Am I ready to consume data through the new B2B process?
- How do I get my service users invested in quality data and:?
  - Make their lives easier
    - Declutter
    - Streamline
    - Digitisation
    - Reporting
  - How does their data fit into the bigger picture?

## Find out:

- Who is responsible for the LA's Data Strategy?
- Who is responsible for early intervention?
- Who is responsible for Supporting Families / Families First?
- Who is responsible for Levelling Up?
- Who is responsible for Holiday Activity Funds?
- Who is responsible for food banks?
- How do you fit into these initiatives?

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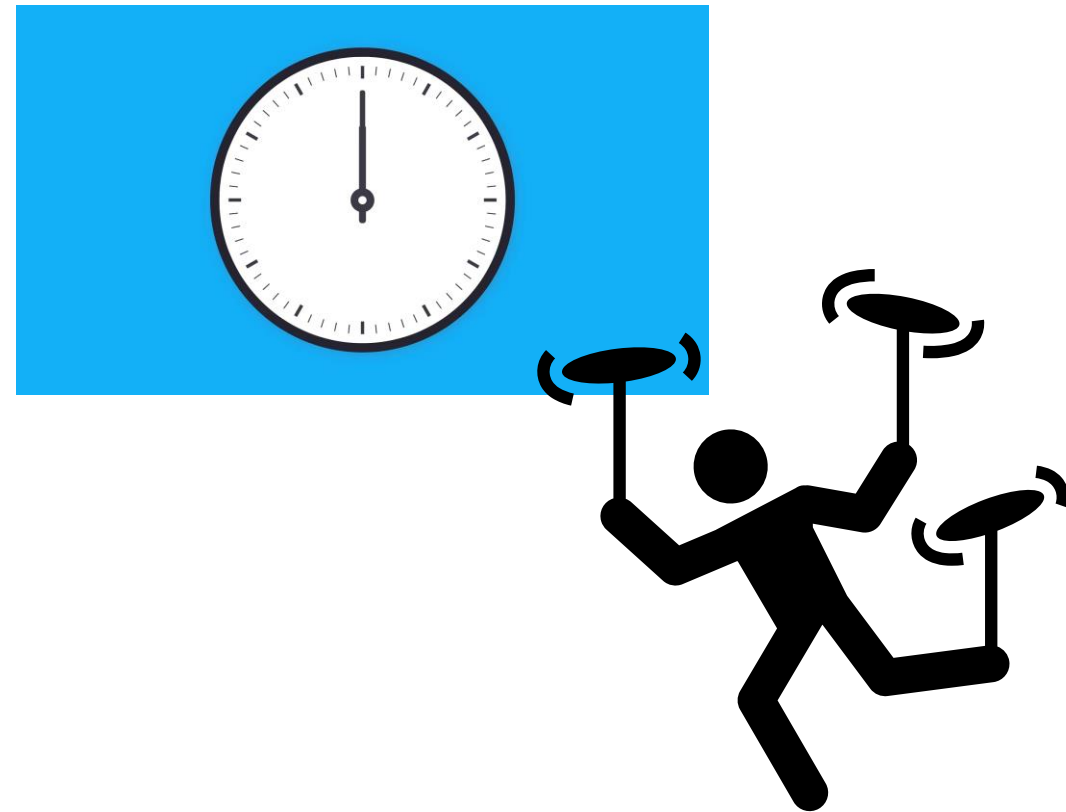
**Admissions  
In Year  
Reporting Pack**



# Managing In-Year Admissions

## DfE Code

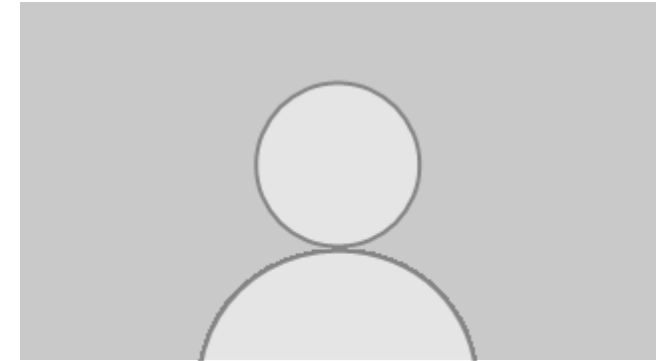
- 'should aim to notify the parents of the outcome of their application in writing within 10 school days, but they must be notified in writing within 15 school days.'



# In-Year Dashboard – What does it do?

## In Year Dash Board

- Open Cases
- Activity to close and chase
- Applications by school
- E-Applications
- Capacity Information
- Statistics



# Applications

Pick Admissions Base Group AT Primary, AT Secondary



## Open Cases Tracker

AT Primary  
AT Secondary

Applications

E-Applications

Manage

Capacity

Statistics

### Cases Not Offered (School Days)

NCY	Below 7	Between 7-10	Above 10	Total
0	0	0	1	<a href="#">1</a>
1	0	0	1	<a href="#">1</a>
2	0	0	1	<a href="#">1</a>
3	1	0	0	<a href="#">1</a>
4	1	0	0	<a href="#">1</a>
5	0	2	1	<a href="#">3</a>
6	1	0	1	<a href="#">2</a>
8	0	0	1	<a href="#">1</a>
<b>Total</b>	3	2	6	<a href="#">11</a>

### Started at allocated school

Total	<a href="#">2</a>
-------	-------------------

### All Open Cases being monitored (School Days)

Status	Below 7	Between 7-10	Above 10	Total
Pending	3	2	5	<a href="#">10</a>
Processing, offer not yet made	0	0	1	<a href="#">1</a>
<b>Total</b>	3	2	6	<a href="#">11</a>

### Not Started at allocated school after 14 days

NCY	Total
4	<a href="#">1</a>
<b>Total</b>	<a href="#">1</a>

# Applications - Tracker

RAG	SURNAME	FORENAME	DOB	GENDER	STUD ID	View	Letters	TG YEAR	NCY	Country	POSTCODE	APPLICATION STATUS	FAP	FORM ENTERED DATE
R	Abbot	John	01-05-2010	M	8915192	<a href="#">View</a>	<a href="#">Select</a>	2022	8			WAOA	T	12/12/2022
R	Bear	Billie	31-03-2012	F	8915268	<a href="#">View</a>	<a href="#">Select</a>	2022	6		MK43 ODR	PEND	F	04/01/2023
R	Blake	Maggie	30-01-2009	F	8927143	<a href="#">View</a>	<a href="#">Select</a>							07/12/2022
R	Cockley	Haniyya	31-07-2016	F	8927300	<a href="#">View</a>	<a href="#">Select</a>							19/12/2022
R	Harryy	Fred	12-12-2016	M	8929668	<a href="#">View</a>	<a href="#">Select</a>							15/12/2022
R	Jesswick	Blake	12-12-2012	M	8929648	<a href="#">View</a>	<a href="#">Select</a>							12/12/2022
R	Smith	John	12-12-2013	M	8915197	<a href="#">View</a>	<a href="#">Select</a>							12/12/2022
R	Waters	Maureen	17-10-2017	F	8905456	<a href="#">View</a>	<a href="#">Select</a>							09/12/2022
G	Bole	Kaiya-Louise	10-04-2010	F	8917149	<a href="#">View</a>	<a href="#">Select</a>							15/12/2022
G	Dog	Digby	31-03-2013	M	8915292	<a href="#">View</a>	<a href="#">Select</a>							13/01/2023
G	Grape	Gilbert	31-03-2014	M	8929708	<a href="#">View</a>	<a href="#">Select</a>							23/01/2023
G	Greenhalle	John	31-12-2011	M	8915290	<a href="#">View</a>	<a href="#">Select</a>							23/01/2023
G	Hamster	Blobby	31-12-2014	M	8915288	<a href="#">View</a>	<a href="#">Select</a>							23/01/2023
G	Snail	Brian	31-03-2013	M	8915291	<a href="#">View</a>	<a href="#">Select</a>							13/01/2023
TOTAL		14												

**Application For a place in year: 1**

AT ID: 3984

Stud ID: 8929668

Form Rec: 15/12/2022

Applicant: Mrs Karen Inyear

Contact: 01234567889 (Home)  
0123434343 (Work)  
07799408238 (Mobile)  
karen@inyear.com

Student: Harryy, Fred

Gender: M

DOB: 12/12/2016

66 Milton Road,  
Clapham,  
Bedford,  
MK41 6AS

Moving Address: 66 Milton Road, Clapham, Bedford, MK41 6AS

PREF	School	Sibling	EHCP	LAC	DIST	Med	REL	SOC	CAT	STF	DISTANCE
1	Waters Edge Primary School (p4mt)		-	-	-	-	-	-	-	-	

Additional Questions

Question	ANSWER	EXPLANATORY TEXT
Have you told your current school	-	
Keep children together	-	
Do you have a Social Worker	-	
Remain on waiting list?	-	

# Manage E-Applications

Home > Capita One > Admissions and Transfers > INC\_YEAR\_DASH

1 of 1 100% Find | Next



## E-Applications

AT Primary

AT Secondary

Applications

E-Applications

Manage

Capacity

Statistics

### Activity in last 3 Days

SUBMIT STATUS	Total
SubmittedForFirstTim	3
Total	3

### Multiple In-Year Cases

TG YEAR	Total
2022	1
Total	1

### Unmatched Applications

NCY	Total
Total	0

### Imported in last 14 days

	Total
2022	5
Total	5

### Closed E-apps

Action OS	INY 2022	Total
Not Actioned	1	1
Total	1	1

### Discard Resubmitted E-apps in last 7 days

NCY	Total
Total	0



# Manage



## In Year Cases Tracker

AT North
AT Primary
AT Secondary

Applications

E-Applications

**Manage**

Capacity

Statistics

### All Cases

APPLICATION STATUS	Below 7	Between 7-10	Over 10	Total
Pending	3	2	6	<a href="#">11</a>
Processing, offer not yet made	0	0	2	<a href="#">2</a>
<b>Total</b>	3	2	8	<a href="#">13</a>

### Schools

School Name	NCY	NCY	NCY	NCY	NCY	NCY	NCY	NCY	NCY	NCY	Total
	0	1	2	3	4	5	6	8	9		
<a href="#">Green Abbey School</a>	2	0	0	0	0	0	0	4	2		<a href="#">8</a>
<a href="#">Milland Girls School (Discrete)</a>	1	0	0	0	0	0	0	0	0		<a href="#">1</a>
<a href="#">Millennium School (Aptitude)</a>	2	0	0	0	0	0	0	0	0		<a href="#">2</a>
<a href="#">Putnoe Primary School (p4r)</a>	0	0	1	0	0	0	0	0	0		<a href="#">1</a>
<a href="#">Rainbow Primary School (p4r)</a>	0	0	0	0	1	0	0	0	0		<a href="#">1</a>
<a href="#">Waters Edge Primary School (p4mt)</a>	1	1	0	1	1	3	2	0	0		<a href="#">9</a>
<b>Total</b>	6	1	1	1	2	3	2	4	2		

# Capacity – Where are places ?



## Capacity

AT Primary

Balance for year groups : Registered, Guest, Dual, Other students + Children Offered. Provsional and Allocated who have not started at the school for schools with Open applications

Applications

E-Applications

Manage

Capacity

Statistics

School	DFE NO	YEAR	L AGE	U AGE	NCY 0		NCY 1		NCY 2		NCY 3		NCY 4		NCY 5		NCY 6		NCY 7	
					PAN 0	VAC Rec	PAN 1	Vac 1	PAN 2	Vac 2	PAN 3	Vac 3	PAN 4	Vac 4	PAN 5	Bal 5	PAN 6	Bal 6	PAN 7	VAC 7
Parish Primary School		2022	4	11	10	7	10	-	10	-	10	(3)	10	(2)	10	(12)	10	(3)	10	6
Pinchmill School (p4mt)	2041	2022	4	11	10	7	10	1	10	(2)	10	(4)	10	(11)	10	-	10	1	10	6
Potton Lower School (p4r)	2042	2022	4	11	10	8	10	(5)	10	(5)	10	(3)	10	-	10	(7)	10	(8)	10	6
Priory Primary School (p4t)	2043	2022	4	11	10	3	10	(9)	10	(7)	10	(5)	10	(1)	10	(8)	10	4	10	7
Putnoe Primary School (p4r)	2044	2022	4	11	10	6	10	(3)	10	-	10	(5)	10	(5)	10	(4)	10	(10)	10	7

### Waters Edge Primary School (p4mt)

STUD ID	FORENAME	SURNAME	DOB	NCY	START DATE	END DATE	TYPEOFREC	Offer	Reg	Guest	Dual	Resource	Other Sch Hist
8926667	Keelie	Crumby	03/07/2013	5	01/09/2019		1-Reg	0	1	0	0	0	0
8915292	Digby	Dog	31/03/2013	5	13/01/2023		5-Offered-PEND	1	0	0	0	0	0
8925287	Myleene	Ellers	24/09/2012	5	01/09/2019		1-Reg	0	1	0	0	0	0
8926211	Abdul Rafay	Karimi	29/09/2012	5	01/09/2019		1-Reg	0	1	0	0	0	0
8925341	Kelly-Marie	McCosh	05/02/2013	5	01/09/2019		1-Reg	0	1	0	0	0	0
8916278	Faye	McKay-Yau	26/02/2013	5	01/09/2019		1-Reg	0	1	0	0	0	0
8918822	Emiliano	Muhammad	24/06/2013	5	01/09/2019		1-Reg	0	1	0	0	0	0
8916491	Shahida	Rashad	09/05/2013	5	01/09/2019		1-Reg	0	1	0	0	0	0
8923459	Tejay	Ridsdale	06/03/2013	5	01/09/2019		1-Reg	0	1	0	0	0	0
8929109	Tapasvi	Subramaniam	26/01/2013	5	01/09/2019		1-Reg	0	1	0	0	0	0
8926035	Hailey	Taylor-James	21/11/2012	5	01/09/2019		1-Reg	0	1	0	0	0	0
8916320	Mohammed Mazhar	Taylor-Law	12/03/2013	5	01/09/2019		1-Reg	0	1	0	0	0	0
8918976	Milla	Wonnacott	09/07/2013	5	01/09/2019		1-Reg	0	1	0	0	0	0
13								1	12	0	0	0	0

All School Pan

# Statistics



## In Year - Statistics

[Allocations](#)

**Applications**

[Abroad](#)

[Fair Access](#)

[All Data](#)

**Leaving**

[Time Taken](#)

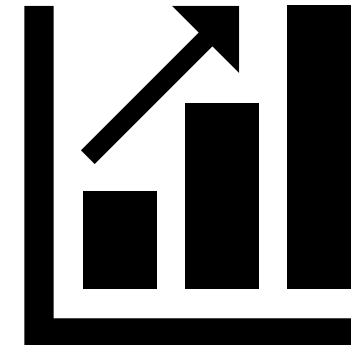
Distinct Children : 02/01/2023 to 26/01/2023

RAG	SURNAME	FORENAME	DOB	GENDER	STUD ID	View	Apps Made	TG YEAR	NCY	Country	POSTCODE	APPLICATION STATUS
R	Bear	Billie	31-03-2012	F	8915268	<a href="#">View</a>	1	2022	6		MK43 ODR	PEND
A	Dog	Digby	31-03-2013	M	8915292	<a href="#">View</a>	1	2022	5	Ukraine	MK43 ODR	PEND
A	Snail	Brian	31-03-2013	M	8915291	<a href="#">View</a>	1	2022	5		MK43 ODR	PEND
G	Grape	Gilbert	31-03-2014	M	8929708	<a href="#">View</a>	1	2022	4		MK43 ODR	PEND
G	Greenhalle	John	31-12-2011	M	8915290	<a href="#">View</a>	1	2022	6		MK43 ODR	PEND
<b>TOTAL</b>		5					5					



# Statistics for Managing Service

- Time Taken to Allocate - School
- School Preference – Alternative Offer
- Reasons for Moving
- Feeder School – any trends
- Fair Access
- Abroad – Country of origin



# In-Year Dashboard – Pre- Requisites

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## In Year Dash Board

- In Year Transfer Group
- Maintain a school calendar
- Use 'Allocated' for a parent offer
- E-Applications - optional
- Country of Origin

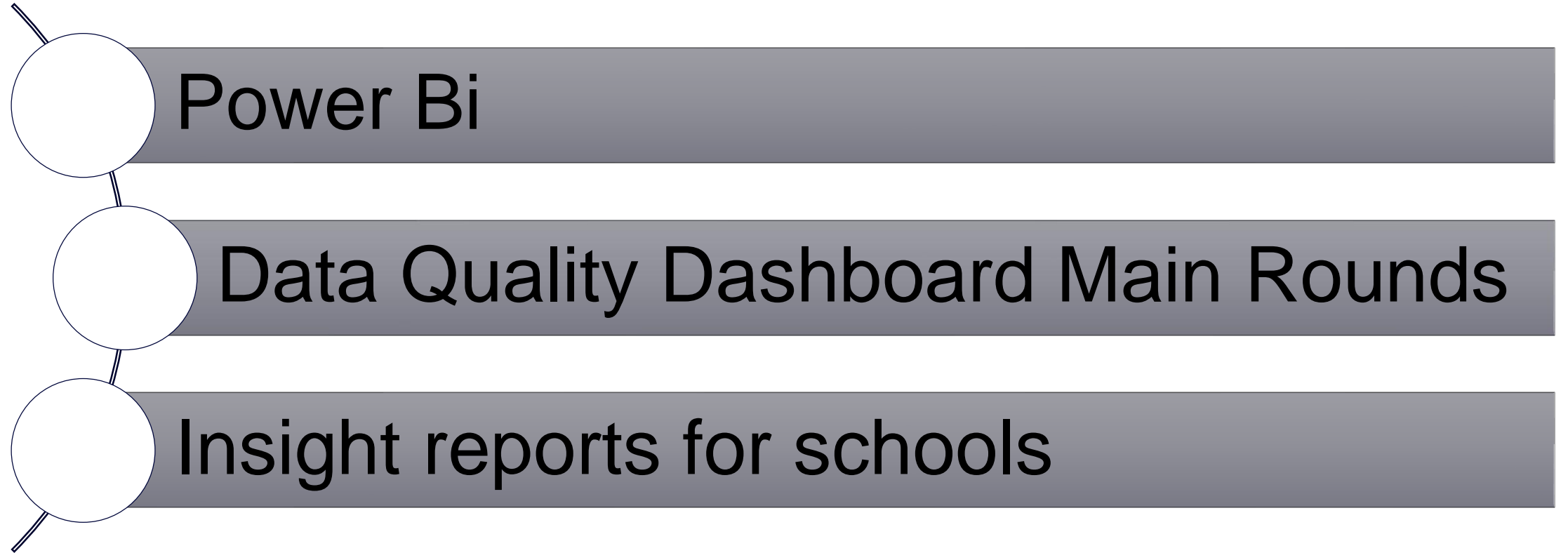


## Key Benefits

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- **Reports ready to go**
- **Track cases against RAG status**
- **Gathers data together**
- **Extracts data to manage the process**
- **Designed with input from Admissions Teams**

## Looking ahead





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**Power BI  
Reporting**



# What is Power BI?

## What can it do?

- Graphical Report writing tool
- Interactive reports
- Compare trends in data
- Automatic insights on data
- Display reports in SharePoint
- Cache Data on a schedule

## Requirements

- Power BI client and license
- Database connection

**Creative  
spark!**

# How can Professional Services help?

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- Setup
- Creating Oracle connection
- Dataset Creation
- Report Creation
- Expert advice
- Professional Services can also create bespoke reports if required.

# Session 1 - Setup

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- **Linking with Oracle Dataset**
- **Linking to SharePoint**
- **Power BI in Microsoft 365**

# Session 2 – Demo of Power BI

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## Demo

- Creating Dataset
- Table linking
- Create a simple Graph with Interactive Parameters
- Publishing to Power BI in Microsoft 365

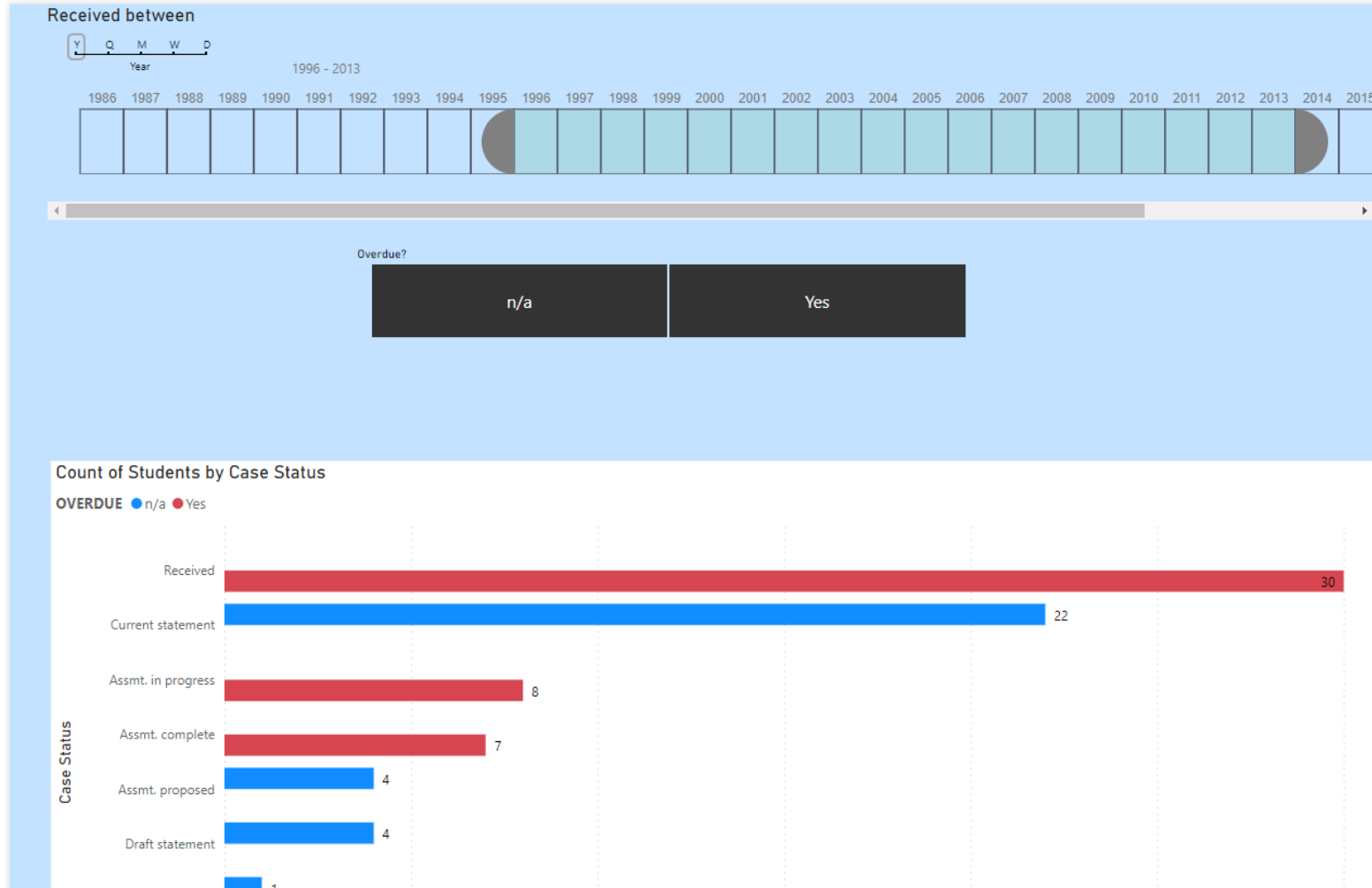
## Session 3 – Give it a try

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### Give it a try

- **Creating Dataset**
- **Table linking**
- **Create a simple Graph with Interactive Parameters**
- **Publishing to Power BI in Microsoft 365**

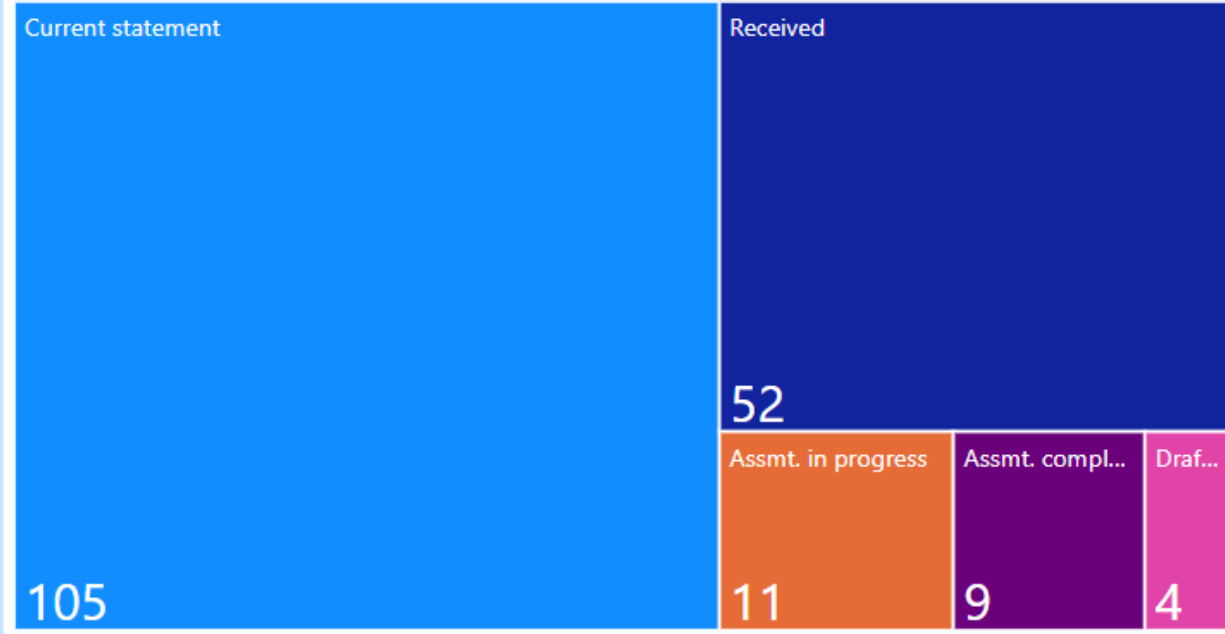
# Reports - EHCP



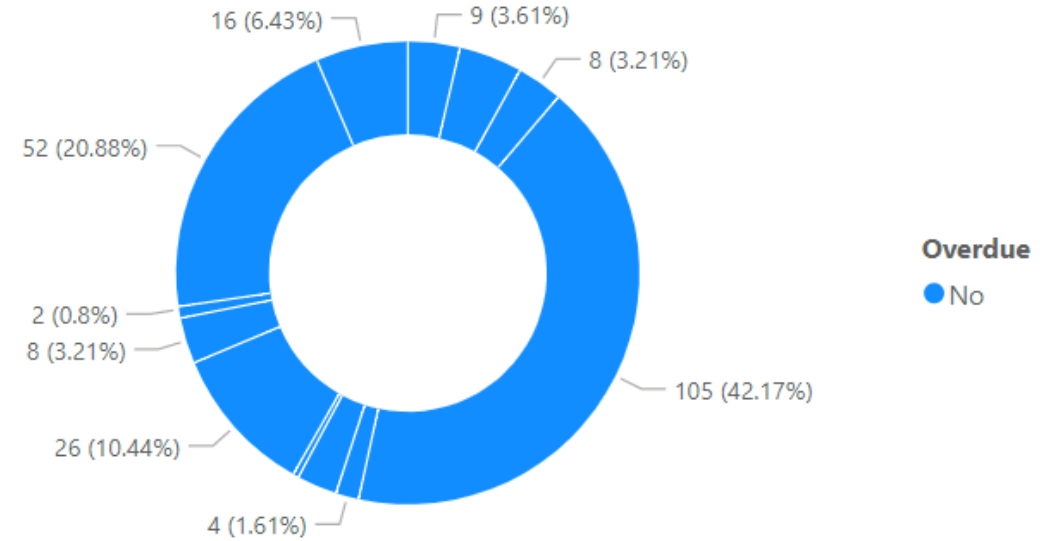


# Reports - EHCP

## Students by Case Status



## Assmt. complete



Name of Child    STUD\_ID    DOB    NCY    Overdue    Draft EHCP Date    Draft EHCP Deadline    Final EHCP Deadline    Phase 1 deadline    Phase 2a deadline    Received date    Source

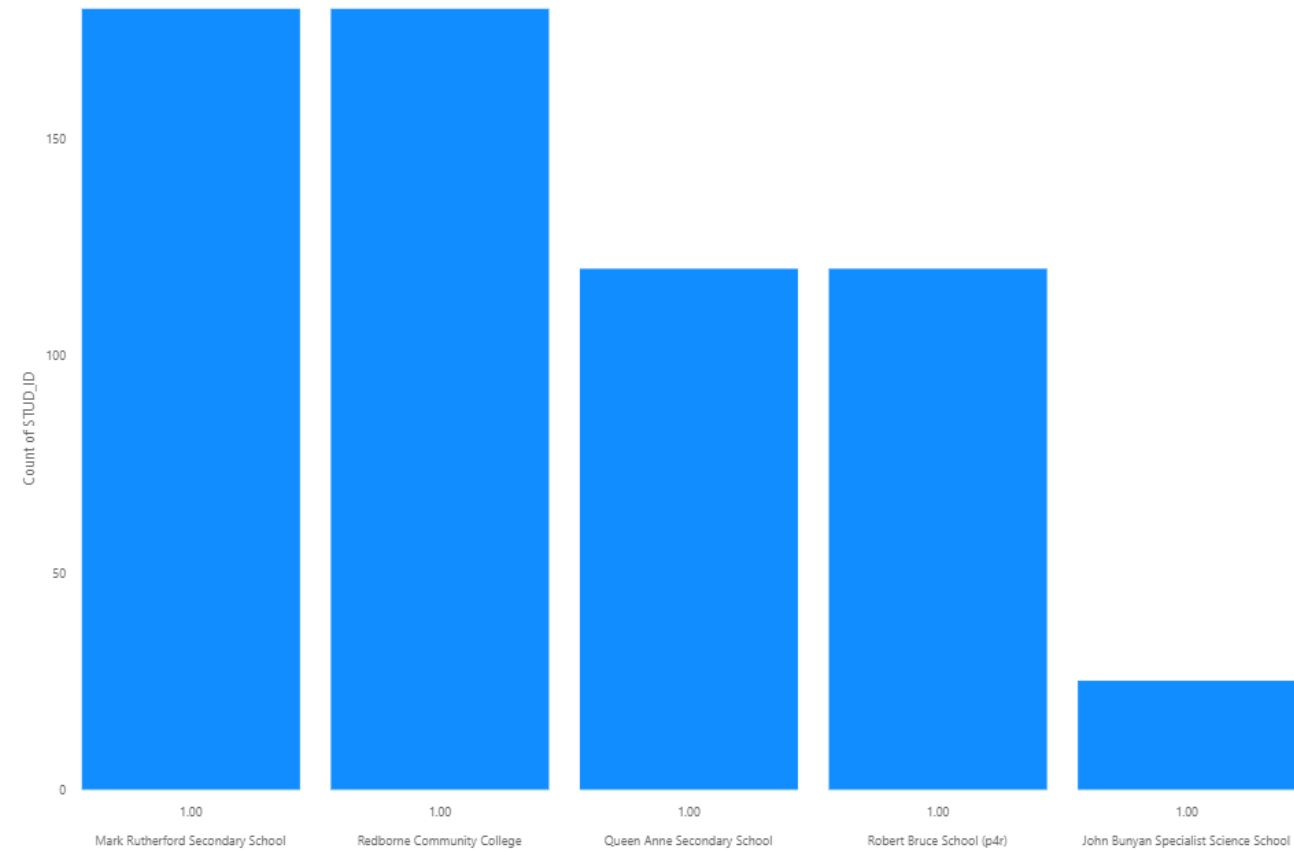


# Reports - Admissions

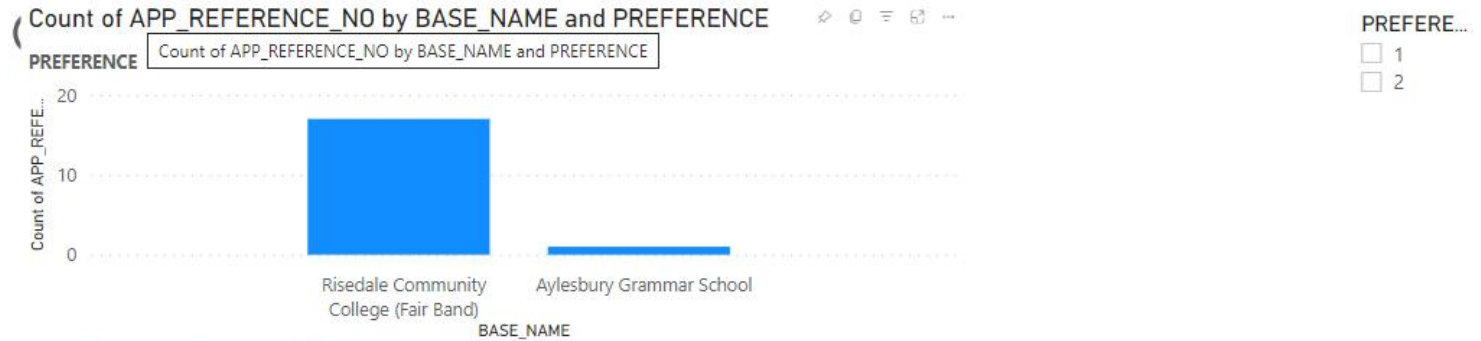
<b>Transfer Year</b> TG_YEAR <input checked="" type="checkbox"/> Select all <input checked="" type="checkbox"/> 2006	<b>Transfer Group</b> TG_CODE <input checked="" type="checkbox"/> SEC	<b>Preference School</b> BASE_NAME <input checked="" type="checkbox"/> Select all <input checked="" type="checkbox"/> John Bunyan Specialist Science School <input checked="" type="checkbox"/> Mark Rutherford Secondary School <input checked="" type="checkbox"/> Queen Anne Secondary School <input checked="" type="checkbox"/> Redborne Community College	<b>Band</b> BAND_NAME <input checked="" type="checkbox"/> Select all <input checked="" type="checkbox"/> No Band	<b>Offer Status</b> IY_STATUS <input checked="" type="checkbox"/> Select all <input checked="" type="checkbox"/> (Blank)	<b>Allocation</b> ALLOC_DESC <input type="checkbox"/> Select all <input type="checkbox"/> No Current O... <input checked="" type="checkbox"/> Offered <input type="checkbox"/> On Waiting List
---	---	---	---	---	---

Students by Preference School and Allocation Status

ALLOCATE\_FLAG ● ○  
 PREFERENCE ■ 1.00

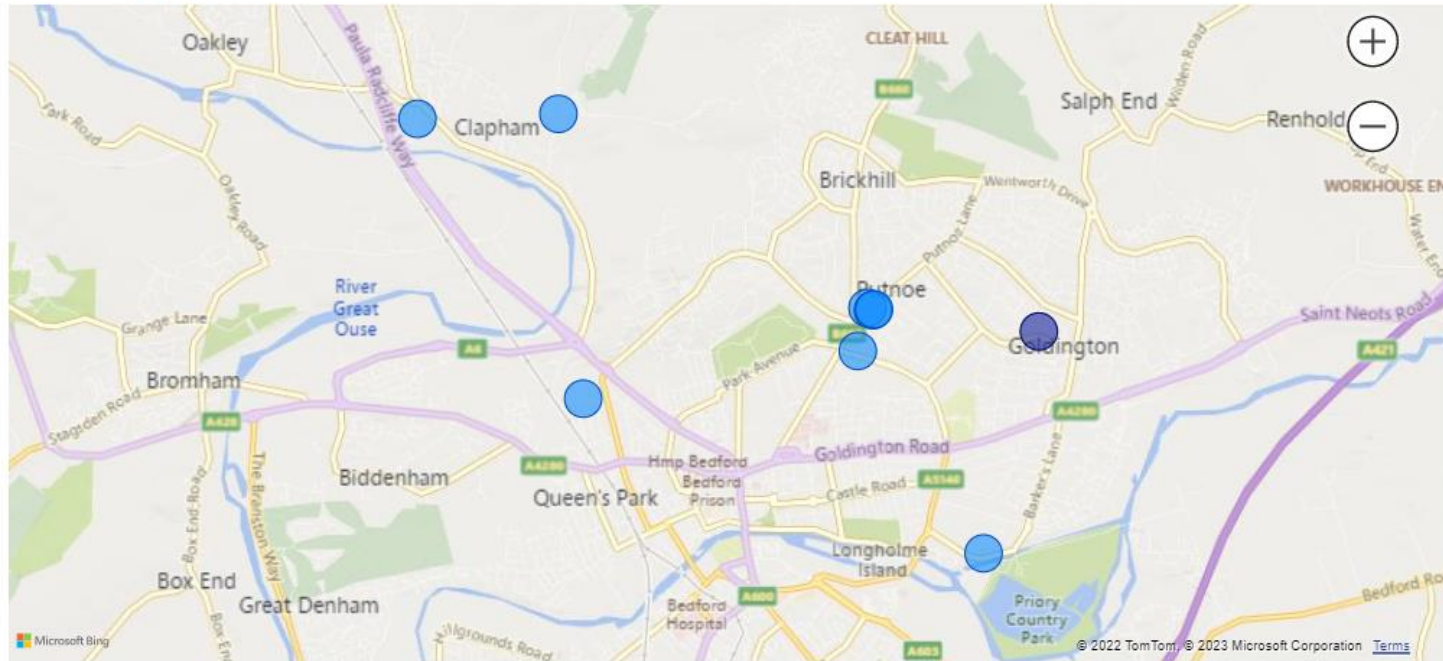


# Reports - Admissions



## ADDRESS and PREFERENCE

PREFERENCE ● 1 ● 2



# Reports – Attendance – Coming Soon



# Key Benefits

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## Graphical Interface

### Reports easy to create:

- Drag and drop
- See how different charts look dynamically
- No SQL knowledge, tables can be linked

## See trends in Data

- Easily compare data
- Great graphs which Managers love
- Automated insights on data

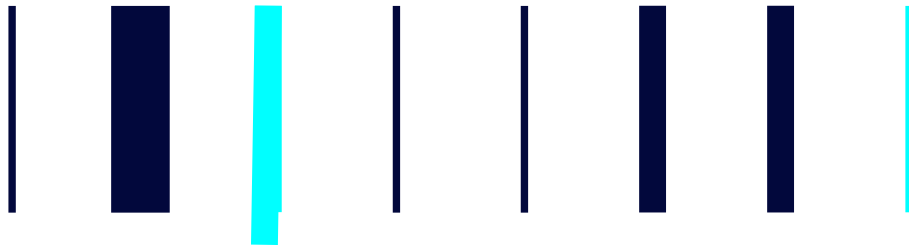
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**Early Years  
Funding  
Dashboard**



# Background of process



## Process



## Data Collection

- Children attend a setting which provide care, learning and education.
- Providers need to record the days and times of children attendance so they can be paid accordingly.
- The Early Years team carry out checks to ensure they are accurately paying their Providers.

## Data Reporting

- You have been requested to report on payments for the end of year data and a breakdown of the payment splits.
- Early Years team will begin working on collating that information to create a report
- Data extraction from the database or download report to add to another form of report to finalise review.



# Background of the situation - Challenges



## Challenges



- Early Years team will have complex spreadsheets or similar reports to validate payments and payment splits.
- Data will need to be added into their report and ensure their report/SQL/formulas are correct/up to date, which can be time consuming.
- Early Years team may need to switch between reports to obtain what they would require.
- This style of reporting will generally limit how much data can be seen in one go and limit what can be seen in an overall picture.
- The time spent in obtaining that information means needing to reduce productivity around other important work.
- Sensitive information that is stored outside of the system risks GDPR liabilities.

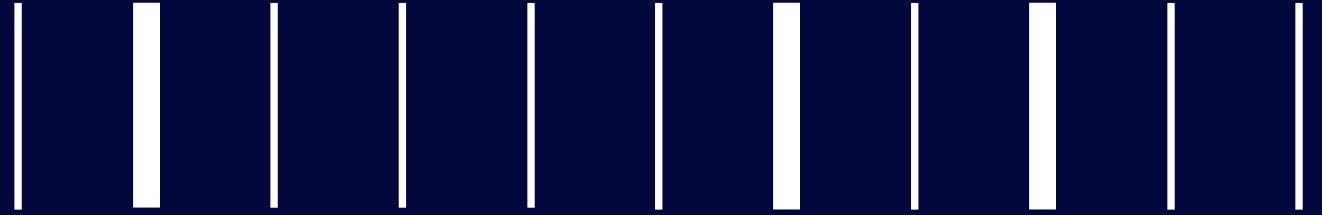


# Our Solution



**Early Years Dashboard**

**Your One Stop Shop**



- What is the **Early Years Dashboard**?
- Why do you need the report?
- What are the benefits of the **Early Years Dashboard**?

# Solution – What is the EY Dashboard?

Enter Year (YYYY) you wish to report on:

Include previous year data for comparison? (Detailed report mode only)

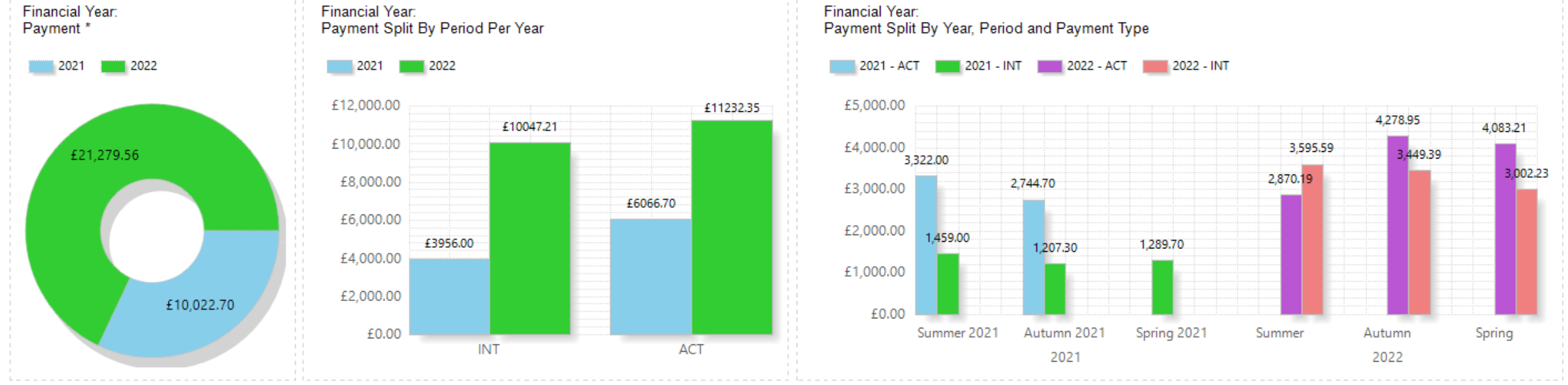
Select Report Mode: (Detailed or Summary)

## Early Years Payment Dashboard between 2021 to 2022

### Welcome to your Early Years Utility Dashboard

This multi-layered dashboard offers a number of reports to review data in an instant. Click into the graphs with an \* to review a further breakdown of the report.

#### FINANCIAL YEAR BREAKDOWN - Total includes CFA and Single Funding Formulas



# Solution – What is the EY Dashboard?

## Early Years Financial Report Summary

Financial Year Summary for 2022 (01-04-2022 - 31/03/2023)

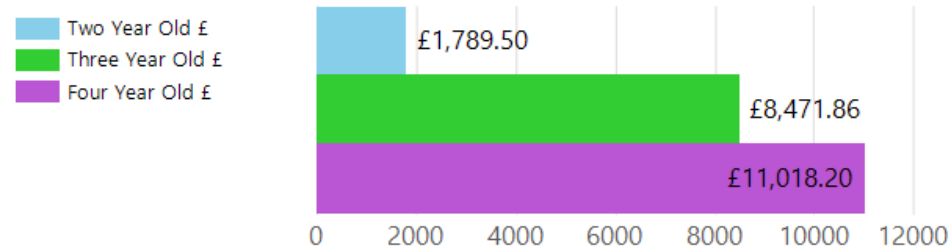


Capita Children Service  
Stanning Way  
Bedford  
MK43 0DR

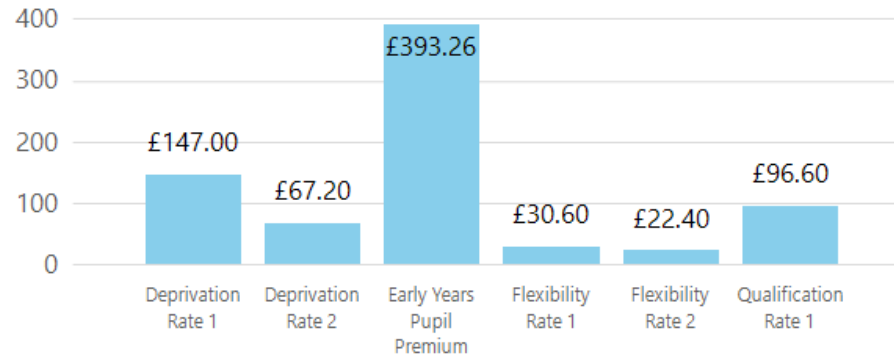
Tel  
Email

Monday, 30 January 2023

Payment Breakdown for Age Groups - Amount includes SFF



Deprivation Breakdown Amount



### Payout to Date

**£21,279.56**

This is the total amount paid out for 4 Providers in 2022

### Deprivation Payment

**£757.06**

This is calculated across your Interim/Actual and Adjustment payments you have carried out within 2022

### Number of funded children:

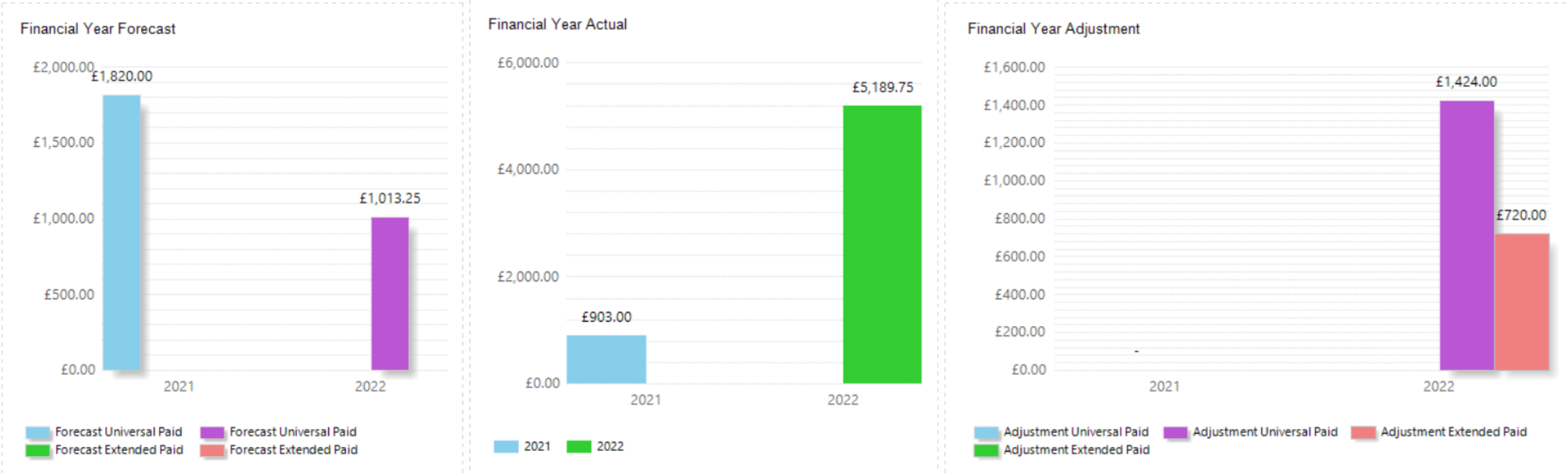
**18**

Total unique number of children who have been funded for 2022

# Solution – What is the EY Dashboard?

- Uses the data within the database and therefore for every run, the report will always be real time.

**PAYMENT BREAKDOWN BY UNIVERSAL & EXTENDED - minus any Single Funded Formulas**



# Solution – What is the EY Dashboard?



## Payment Report Breakdown for 2022

2022	Service Name	Vendor No	Funded Weeks	Hourly Base Rate		
				Hourly Rate 2 Year Old	Hourly Rate 3 Year Old	Hourly Rate 4 Year Old
Spring	John West Service		14	£2.00	£3.00	£4.00
	Markness FDC	123123321	14	£2.00	£3.00	£4.00
	Pasqui Service Census (base) 21		14	£2.00	£3.00	£4.00
	St Marks - Full Day Care	4545454567	14	£2.00	£3.00	£4.00
Autumn						
Summer						
						<b>Financial Year Total &gt;</b>

# Solution – What is the EY Dashboard?

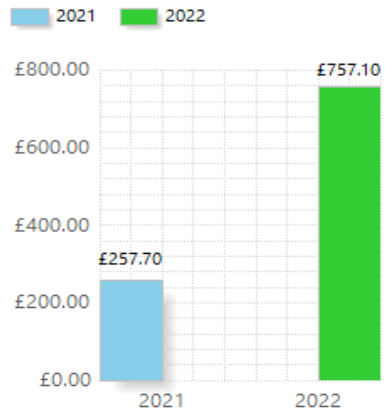
Total Payment		Interim Total	Interim Payment Details			Actual Total	Actual Payment Details	
Total Amount INT / ACT / ADJ + CFA	Pay Status	⊕ Total Amount	Universal + Extended Pay	Single Funding Formula Pay	Pay Status	⊕ Total Amount	Universal + Extended Pay	Single Funding Formula Pay
£2,153.64	Authorised	£686.11	£654.75	£31.36	Generated	£1,467.53	£1,341.25	£126.28
£2,263.80	Authorised	£841.62	£762.00	£79.62	Authorised	£1,422.18	£1,352.00	£70.18
£756.00	Authorised	£198.00	£198.00	£0.00	Authorised	£558.00	£558.00	£0.00
£1,912.00	Authorised	£1,276.50	£1,276.50	£0.00	Authorised	£635.50	£635.50	£0.00
£7,728.34		£3,449.39	£3,323.25	£126.14		£4,278.95	£4,151.75	£127.20
£6,465.78		£3,566.71	£3,461.25	£105.46		£2,899.07	£2,808.25	£90.82
£21,279.56		£10,018.33	£9,675.75	£342.58		£11,261.23	£10,846.75	£414.48

Collapsing the payment periods shows the total amount for the rows and columns

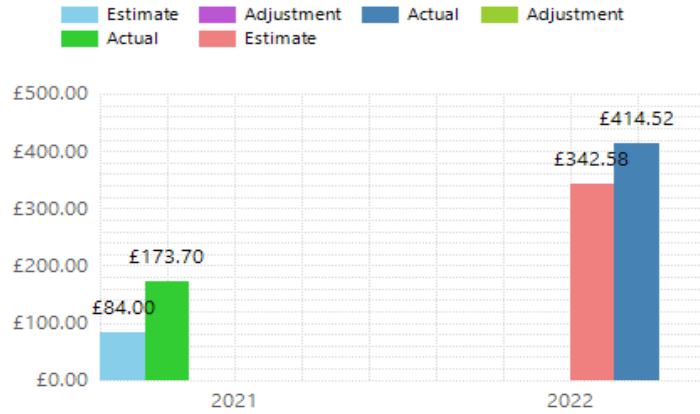
Total Payment		Interim Total	Interim Payment Details			Actual Total	Actual Payment Details	
Total Amount INT / ACT / ADJ + CFA	Pay Status	⊕ Total Amount	Universal + Extended Pay	Single Funding Formula Pay	Pay Status	⊕ Total Amount	Universal + Extended Pay	Single Funding Formula Pay
£7,085.44		£3,002.23	£2,891.25	£110.98		£4,083.21	£3,886.75	£196.46
£7,728.34		£3,449.39	£3,323.25	£126.14		£4,278.95	£4,151.75	£127.20
£6,465.78		£3,566.71	£3,461.25	£105.46		£2,899.07	£2,808.25	£90.82
£21,279.56		£10,018.33	£9,675.75	£342.58		£11,261.23	£10,846.75	£414.48

# Solution – What is the EY Dashboard?

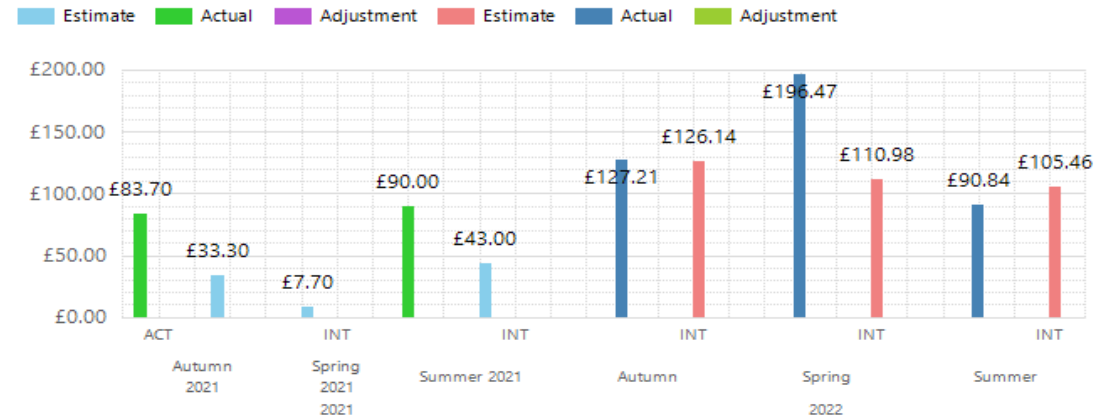
Financial Year:  
Single Funding Formula Payment



Financial Year:  
Single Funding Formula Breakdown

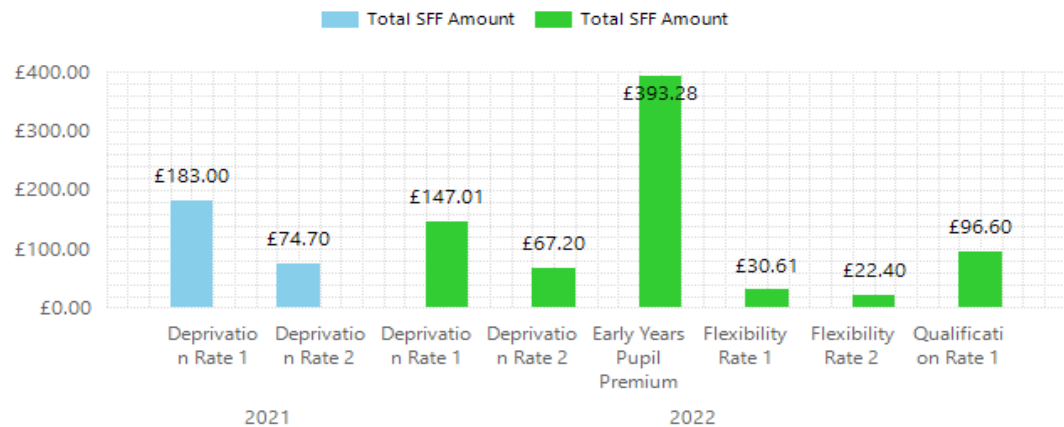


Financial Year:  
Single Funding Formula: Payment Split By Year, Period & Payment Type

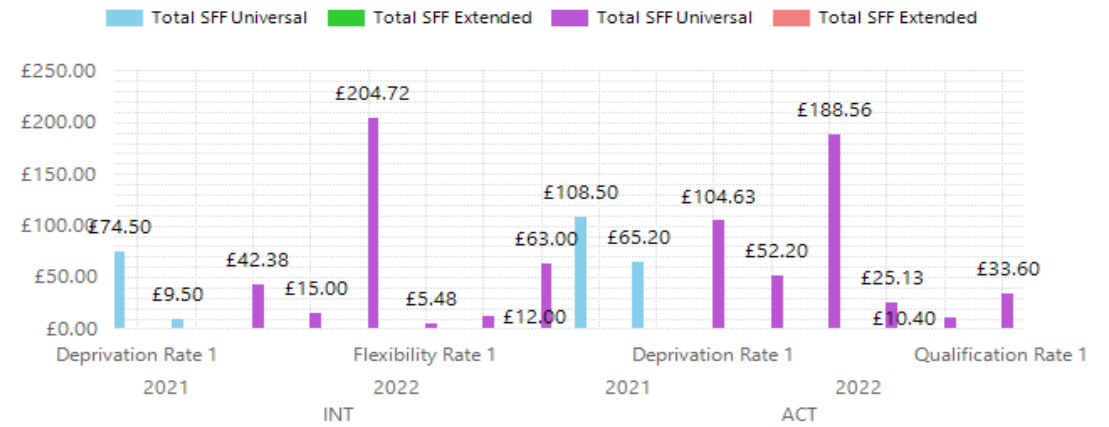


## SINGLE FUNDING FORMULA - Description breakdown

Financial Year:  
Type of Single Funded Formulas being used:



Financial Year:  
Type of Single Funded Formulas being used:



# Solution – Early Years Dashboard vs Current Reports



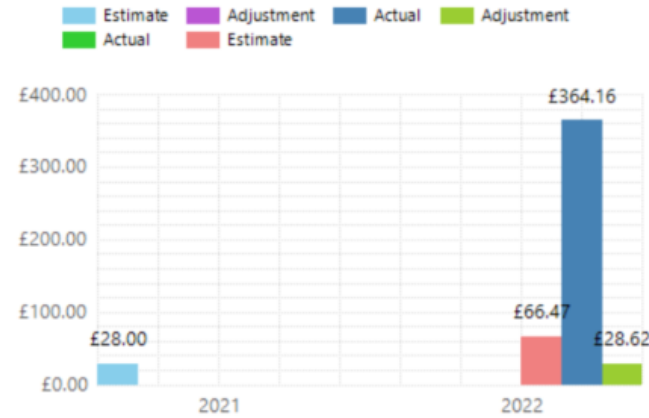
## Why choose the Early Years Dashboard over your current report?

- LA's have a large data set with lots of information that may not be exposed.
- Various reports that collate information are run separately to cross reference information.
- Self Serve and view report or download dashboard in graph format, therefore very minimal editing is required.
- Reduce data downloads and just focus on the results you would like from this, therefore eliminate any GDPR issues.
- One stop shop that provides a high level report that can be used for an end of year reporting to upper management.

Financial Year:  
Single Funding Formula Payment

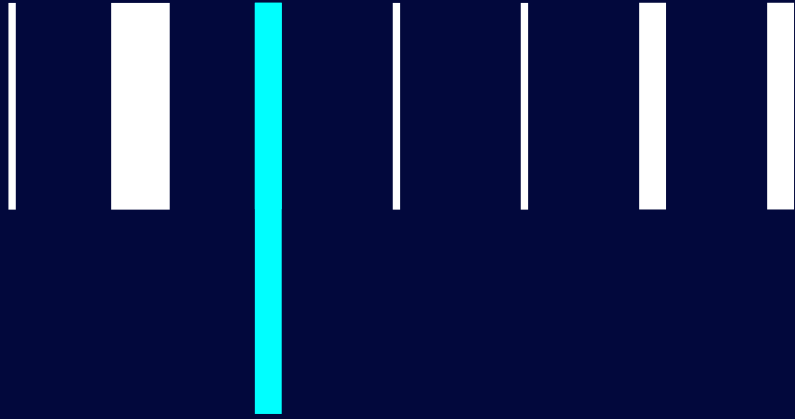


Financial Year:  
Single Funding Formula Breakdown





# Benefits



## Early Years Dashboard

- Reduce time and maximize productivity
- One version of the truth
- The ability to Self-Serve
- Consolidating reports
- Multi-audience reporting
- Reduce GDPR risk of data

Capita

Capita One

**Attendance  
Reporting**



# Focus on Attendance

## DfE

- Better monitoring of Children Missing Education
- Ensure pupils can reach their full potential
- Better attendance, meaning increased pupil performance.
- Identify issues early.
- Law requires pupils to be on an Admissions Register and Attendance Register; fines could be issued to school if they fail this.

## Facts

- **1<sup>st</sup> week of Term Jan 2023 had 7% absences across all schools**
- **Last week of term in December 2022 across all schools showed 14.3% absence.**

# Headline facts and figures - 2022

Overall absence rate

**14.3%**

during week commencing 12  
December 2022

Authorised absence rate

**10.4%**

during week commencing 12  
December 2022

Unauthorised absence rate

**4.0%**

during week commencing 12  
December 2022

Overall absence rate

**7.8%**

academic year to date

Authorised absence rate

**5.6%**

academic year to date

Unauthorised absence rate

**2.2%**

academic year to date

Overall absence rate

**7%**

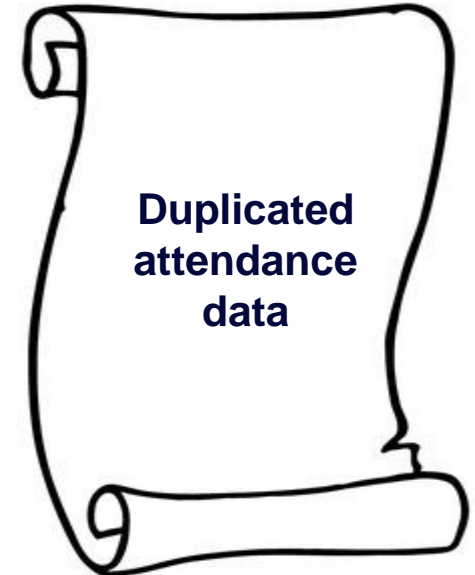
between Tuesday 3rd and Friday 6th  
January 2023

# How can Professional Services help?

---

- Provide attendance monitoring reports
- Tailor reports to suit your needs
- Upload reports for you
- Create Scheduled email alerts from reports

# Reports



## Key Benefits

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- **Reports ready to go.**
- **Saves you time in writing reports**
- **Improved attendance rate.**
- **Accurate Attendance data can be provided to DfE.**
- **Less Children Missing Education.**
- **Easier to identify pupils requiring early intervention**

Capita

Capita One

**One Education  
for Insight**





# What is Insight?

A web-based reporting platform that enables LAs to manage and publish reports, data and dashboards securely to internal and external stakeholders from within One Education.



OneEducation : dturner

--- dturner <<

Splash

+

Admin



# oneinsight

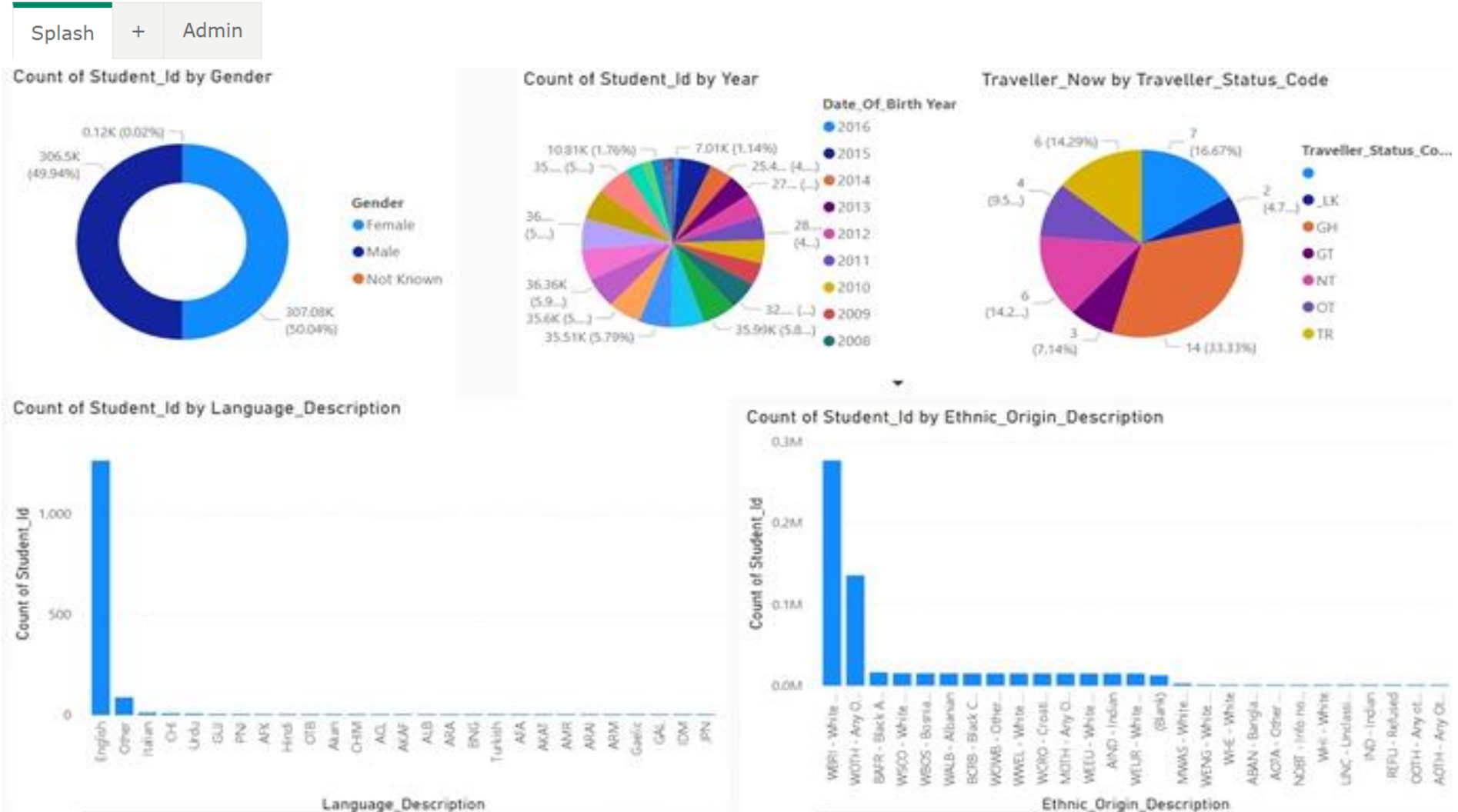
# What is Insight?

Allows Microsoft SQL Server Reporting Services (SSRS) reports and dashboards to be shared.



OneEducation : dturner

dturner <<



## Who can use Insight?



**Local authority teams**



**Teams and professionals in  
schools and settings**

# What is Insight?

Uses the existing Provider Portal infrastructure available for school and setting access.

## Welcome to the Provider Portal

Below, you will see the services available to you.



## Customer feedback

***“Schools are engaging and find it easy to use as part of Provider Portal.”***

***“Schools prefer to self serve reports and dashboards at their convenience, and can now find out what is happening with their children much more easily.”***

***“The reduction of the overhead of preparing and sending updates to schools is a massive help.”***

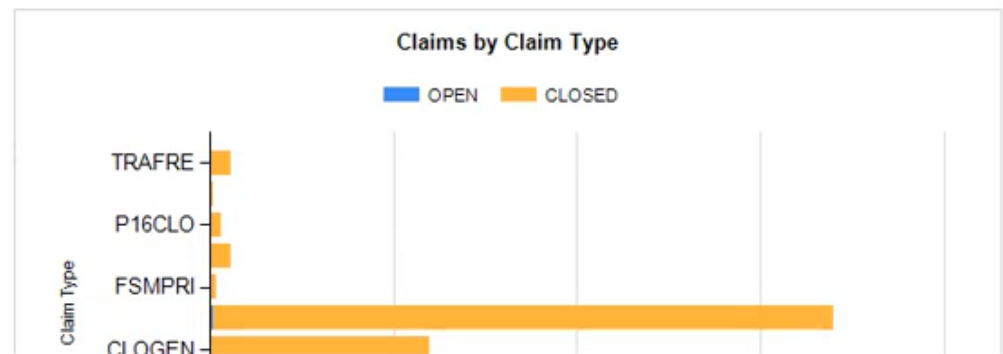
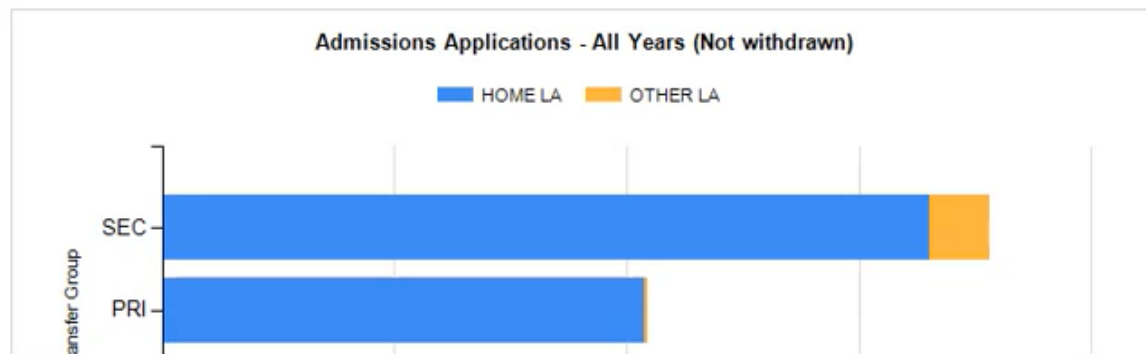
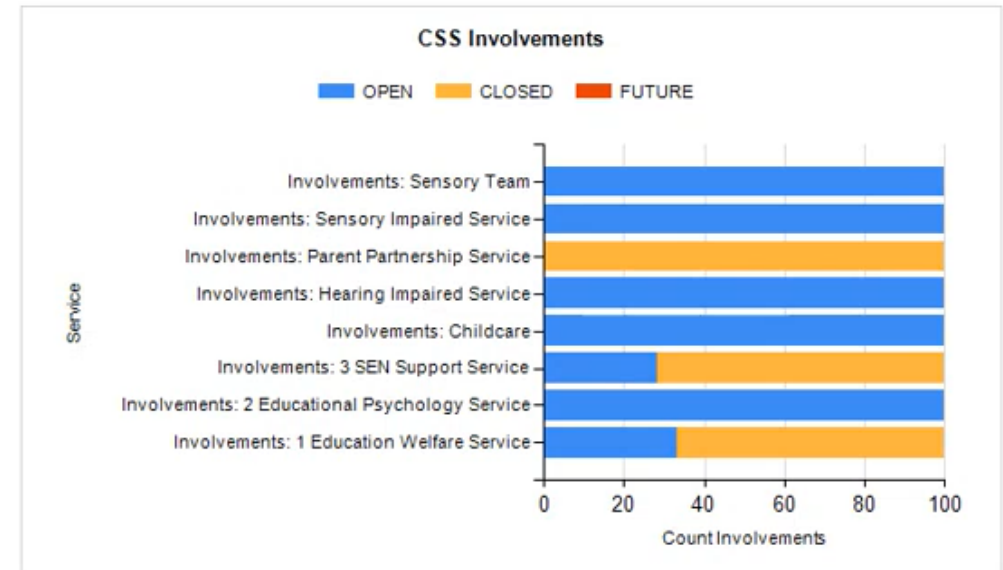
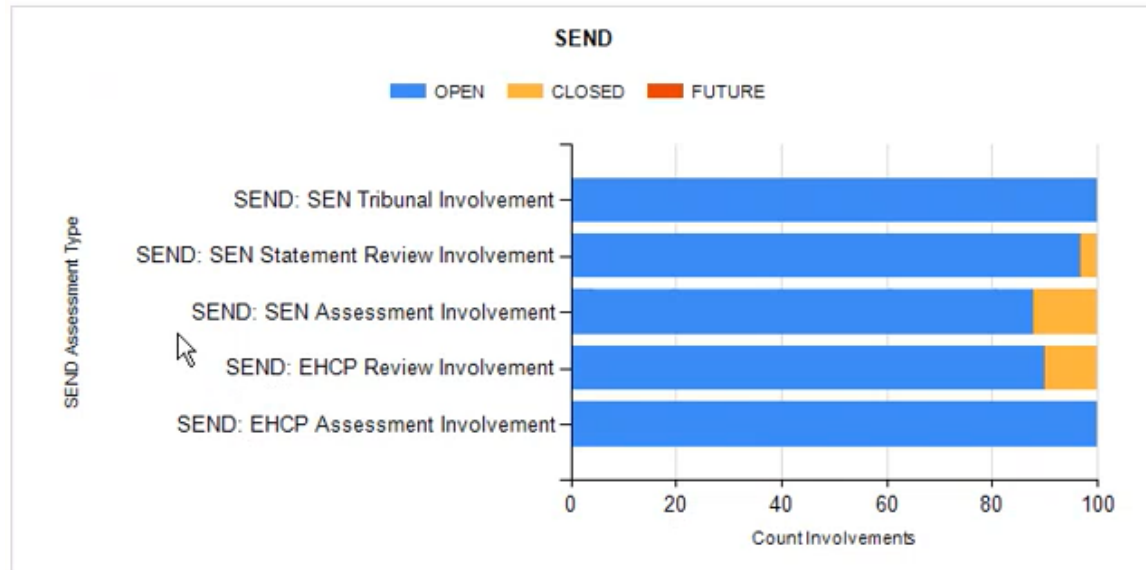
## **Customer feedback – how are LAs using Insight?**

**Being used to provide Admissions, B2B, Free School Meals, SEND information to schools and teams:**

- **On roll numbers and Free School Meal lists – newly eligible, full lists etc.**
- **SEND tracker reporting – annual reviews due, priority families teams can check attendance online.**
- **School admissions - on/off roll changes, in year tracker dashboards.**
- **Current school contacts to ensure information is up-to-date.**
- **Conflict management - B2B rejections/missing addresses.**

## **How can Insight help you?**

# Examples of Insight reports in LAs: SEND, FSM and Support dashboard:



# Examples of Insight reports in LAs: SEND progress trackers/FSM lists:



## Service Matrix - data as at 08/03/2021

Sections

[SEN/EHCP](#)
[Involvements](#)
[Activities](#)
[Admissions](#)
[EY Funded](#)
[EY Organisation Contacts](#)
[EY Staff](#)
[EY Enquiries](#)
[EY Complaints](#)

Service Matrix: SEN/EHCP Assessments						
Assessment Type	Total Records	Current	Closed	Future	Distinct Subjects	Distinct Caseworkers/Professionals
SEND: EHCP Assessment Involvement	11	<a href="#">11</a>	0	0	11	5
SEND: EHCP Review Involvement	10	<a href="#">9</a>	1	0	9	4
SEND: SEN Assessment Involvement	245	<a href="#">215</a>	30	0	207	28
SEND: SEN Statement Review Involvement	131	<a href="#">127</a>	4	0	104	20
SEND: SEN Tribunal Involvement	4	<a href="#">4</a>	0	0	4	2

Key: Current - assessments started before date of report and with no end date  
 Closed - assessments with end date before date of report  
 Future - assessments with start date later than date of report

## FSM Claims (as at 08/03/2021)

Green Abbey School

### New Claims In The Last 21 Days

SURNAME	FORENAME	DOB	NCY	FSM ELIGIBILITY START DATE
Walker	Abbey	05/08/1995	99	14/12/2010
Sagoo	Anushka	30/10/1997	17	14/12/2010
Saino	Maria	05/01/1991	99	14/12/2010
Simpson	Aaron	23/06/1995	99	14/12/2010
Singh	Riktash	23/11/1991	99	14/12/2010
Singh	Gita	12/07/1992	99	14/12/2010
Singh	Jasbir	12/12/1987	99	14/12/2010
Singh	Jaswinder	20/01/1992	99	14/12/2010
Spender	Henrietta	21/04/1992	99	14/12/2010
Soler	Daniel	25/04/1994	99	14/12/2010
Thorne	Ellie	22/02/1994	99	14/12/2010
Thorpe	Eliza	01/09/1989	99	14/12/2010
Berwick	Danielle	17/08/1999	16	09/12/2010

### Claims Ended In The Last 21 Days or Due to End in the Next Week

SURNAME	FORENAME	DOB	NCY	FSM ELIGIBILITY END DATE
---------	----------	-----	-----	--------------------------

### All Current FSM Claims

SURNAME	FORENAME	DOB	NCY	FSM ELIGIBILITY START DATE
Berwick	Danielle	17/08/1999	16	09/12/2010
Sagoo	Anushka	30/10/1997	17	14/12/2010



# Build and share dashboards within Insight:



dtuner <<

Splash

+

Admin

## My Dashboards

- Exclusions
- Admissions
- FSM
- Conflicts
- SEND

## **Key benefits of Insight:**

- **Enables self service and access to ‘real-time’ data - removes the need to manually compile and share data with stakeholders.**
- **No additional login for school or settings - uses existing accounts and permissions.**
- **Schools only see their own data.**
- **Reports can be scheduled and exported via email and file-sharing in a range of formats.**
- **Available internally via One Education Client.**

**<https://onepublications.com/one-education-business-intelligence-reporting/>**

# Capita

Capita One

**B2B Readiness  
and Best Value  
Reviews**

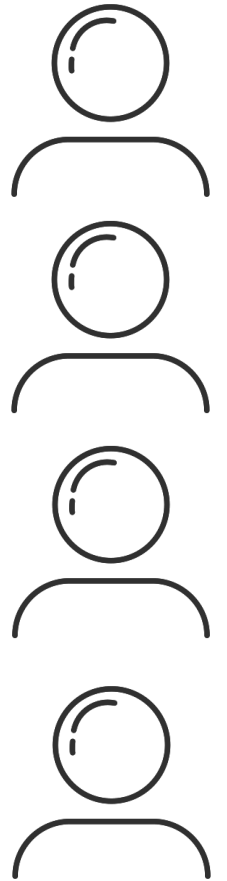
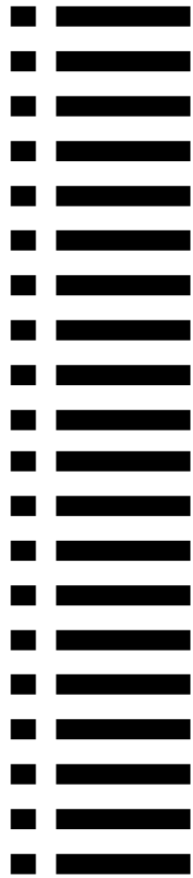
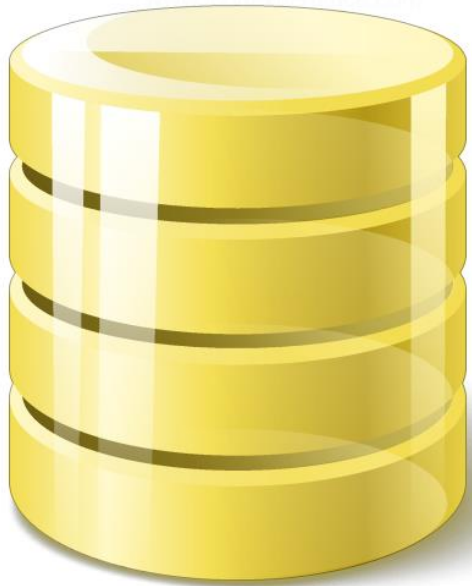


# Recap

Ask yourself:

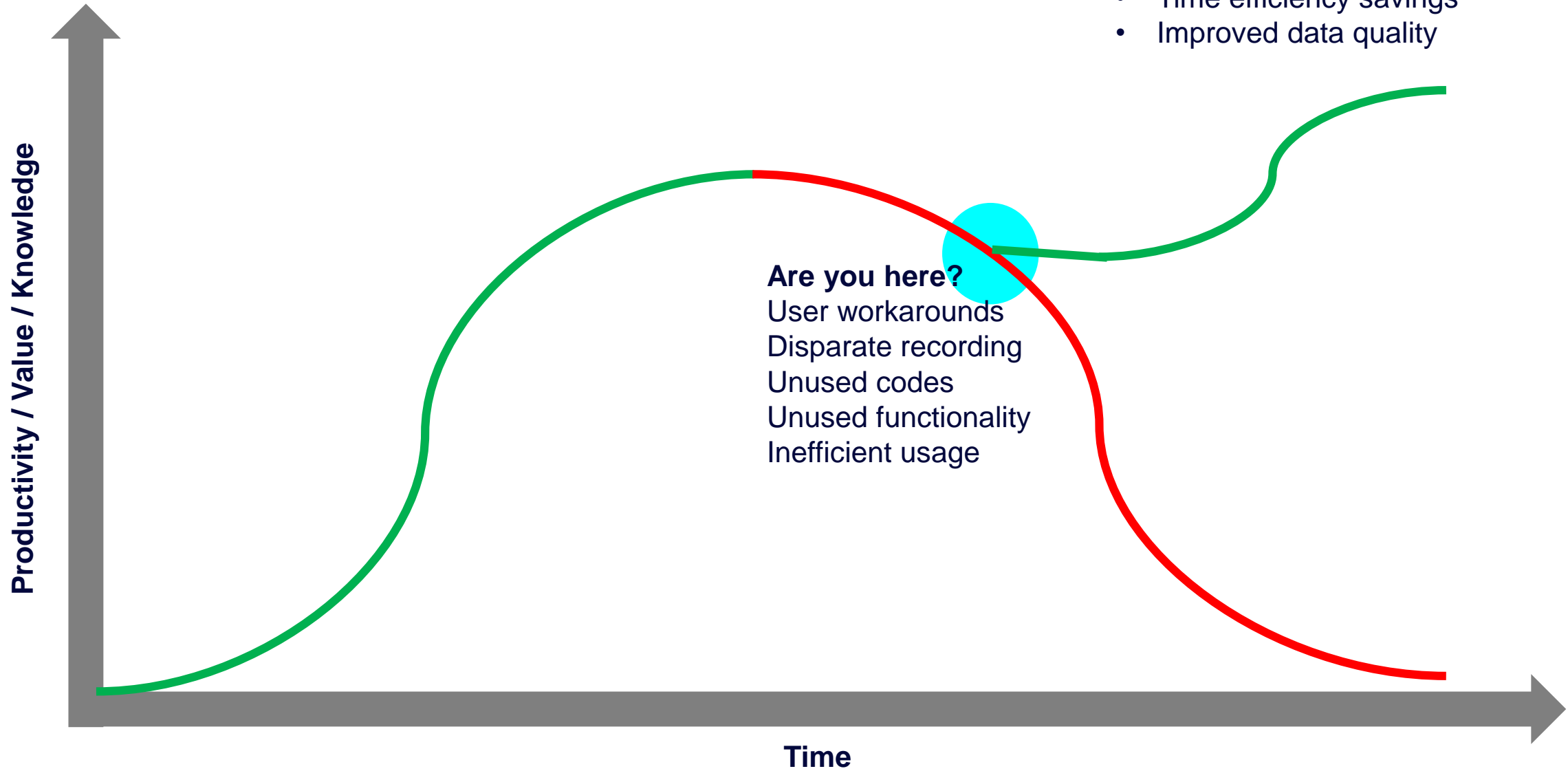
- How good is the quality of my data?
- Am I ready to consume data through the new B2B process?
- How do I get my service users invested in quality data and:?
  - Make their lives easier
    - Declutter
    - Streamline
    - Digitisation
    - Reporting
  - How does their data fit into the bigger picture?

# A Mature Database



# Experience Profile

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



# B2B Readiness



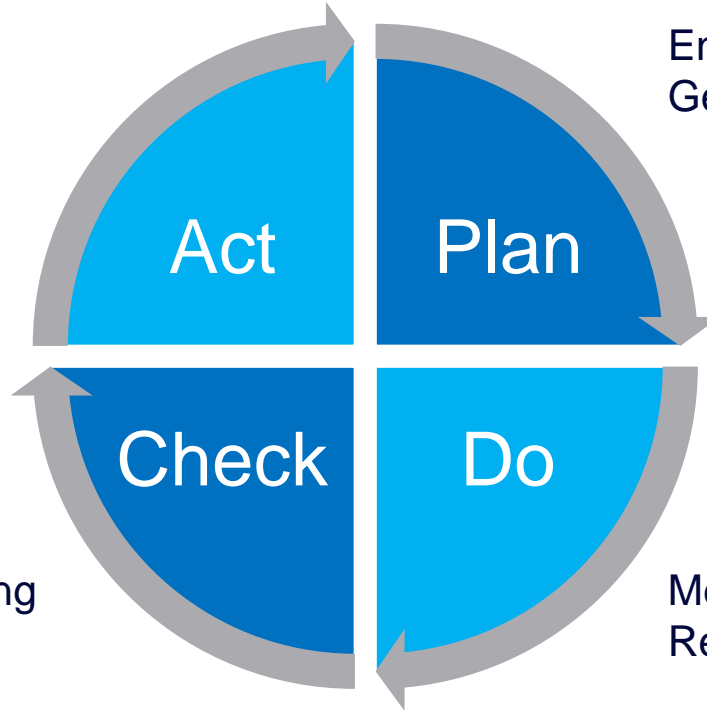
# Capita Knowledge and Experience = 150+ Years





# Continual Improvement Through Best Value Review

Prioritise recommendations  
Identify resources  
Implement

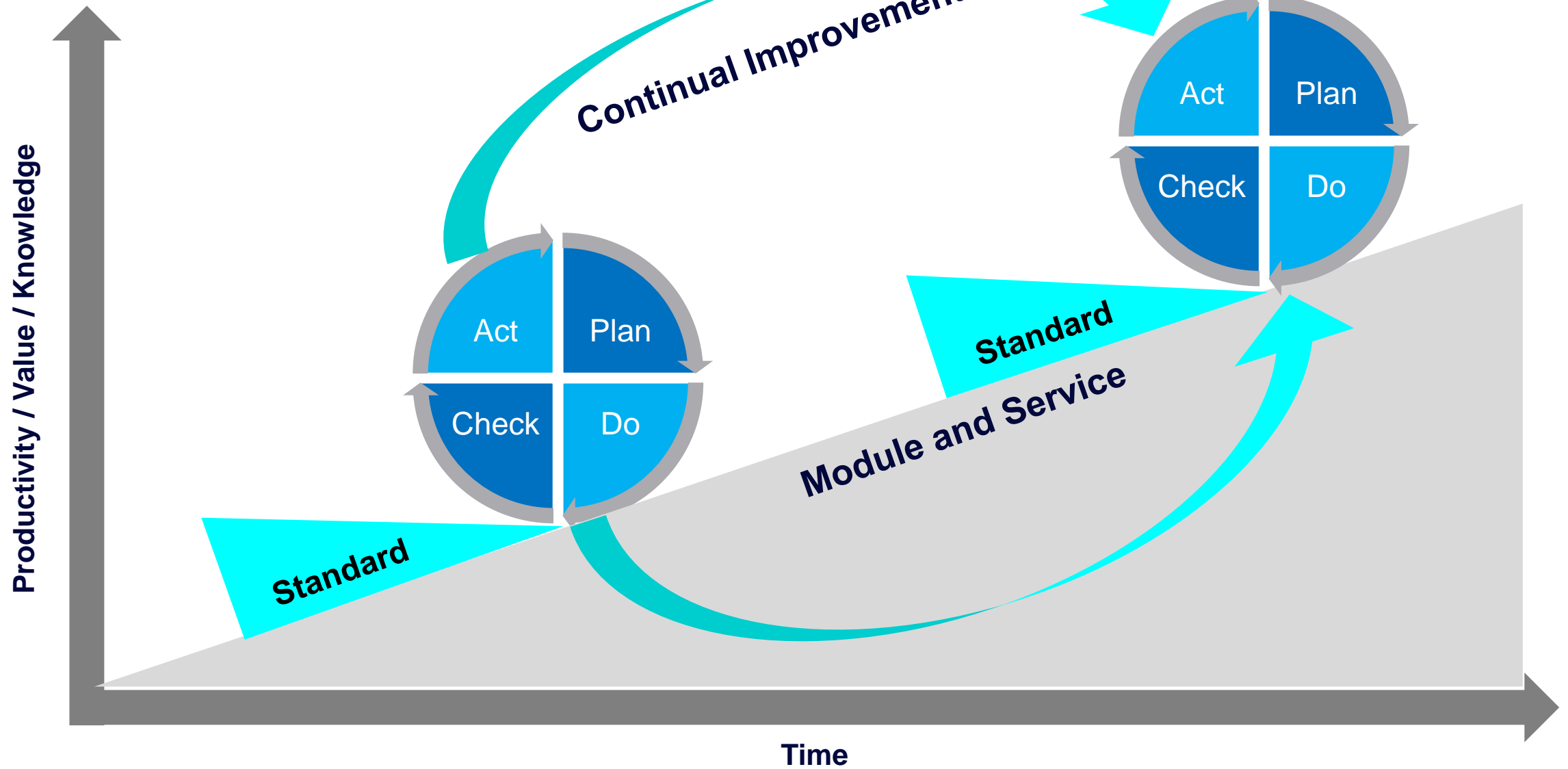


Engage the business  
Generate statistical data

Write report and affirm understanding  
Create recommendations

Meet business  
Review processes and usage

# Continual Improvement Profile



# Best Value 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, Estyn, ISO: 9001 Quality Management auditors 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

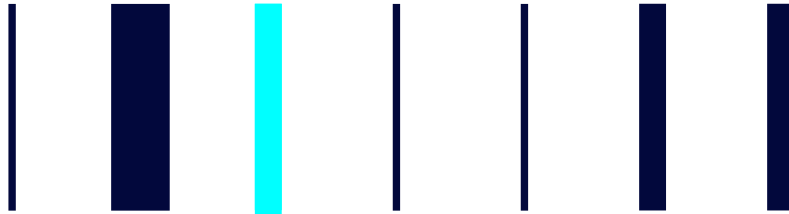
# Capita

Capita One

**Address  
Cleaning**



# Situation



- Homes and other buildings constantly being built, converted and demolished
- AddressBase/LLPG updated every 6 weeks
- Children grow up and move on
- Adding the new addresses to the system is only part of a bigger problem
- Addresses added manually that aren't matched create duplicates

# Challenges

## **On self-service portals**

Confusion for the end user

## **When posted**

Delays in the communication being received.

Risk to vulnerable children and youth

Serious data breaches and privacy issues where Personally Identifiable Information is involved leading to **GDPR** liabilities

**Admissions & Transfers (A&T)**

**Children In Education & Entertainment (CIEE)**

**Early Years**

**Integrated Youth Services (IYSS) & Youth Justice (YJ)**

**Special Education Needs & Disabilities (SEND)**

**Transport**

## Some of the possible reports sent via post with personal information

Ed Psych Report

Fixed Penalty Notices

Exclusions details

Health/Medical reports

Prosecution details

Homework

Social Care Advice

Court Order Details

Reintegration and  
Placement details

Copies of Draft and Final  
EHCPs

Parental Contracts

Parental Preference details

General Communications  
likely to include child  
details

Consent Forms

General Comms including  
the child's details

Governors and Appeal  
Meeting details

General Comms

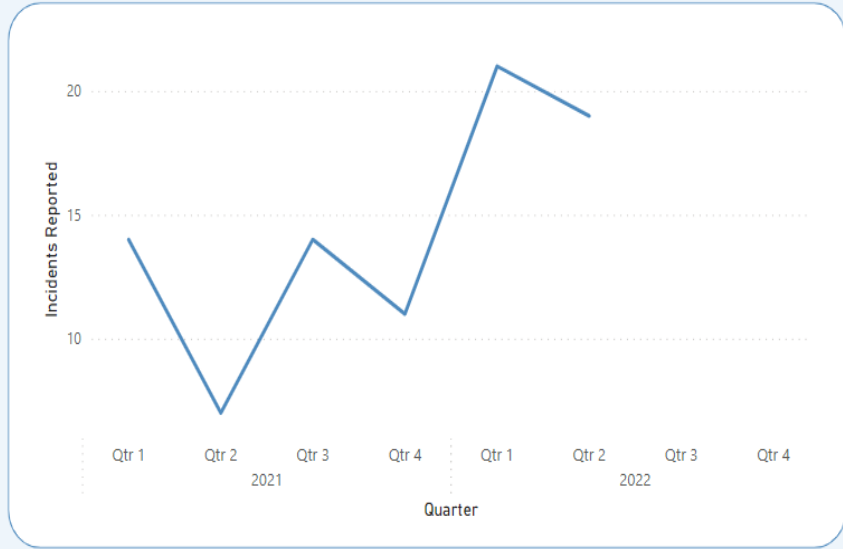


# Data security incident trends 2021/2022



Data posted or faxed to the incorrect recipient

Number of people who took further action




2019	75
2020	55
2021	46
2022	40



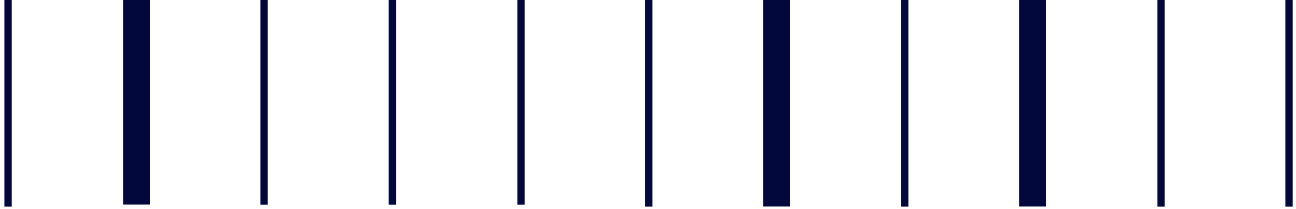
2021	38
2022	31

## Reputational damage to Local Authorities

Source: <https://ico.org.uk/for-organisations/sme-web-hub/common-data-protection-mistakes-and-how-to-fix-them/>



## What is the Address Cleaning Package?

- 
- Capita led process that helps you see the current status of the Address data at your Local Authority
  - Helps clean the address data to a minimum of 95% accuracy using inbuilt routines and bespoke scripts for fuzzy matching.
  - Helps with accurate statutory reporting
  - Done in TEST first and once satisfied with the results, it is performed in LIVE
  - Done by Capita consultant with minimal need from LA users once the job has started



## Common Query:

## Stats for Address Tidy

- The system already has an Address Tidy routine. Why should we get this additional service?
- Fuzzy scripts has been enhanced and reduced from 16 scripts to 8. This works faster and does more.
- Continuous learning, therefore we keep applying changes that makes positive actions.
- Internal dashboard created for a faster process service.
- On average for 2022:

Percentages of properties with UPRN increased by 14%

Percentage of streets with USRN increased by 15%

Number of properties removed of 300,000

Number of streets removed of 30,000.

# What it means to the users?

## One users

- More robust system due to tidier address base
- Confidence in using the addresses from One system
- Less risk of data breaches due to incorrect correspondence

## System Admins

- Any new information is updated against the existing addresses in One
- Dwellings and street data is accurately updated
- Correct street details get linked to dwellings

## DBA

- Faster system response times
- Work is done with no downtime to the system.
- All that needs doing before the work commences come with detailed instructions.

# Capita

Capita One

**Archive  
& Delete Service  
Pack**



# What is Archive and Delete?

## What can it do?

- Create Archive copies of data
- Delete data
- Remove links
- Delete data based on a 'Right to be forgotten request'.

## Requirements

- Setup of defaults in System Admin
- Setup of Scheduled tasks
- Creation of SSRS identification reports
- Creation of SSRS archive reports (if required)
- SQL for the creation of the reports
- Process flow

# Key Benefits

## Compliance with the Local Authorities retention policies

### Compliance with the GDPR principle of:

- Storage limitation
- Accuracy
- Reduce the risk of fines

### Smaller database footprint:

- Improving response speeds to record access and reporting
- Improving speed of disaster recovery with faster back up and recovery
- Reducing storage space required for both live operation and backup

### Cleaner data:

- Better reporting upon which to make better decisions
- Increased productivity by making records easier to find
- Improved FOI



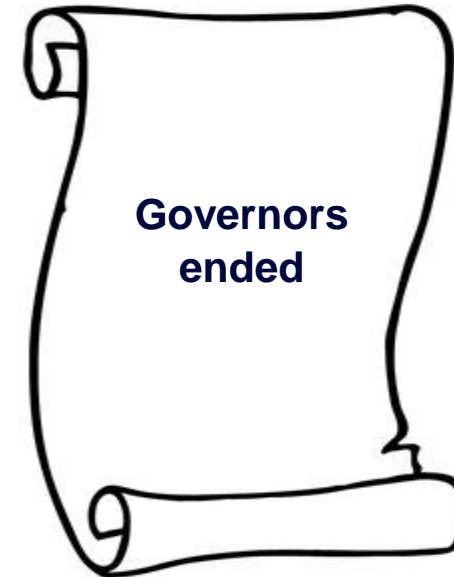
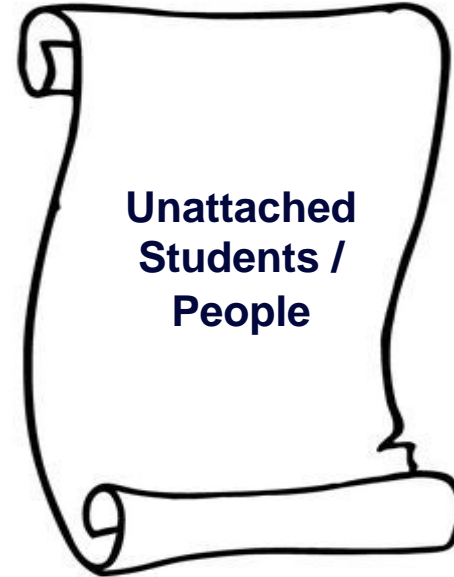
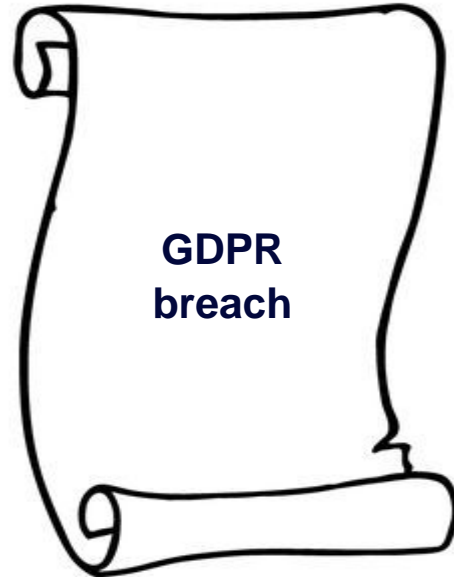
# How can Professional Services help?

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- Understanding
- Setup TEST and LIVE
- Report pack
- Alerts
- Previous experience
- Expert advice

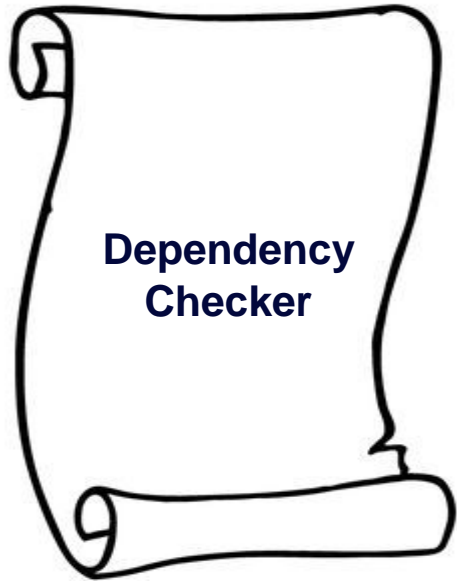


# Reports - Identification



# Reports - Checking

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# Reports – Archive – Student Summary

Summary View: record Student Profile

Core Pupil Data								
Legal Name				SEN				
Chosen Name				Primary SEN Need				
Stud ID				Primary Medical Need				
UPN				Disability				
ULN				First Language				
DOB				Home Language				
AGE				EAL				
Gender				Religion				
NCY				Current LAC Status				
Ethnicity				Child Protection Status				
FSM Eligibility				Connexions				
Nationality				Asylum Seeker				
Funding LEA				Traveller Family				
Home LEA				Mode of Travel				
Current School				Current Address				
Inactive Reason				Inactive Date				
Memo Data								
UDF for Core Pupil Data				UDF Data				
Address Details Confirmed				F				
NEW Olfact Confirmed Correct				T				
Not Found On Hub				F				
Address History								
Address					Start Date	End Date	Corresp Addr	Addr Type
12/01/2023					12/01/2023		Yes	H
School History								
School Name	LEA	Start Date	End Date	Current School	Reason for Leaving	DESTINATION		
Harrington Hill Primary School	Hackney	16/11/2022		Yes				
UDF for Harrington Hill Primary School				UDF Data				

# Alerts

---

Record identified for deletion but not yet added to the delete routine.



Record added to the delete routine.

## Records deleted since Jan 2022

---



**300,000**

# Customer Feedback

“Analyst was very confident and experienced with working with our data set. Excellent SSRS SQL reporting knowledge being able to identify/rectify issues with bugs in reports on the spot.”

“Andy demonstrated clear knowledge and understanding of GDPR and specific retention guidelines around certain data areas.”

“Now in a position to move forward with achieving and deleting records, were not able to do this prior to the training.”

“He listen to our requirements an ask questions to understand what we wanted and feedback with additional ideas”

# Capita

Capita One

**Single View**



Casey's grades  
have dropped – her

EDUCATION  
Data source

*weight has  
dropped too.  
She's been getting*

HEALTH SERVICES  
Data source

arrested for  
shoplifting food.  
Her parents

YOUTH CRIME  
Data source

*can't afford  
to put food  
on the table.*

SOCIAL CARE  
Data source

**Connect the data. Change the story.**

**Capita's Single View**

**Capita**

Click for Single



View website



# The problem

Local authorities are under pressure to address the Levelling Up agenda, while also tackling issues such as:

- Integrated Care Systems
- The cost of living crisis
- Food poverty
- Supporting families



# The hypothesis

When local authorities connect data from multiple sources, they can:

- Spot crucial connections in society sooner
- See the full story which may otherwise remain hidden
- Change outcomes for the better



# The solution

## Capita's Single View

**Capita's Single View combines data sources so you can identify and intervene with red-flag situations sooner...**

**...leading to better outcomes for the most vulnerable citizens in your community.**



*He's barely in class.  
There's a history of*

EDUCATION  
*Data source*

**drugs offences  
in the family.**

YOUTH CRIME  
*Data source*

**Signs of bruising and**

SOCIAL CARE  
*Data source*

*risk of being  
groomed to  
sell drugs.*

POLICE  
*Data source*

## Capita's Single View

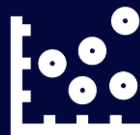
Our intuitive software helps UK local authorities manage their services more effectively. It brings together data from **school admissions, attendance, exclusions, youth justice, free school meals** and many other sources to build a **comprehensive, integrated** single source of truth.



## Capita's Single View



**Streamlined, customisable,** out-of-the-box dashboards help you overcome data integration challenges by combining all of the relevant information in one place.



### **Realtime Data Integration**

Reporting helps you make early, intelligent interventions. So you can safeguard families, children and vulnerable adults before they reach crisis point – and improve life chances now, and for future generations.



**Reduce** poverty and deprivation



**Support** key government programmes



**Overcome** challenges caused by the pandemic

## Challenge #1

You're faced with a range of barriers when it comes to integrating data.



### Legal

Setting up data sharing agreements



### Cultural

Siloed working and thinking



### Technological

Hard-to-navigate legacy IT infrastructure

**With Capita's Single View, you can integrate and share data seamless and securely.**

- De-silo data and overcome blind spots.
- Get going in as little as four weeks with our out-of-the-box solution.
- Alleviate bottlenecks, bring information to life and promote data literacy with easy-to-understand reporting.
- Gain peace of mind with 'read only' access and full auditing capabilities, underpinned by your data sharing agreements.

## Challenge #2

You have access to lots of data, but you're unsure how to use it effectively. Meaning you can't see – or act on – connections between sources.



**With Capita's Single View, you can connect dispersed data and spot opportunities for proactive intervention.**

- Identify causes for concern sooner.
- Easily access a single, integrated version of the truth
- See intelligent, real-time dashboards and outputs that combine multiple data sources.
- Make proactive – rather than reactive – decisions and interventions.

## Challenge #3

You're finding it hard to identify and prioritise cases for support, initiatives and bursaries.



**With Capita's Single View, you can deploy funds and resources where they're needed most.**

- Prioritise actions to secure the best outcomes.
- Help practitioners save time and become more efficient.
- Evidence more transformations and, in turn, claim more money for future support (Payment by Results). Capita's Single View proactively reports on positive outcomes as they happen – thus promoting new claim thresholds as they're met.



# Capita's Single View in action



## Food poverty


**Scenario:** A young girl is not able to get the food she needs at home. At the crucial juncture between primary and secondary school, she is derailed from becoming a model student to entering a life of crime.

### Connecting the data (example sources and flags):

- Attendance
- Social care
- Mental health issues
- Child/parent care
- Parental unemployment
- Gangs/youth crime (postcodes).

### Changing the story (actions and outcomes):

- Feeding the family now – and getting them out of poverty for good
- Encouraging parents into vocational studies and apprenticeships
- Helping parents into long-term employment
- Helping the young girl get back on track with her education and career
- Improving life chances for all involved.

A young person with short brown hair, wearing a blue t-shirt, is shown in profile from the chest up, looking out of a window. Their hands are resting on the white window frame. The background outside the window shows green foliage. The scene is lit with natural light from the window.

## Capita's Single View in action

### County lines

**Scenario:** A vulnerable young person has been groomed to deal drugs across county lines.

#### Connecting the data (example sources and flags):

- Attendance
- Exclusion
- Criminal records (young person and parental)
- Physical abuse
- Substance misuse.

#### Changing the story (actions and outcomes):

- Ensuring the young person's safety
- Enrolling them in a sports wellbeing programme
- Introducing the whole family to the charity 'Fearless'
- Improving life chances for all involved.
- Promoting education, training and career opportunities.



## Capita's Single View in action

### First 1001 days

**Scenario:** A young mother is expecting. However, the child is already on course for a life of vulnerability.

#### Connecting the data (example sources and flags):

- Family hubs
- Integrated Care Systems (ICSs)
- Education
- Social care
- Midwives
- Health visitors
- Mental health issues
- Revenues and benefits.

#### Changing the story (actions and outcomes):

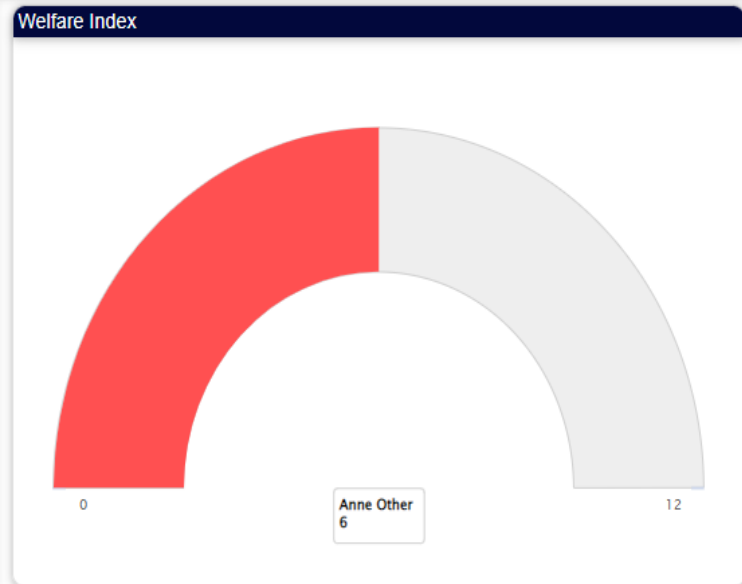
- Helping the child and their family onto the right track even before birth
- Improving life chances for all involved



# Single View Crisis Avoidance & Early Intervention

Configurable real-time MASH Dashboards - identifying families escalating towards social care before they reach crisis point

Overview for Anne Other



### Indicators

Families First / Supporting Families	Y
Asylum Seeker	N
Traveller Family	N
Disabilities	N
CLA	N
CP	N
DV	Y
ALN / SEN	Y
FSM	N
Exclusions	Y
Low Attendance	Y
YOT	Y

### Issues around the client

YP Missing Person Common assault 3 Criminal damage to property valued under £5000  
Child Sexual Exploitation Domestic Violence resulting in significant harm  
**Disruption in Lesson** Conflict in Adolescence  
**Behaviour/Safety** Discipline  
**Severe Disruption in Lesson**  
Unsafe Sexual Behaviour Sudden Change in Circumstances Lack of Basic Care  
Refusal to Accept School Rules

### Last 5 Viewers of this client

UserId	Last Date Viewed
kw	11/08/2022 15:42:03
dc	11/08/2022 14:16:09
paulowens	11/08/2022 13:18:22
juliescorer	10/08/2022 16:48:41
chris.browning	29/07/2022 16:37:00

### Demographic Information

Any discrepancies between sources are highlighted

Source	Forename	Surname	DOB	Gender	Current Address
Social Care	Anne	Other	03/08/2007	F	13 Long Drive, Loansdean, Morpeth, Northumberland, NE61 2DN
ONE Education	Anne	Other	13/08/2007	F	⚠ 13 Long Drive, Morpeth, NE61 2DN

### Cross-System Identities

Social Care Id	100001
NHS Number	N1326271189
ONE Education Id	100006
UPN	N1234567890
ULN	
Supporting Families ID	SP3456

# Single View Supporting Families Programme

## Supporting Families Dashboard

Period 2022-01-01 to 2023-01-01

81

families on the program

Education	Early Years
32	13

**Demographic Breakdown**

124 aged 18+

66 aged 13-17

57 aged under 5

**Top 5 Referrers**

### Supporting Families Dashboard

Period [Date From] to [Date To]

XX
XX

families on the programme

Families Identified by National Criteria

Education	Early Years	Health	Reducing Harm	Family Relationships	Children's Safety	Crime	Domestic Abuse	Housing	Finance
XX	XX	XX	XX	XX	XX	XX	XX	XX	XX

**Demographic Breakdown**

XX aged 18+

XX aged 13-17

XX aged under 5

**Top 5 Referrers**

Referrer (XX families)

**Benefit Types**

- XX ECHP
- XX CA
- XX ESA
- XX IS
- XX JSA
- XX IC
- XX UC
- XX UCS
- XX FH

**Top 5 Estates**

Estate (XX individuals)

**Top 5 Schools**

School (XX pupils)

**fDocs Designer**

Ignore Context

- ESA
- IS
- JSA
- IC
- UC
- UCS
- FH
- + Top 5 Schools
- BASE NAME
- Count
- %
- Rank
- + Top 5 Estates
- ADDRESS3
- Count
- %
- Rank

Page 1 of 1    88 words    Focus    80%



# Single View - Providing Positive Outcomes

"We're saving between 1-2 minutes per call (over an hour a day) undertaking our research. We can respond to more safeguarding enquiries quickly while targeting our interventions and resources effectively"

**MASH Team**



"We've seen a real **culture shift** with Managers and Team Leaders generating their own reports for the first time, the software's so easy to use. Senior Managers are welcoming their graphical reporting, displaying trends and priorities in a visual format"

**Senior leadership team**

**"saves over an hour per day"**

"Managers are accessing education, social care and youth data in a single reporting solution, supporting KPI's, safeguarding enquiries, case reviews, FOI requests and Ofsted inspections, data is easily accessible, providing self-serve in a few clicks."

**Education, Social Care and Youth Teams**



"Social Workers hadn't accessed Capita before, they can now self-serve Early Help Education data, without the hassle of logging into a separate system. Data gathering and research is far more efficient."

**Early Help Team**

"Caseworkers on the ground are finding it invaluable to see who else is working with and supporting the same family across Social Care, Education and Youth teams."

It's been a revelation to our internal report writers being able to create reports seamlessly across different systems in a single report"

**Performance Management Team**



**"real time data"**

**"self-service"**

**"900% uplift in claims data"**

"Our claim data collation process increased from **a claim a week to two claims a day**, the rapid increase in claims has provided additional funding to support the families that need it most"

**Supporting Families Team**



"With an increasing number of patients living longer, needing support and treatment for multiple conditions, it's important our patients are cared for by a team of professionals who **work together effectively, with a single approach and outcome plan**"

**West Midlands CCG**







**To learn how Capita's Single View can help you connect data and change stories for the better, contact a member of the team today for a free demo.**

— Call: **07841 481773**

— Email: **[chris.browning@capita.com](mailto:chris.browning@capita.com)**

**Save the Date – 22<sup>nd</sup> March 2023**

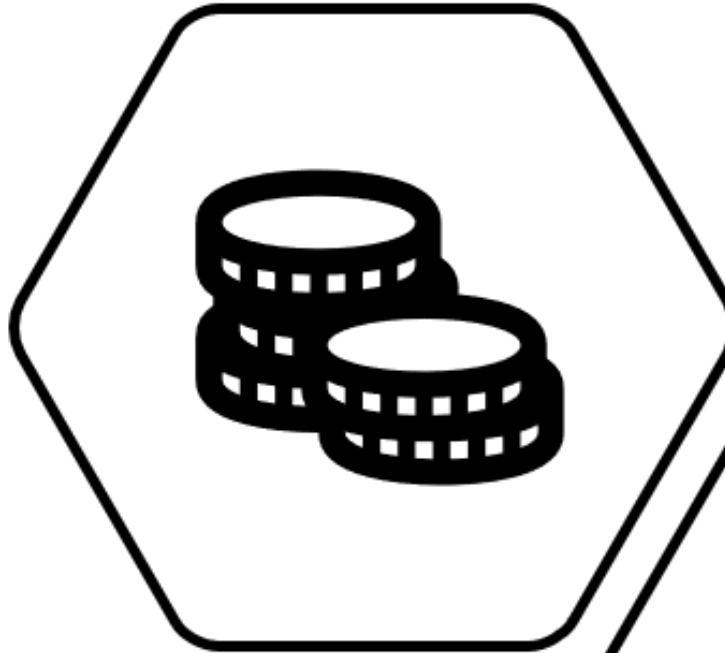
**Alternatively if discussing Single View with your contemporaries across the wider LA, then why not invite them to join our 'Single View Launch Webinar' on 22<sup>nd</sup> March?**

*Likely to be 10AM - booking details TBC*





# Price



A&D Package £6,700

Early Years Dashboard £4,000

A&T Dashboard £5,000

Attendance Dashboard £5,000

PowerBI Package £6,500

Insight Contact AM

B2B / BVR ~~£2,000~~ £1,000

Single View Contact AM

Address Tidy £6,500

For more information, please contact [Simon.Pixley@Capita.com](mailto:Simon.Pixley@Capita.com) or your Account Manager.

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[Paul.Carroll@Capita.Com](mailto:Paul.Carroll@Capita.Com)

The logo for Capita, featuring a stylized 'C' icon composed of two vertical bars of different heights, followed by the word 'Capita' in a white, sans-serif font.

Capita

A series of vertical bars of varying heights and colors (white and cyan) arranged horizontally across the middle of the slide.

Thank you