

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

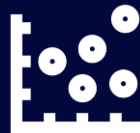
Our intuitive software helps UK local authorities manage their services more effectively. It brings together data from **school admissions, attendance, exclusions, youth justice, free school meals** and many other sources to build a **comprehensive, integrated** single source of truth.



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

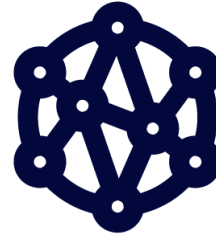
Hard-to-navigate legacy IT infrastructure

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.

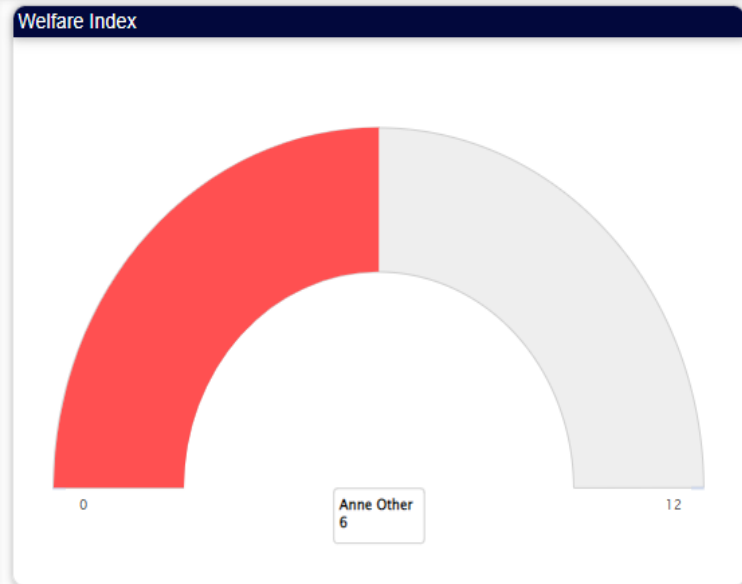
Changing the story (actions and outcomes):

- 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

Overview

There are currently 81 families on the programme, of which 0 are claimed for the programme.

57 of people on the programme are aged 18+, with 66 aged 13 to 17, and 124 over 18.

Top 5 Referrers

File Home Insert Design Layout References Mailings Review View Developer Help fDocs Designer

Supporting Families Dashboard

Period [Date From] to [Date To]

XX

families on the programme

XX

claimed for

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 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**

Save the Date – 22nd 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 22nd March?

Likely to be 10AM - booking details TBC



Capita

Thank you

