

Capita



Citizen Portal – Free School Meals – Implementation Package

Professional Services

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Introduction

Eligibility for Free School Meals is more than a funded lunch for a child. It opens entitlement to additional funding to support their education within the school. Overall it is a key indicator of social deprivation for the Local authority.

The Citizen Portal for Free School Meals is extension to Grants and Benefits module. Implementing the Citizen Portal module digitizes the process. But more important than that, it allows the parent to apply and check their eligibility at the point of application.

Overall using the Citizen Portal:

- Improves the experience for parent, because they can get an immediate response
- The quality of the data submitted integrates with the One system
- This maximizes potential Pupil Premium Funding for schools
- Reduces costs of communicating with parents, because changes to status of applications can be shared via the Citizen Portal
- Claims can auto import into the Grants and Benefits module

Benefits

Because the portal is accessed by families and the One Grants and Benefits are fully integrated, there's no need for local authority teams to manually add applications once the parent is matched or added, streamlining the management of claims. Freeing up resources to be invested where they will have the greatest impact which is supporting parents who fail the validation of their eligibility.

This package provides your Grants and Benefits team with a streamlined project to work to efficiently implement this powerful addition to the G&B module.

- We will start by listening and understanding your local challenges so we appreciate how you can get the best out of the software
- Scoping your requirements to configure your Test environment to suit your needs to support including, customisation of text, UAT testing, to going live with confidence
- Configure your test system to support training and your own user acceptance testing, so you have a smooth experience
- Provide training so you can confidently test, and build you experience of how the integration of this public facing application works with your processes
- Help to set the live environment up so you are ready for parents to apply online, and feel confident that you can maintain and adapt to challenges parents present
- Finally, we don't abandon you once you go live, we follow up to review how you are managing importing applications and readiness to publish offers

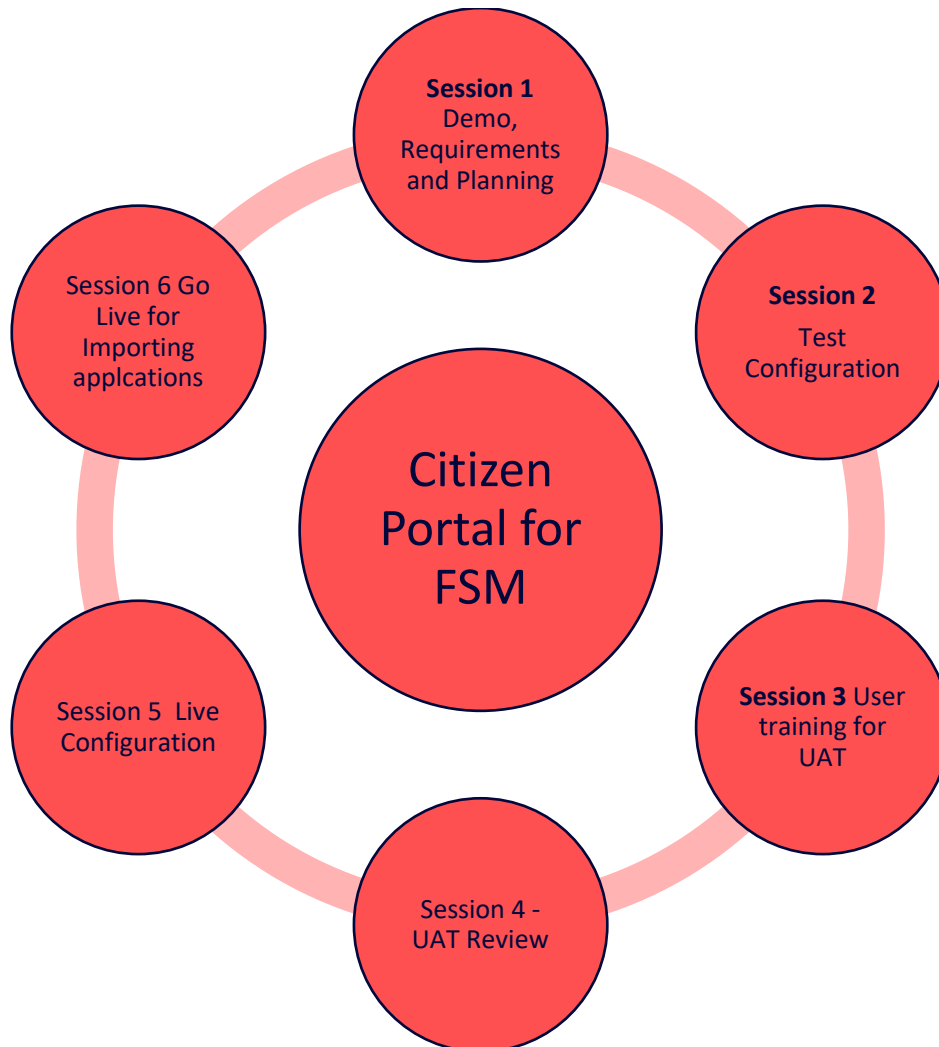
Pre-requisites

To enable us to provide a quality service, the following is required from the Local Authority:

- Have the Grants and Benefits, and Bases module
- Install the licence key into test and do an Ilreset before Session 1
- Remote access for One Technical to install and configure web components
- Access to participate in Microsoft Teams and or Webex sessions for support and configuration by the knowledge specialist
- One database at the current version or previous version
- Have a test environment that has been refreshed withing the last academic year
- Have are started ECS accreditation for connection to the ONE system to the DWP ECS checker
- Email service for One configured for One
- File upload configure for One
- Appropriate access to all One Clients for the Knowledge Specialist

Service Overview

Capita will assist in the successful implementation of the Citizen Portal for Free School Meals by providing the following:



Capita believe in a strong emphasis on a proactive partnership with the customer. The Capita Project Coordinator will work closely with the customer's appointed Project Lead throughout the project to achieve this. The Capita Project Coordinator is the coordinating Capita staff member assigned to the project and is therefore able to respond authoritatively to the needs of the project and will actively and continually monitor progress on all risks, issues, actions, and decision in order to ensure successful delivery.

Service Details

Session 1: Project Launch

Key Prerequisites (full list provided in RAID log)	<ul style="list-style-type: none"> • Access to a workstation with full access to One Test, with system admin rights for V4 Client, V4 Online for Grants and Benefits and the Citizen Portal
Objectives	<ul style="list-style-type: none"> • Review the scope of the software and for all parties to understand how they will benefit, and what the challenges maybe • Identify time and resources needed to support the implementation
Audience	<ul style="list-style-type: none"> • IT Support – to check and review Technical environment • Free School Meal Managers to understand their service needs • One Support – impact on One and reporting and support
Standard Agenda	<ul style="list-style-type: none"> • Demonstrate the module for a Parent, and integration with the Grants and Benefits module • Review the RAID log and Technical Pre-requisites, allowing for IT support to understand how The Citizen Portal integrates if this is the first module to be used in the Citizen Portal • Review the requirements for the business process to support applications, parents and schools • Test access to the Test environment to check for any missing configuration that will delay successful set up of the Test environment.
Outcomes	<ul style="list-style-type: none"> • All parties have a mutual understanding of the scope of the software, the service requirements, and resources needed • Test environment is ready for setup and configuration

Session 2: Configuration of Test

<p>Key Prerequisites (full list provided in RAID log)</p>	<ul style="list-style-type: none"> • Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports • Key contact has can participate in MS Teams, and Webex meetings
<p>Objectives</p>	<ul style="list-style-type: none"> • Set up the Test Environment • Skim test it works form Parent application to import into the ONE
<p>Audience</p>	<ul style="list-style-type: none"> • One coordinator or Key contact with full access to One • Admissions team lead be available for any key questions • IT support be available to contact for IIsrests if required
<p>Standard Agenda</p>	<ul style="list-style-type: none"> • Configure Grants and Benefits module and Bases • Configure the Citizen Portal for Free School Meals • Skim test – Registration, Application, importing the claim
<p>Outcomes</p>	<ul style="list-style-type: none"> • Test system is working end to end, ready for training

Session 3: User Training for UAT

<p>Key Prerequisites (full list provided in RAID log)</p>	<ul style="list-style-type: none"> • Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports • If emails are not active in test users will be required to register as parents prior to the session to allow for accounts to be activated, users may also prefer to use a non-work email account to test access from outside the office.
<p>Objectives</p>	<ul style="list-style-type: none"> • Understand the parents experience • Know how to match and process applications • Have a clear view of what they want to Test during acceptance testing
<p>Audience</p>	<ul style="list-style-type: none"> • One coordinator or Key contact with full access to One • Grants and Benefits team
<p>Standard Agenda</p>	<ul style="list-style-type: none"> • Registration and orientation within the Citizen Portal • Making an application • Matching and importing – how it works and behaviours • Finding and managing parent enquires • Claims and Status codes • Module Setup in the Citizen Portal
<p>Outcomes</p>	<ul style="list-style-type: none"> • The Grants and Benefits team are confident to test • Feel confident to invite other colleagues to make parent applications • Commit to testing

Session 4: User acceptance review

<p>Key Prerequisites (full list provided in RAID log)</p>	<ul style="list-style-type: none"> • Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports • Able participate in MS Teams, and Webex meetings • Have a log of queries ready for the meeting
<p>Objectives</p>	<ul style="list-style-type: none"> • Review the UAT log • Confirm and agree text changes to the Live environment
<p>Audience</p>	<ul style="list-style-type: none"> • One coordinator or Key contact with full access to One • Grants and Benefits team
<p>Standard Agenda</p>	<ul style="list-style-type: none"> • Registration and orientation within the Citizen Portal • Making an application • Matching and importing – how it works and behaviours • Finding and manging parent enquires • Messages to Parents • Check Technical Pre-requites for Live
<p>Outcomes</p>	<ul style="list-style-type: none"> • Confidence to go live

Session 5: Configuration of Live

<p>Key Prerequisites (full list provided in RAID log)</p>	<ul style="list-style-type: none"> • Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports • Key contact has can participate in MS Teams, and Webex meetings
<p>Objectives</p>	<ul style="list-style-type: none"> • Set up the Live Environment • Skim test it works form Parent application to import into the ONE
<p>Audience</p>	<ul style="list-style-type: none"> • One coordinator or Key contact with full access to One • Admissions team lead be available for any key questions • IT support be available to contact for Ilreset if required
<p>Standard Agenda</p>	<ul style="list-style-type: none"> • Configure Grants and Benefits, Bases and V4 Client for permissions and lookup codes • Configure the Citizen Portal for Free School Meals • Skim test – Registration, Application, Process in the Back Office
<p>Outcomes</p>	<ul style="list-style-type: none"> • Live system is working end to end, ready for the public. Note once setup the Module can be switch off, until the official launch.

Session 6: Post Go Live Applications

<p>Key Prerequisites (full list provided in RAID log)</p>	<ul style="list-style-type: none"> • Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports • Able participate in MS Teams, and Webex meetings
<p>Objectives</p>	<ul style="list-style-type: none"> • Review applications made by the public • Answer any queries the Grants and Benefits team for supporting parents
<p>Audience</p>	<ul style="list-style-type: none"> • One coordinator or Key contact with full access to One • Grants and Benefits team
<p>Standard Agenda</p>	<ul style="list-style-type: none"> • FSM applications and enquiries • Matching and processing conflicts • Checking for anomalies • Working with Claims within the module
<p>Outcomes</p>	<ul style="list-style-type: none"> • The team are confident they are handling applications correctly

Additional Service Options

Additional Elements (as required)	Sessions required	Resource Required
<p>Reporting for FSM E-applications (On site / Off Site) Reports to support submitted applications to aid checking, queries and processing. Management information reporting for KPI's</p> <p>Benefits Reporting off the Online tables is a new area and can be complex to navigate. We have experience of understanding the tables and business process to help your support yor key performance indicators</p> <p>Cost:</p>	<p>1</p>	
<p>Reporting for FSM via Schools Portal (On site / Off Site) – subject to new functionality planned for 3.72 summer release</p> <p>If you have the A&T module and the Provider Portal for School Places new functionality planned this summer will open the options for schools to report on Free Schools Meals in the One System.</p> <p>Benefits Complete the circle of the business process give schools access to self service their own Free School Meal lists for children with claims and those linked to their school making applications</p>		