

Capita



# Integrated Youth Support Service (IYSS) Refresher

Professional Services

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# Introduction

One Integrated Youth Support Services (IYSS) is an intuitive case management system providing real-time access to a single, shared view of a young person. Helping teams from different youth-related services work together more efficiently.

Over time people and resources available to support the IYSS module change, along with development of the module. This refresher for IYSS takes stock of how you are using the software, what your local challenges are, then reviews features you may not be using. The objective is to get the best value out of the module.

# Benefits

By supporting teams to meet recording, reporting and monitoring responsibilities more easily, One IYSS helps free Practitioners' time to spend with the young people who need them most. Helping them to protect young people from falling through gaps in the system. Youth Service teams can draw on the core information held already within One, removing the need to re-enter data. All tasks and interactions with the young person can be logged, and referrals to other support agencies can be tracked. Eliminating duplication of effort and ensuring all interactions are known and planned.

To help you meet statutory obligations, it's quick and simple to analyse and measure any contact, participation rates and young people not in education and employment or training, as well as making it easy to generate the monthly return for the National Client Caseload Information System (CCIS).

Features:

- A customised view
- Easily identify those young people in most need
- Access key information from anywhere
- More effective multi-agency working
- Increase efficiency and reduce costs
- A dynamic reporting system

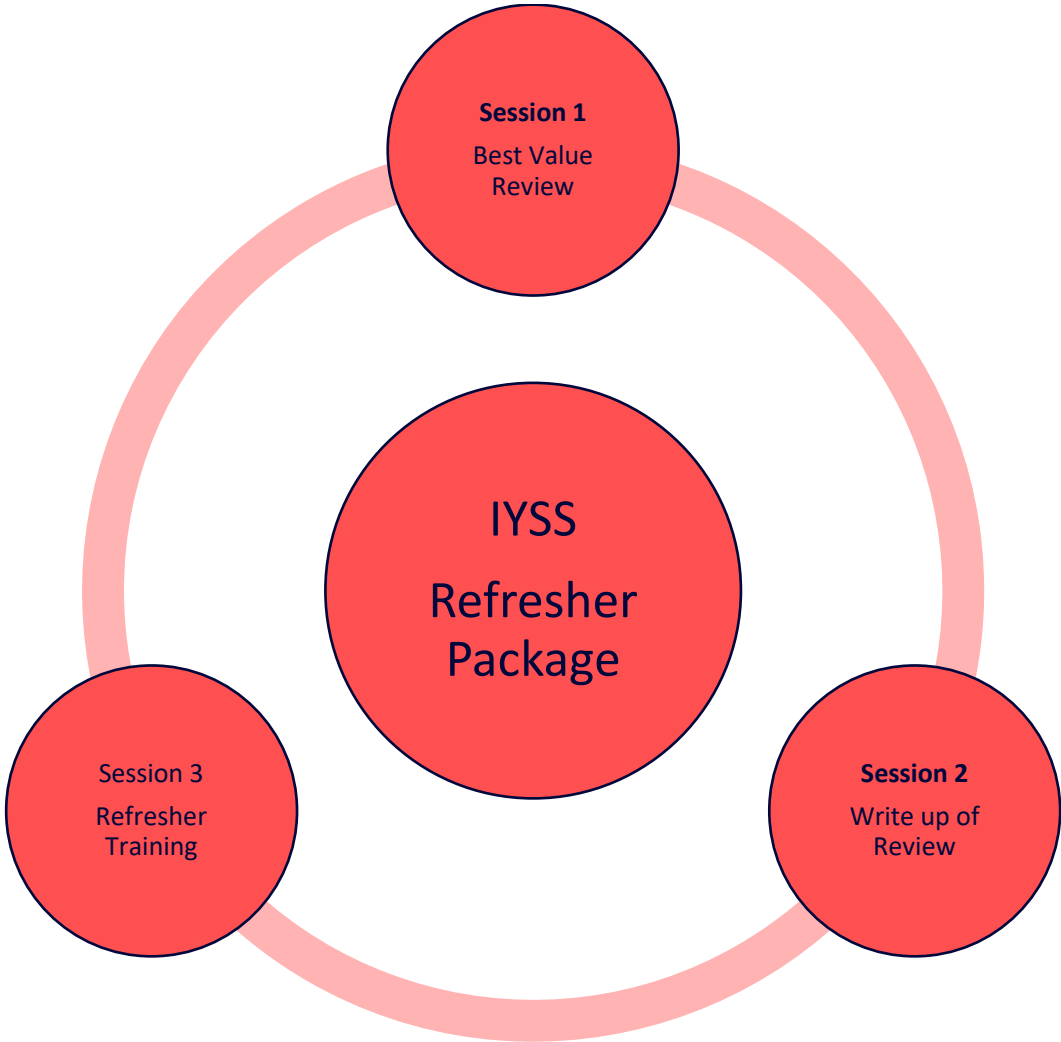
# Pre requisites

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

- One database at the current or previous version
- IYSS module installed in Live
- Appropriate access to all One Clients for the Knowledge Specialist

# Service Overview

The Integrated Youth Support Service (IYSS) module Refresher Package includes:



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 (On Site): BEST VALUE REVIEW

<b>Key Prerequisites</b>	<ul style="list-style-type: none"> <li>• Location for a meeting</li> <li>• Access to IYSS Module Live (useful but not essential)</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Ensure the customer is utilising One IYSS to its full potential and in the most efficient way in the context of their operational practice and business needs</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• Service Leads</li> <li>• Performance/Reporting Team</li> <li>• Administrative/Support Staff</li> <li>• Practitioners</li> <li>• One Support</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>• Welcome &amp; Introduction</li> <li>• Customer Expectations</li> <li>• Objectives</li> <li>• Context</li> <li>• Caseload Management</li> <li>• Tracking of Young People</li> <li>• September Guarantee</li> <li>• Annual Activity Survey</li> <li>• Intended Destinations</li> <li>• CCIS XML File Production</li> <li>• Assessment of Young People</li> <li>• Performance Management and Local Reporting</li> <li>• Youth Work</li> </ul>

	<ul style="list-style-type: none"><li>• System Management</li></ul>
<b>Outcomes</b>	<ul style="list-style-type: none"><li>• Capita Knowledge Specialist to have gained understanding of local operational practice and business needs</li></ul>

## Session 2 (Remote): WRITE-UP OF REVIEW

<b>Key Prerequisites</b>	<ul style="list-style-type: none"><li>• Completion of Session 1</li></ul>
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Review local operational practice and business needs</li></ul>
<b>Audience</b>	<ul style="list-style-type: none"><li>• Service Lead</li></ul>
<b>Outcomes</b>	<ul style="list-style-type: none"><li>• Comprehensive review of current practice and recommendations documented</li><li>• Conclusion of Best Value Review including recommended plan of action shared with the Service Lead</li></ul>



## Session 3 (On Site): REFRESHER TRAINING

<b>Key Prerequisites</b>	<ul style="list-style-type: none"> <li>• Location for a meeting with access to a screen/projector and Wi-Fi</li> <li>• Individual PC/laptops with access to the IYSS for all participants</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Participants to complete IYSS refresher training targeting specific areas as identified during the Best Value Review</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• TBC – as per BVR recommendations</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>• TBC – as per BVR recommendations</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• A complete review of the IYSS module</li> <li>• Refresher training completed</li> <li>• Configuration options explained</li> </ul>

# Additional Service Options

Additional Elements (as required)	Sessions required	Resource Required
<p><b>TITLE OF ADDITIONAL SERVICE (On site / Off Site)</b> Enter description of additional</p> <p><b>Benefits</b> Provide benefits of this service</p> <p><b>Cost:</b></p>	1	