Capita

Youth Justice Refresher

Professional Services

Copyright

Contact Capita

Contact your account manager or simon.pixley@capita.com for further details relating to this.

Contents

Introduction

Capita is the leading supplier of information systems to children and family services, delivering solutions that help support early intervention and prevention work with young people.

One Youth Justice (YJ) is an intuitive case management system which helps youth offending teams work more efficiently, freeing up time for practitioners to spend directly with young people.

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

Benefits

AssetPlus in One Youth Justice provides a dynamic, single assessment for young people. This evolves with their personal circumstances and adapts in line with criminal justice process events. Saving time for practitioners by automatically updating information from the case file.

Interactive tools include navigational aids, graphical representation and prompts. Providing practitioners with the full picture for informed decision-making. Ensuring the right support is put in place quickly and as early as possible.

Features:

- Work effectively with other agencies

- Intuitive tools for a customised view

- Free teams to spend more time directly with young people

- Flexible reporting to make it easier to meet statutory and local requirements

- Increase efficiency and reduce costs

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

- YJ module installed in Live

- Appropriate access to all One Clients for the Knowledge Specialist

Service Overview

The Youth Justice (YJ) module Refresher Package includes:
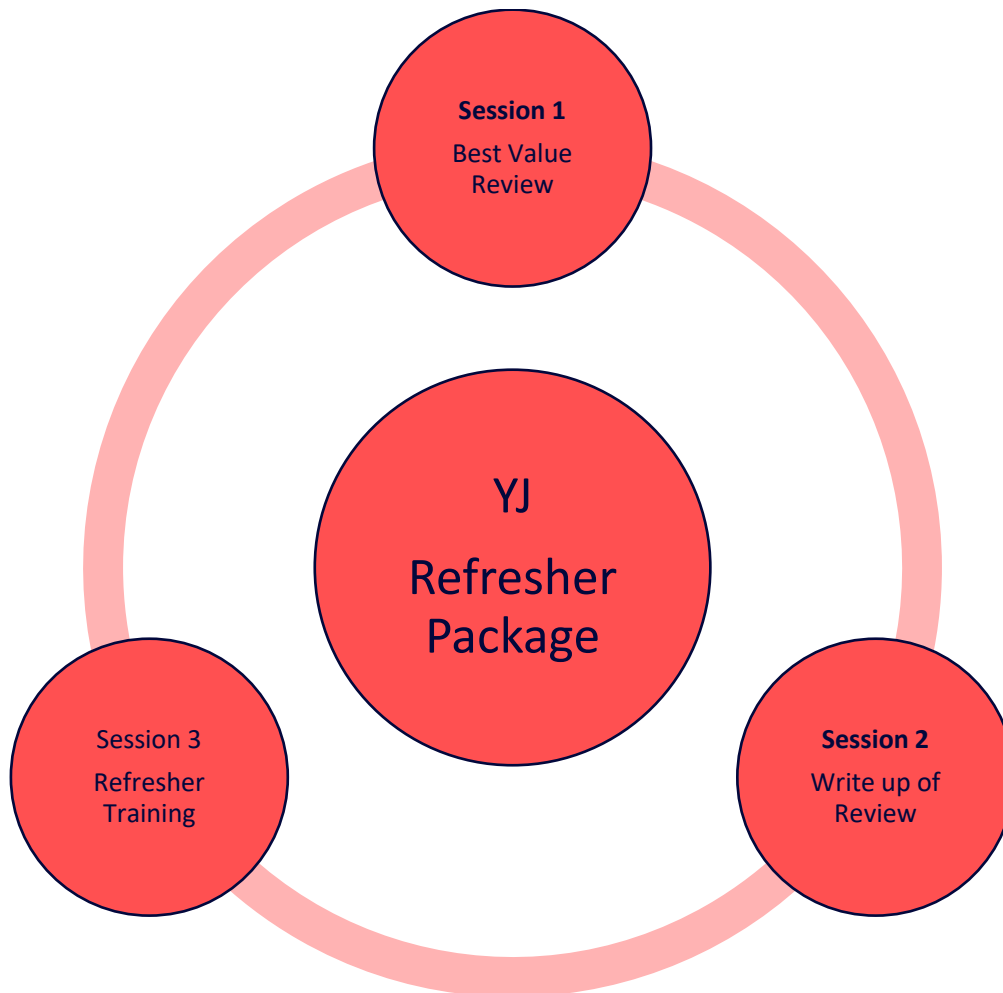
Capita believe in a strong emphasis on a proactive partnership with the customer. The Capita Project Coordinator will work closely with the customer's appointed Project Lead throughout the project to achieve this. The Capita Project Coordinator is the coordinating Capita staff member assigned to the 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

Key Prerequisites	• Location for a meeting • Access to YJ Module Live (useful but not essential)
Objectives	• Ensure the customer is utilising One YJ to its full potential and in the most efficient way in the context of their operational practice and business needs
Audience	• Service Leads • Performance/Reporting Team • Administrative/Support Staff • Practitioners • One Support
Standard Agenda	• Welcome & Introduction • Customer Expectations • Objectives • Context • Court & Out-of-Court • Caseload Management and Interventions • Characteristics • System Management • Performance Management and Local Reporting • Connectivity / YJMIS / YJAF • Victims
Outcomes	• Capita Knowledge Specialist to have gained understanding of local operational practice and business needs

Session 2 (Remote): WRITE-UP OF REVIEW

Key Prerequisites	• Completion of Session 1 •
Objectives	• Review local operational practice and business needs •
Audience	• Service Lead •
Outcomes	• Comprehensive review of current practice and recommendations documented • Conclusion of Best Value Review including recommended plan of action shared with the Service Lead •

Session 3 (On Site): REFRESHER TRAINING

Key Prerequisites	• Location for a meeting with access to a screen/projector and Wi-Fi • Individual PC/laptops with access to the YJ for all participants
Objectives	• Participants to complete YJ refresher training targeting specific areas as identified during the Best Value Review
Audience	• TBC – as per BVR recommendations
Standard Agenda	• TBC – as per BVR recommendations
Outcomes	• A complete review of the YJ module • Refresher training completed • Configuration options explained

Additional Service Options

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