

Capita



Youth Justice (YJ) – Implementation Package

Professional Services

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Introduction

Capita One 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 is an intuitive case management system helping youth offending teams work more efficiently. Freeing up time for practitioners to spend directly with young people.

Benefits

AssetPlus in One Youth Justice provides a dynamic, single assessment for young people. Evolving with their personal circumstances and adapting 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

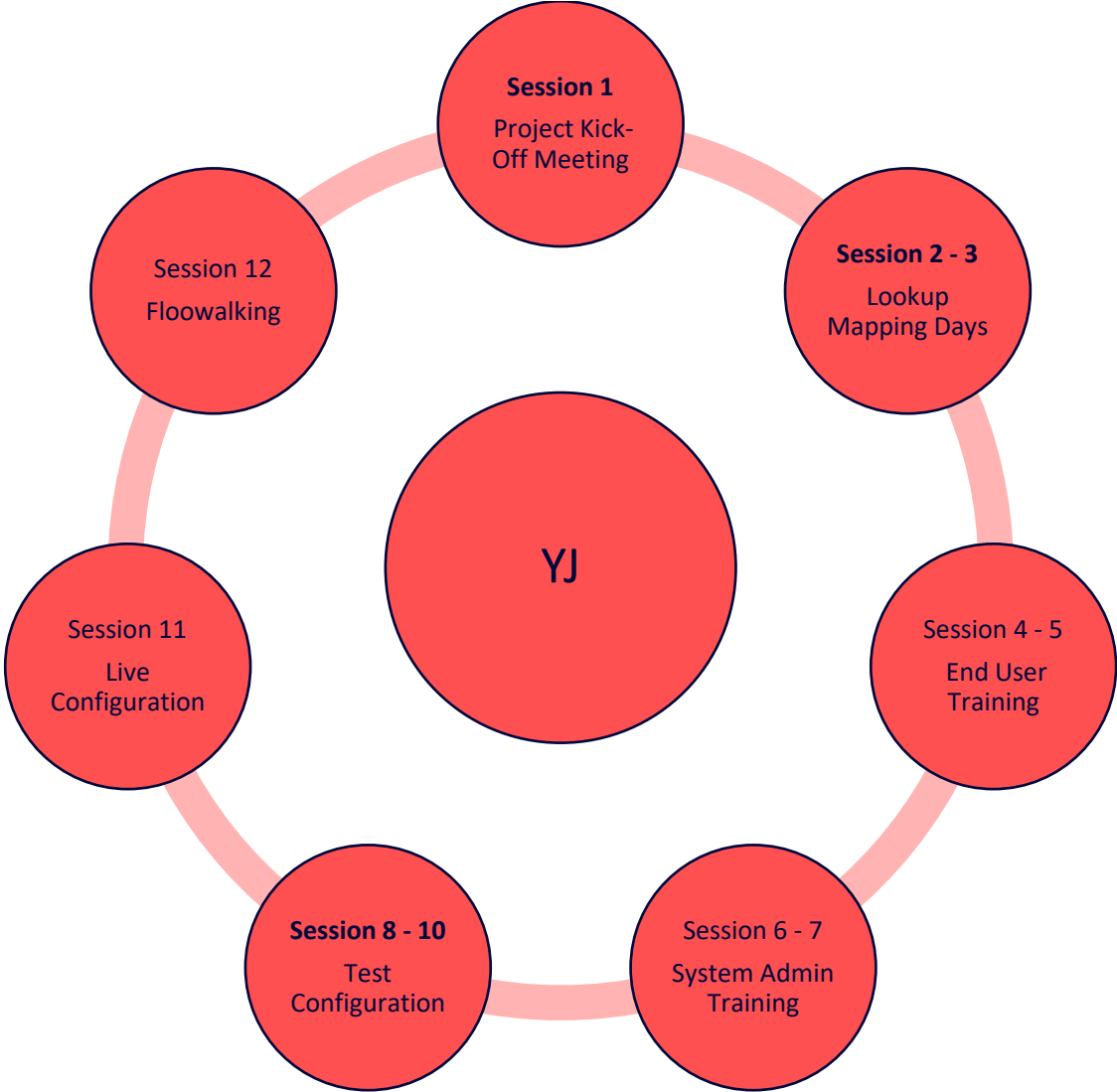
Pre-requisites

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

- One database at the current or previous version
- Remote access to install and configure YJ module
- Access to participate in Microsoft Teams and or WebEx sessions for support and configuration by the Knowledge Specialist

Service Overview

Capita will assist in the successful implementation of the Youth Justice (YJ) module 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 KICK-OFF MEETING

Objectives	<ul style="list-style-type: none"> • Agree project leads • Ascertain customer expectations • Discuss implementation process, migration, system considerations and impact • Review proposed project plan
Audience	<ul style="list-style-type: none"> • Service Leads (Managers and/or Senior Practitioners) • Performance/Reporting Team (responsible for Statutory Reporting) • Local Project Manager • One Support • IT Support
Standard Agenda	<ul style="list-style-type: none"> • Welcome, Introductions & Customer Expectations • Roles & Responsibilities • Communication Plan • System Considerations / Migration Rules • Remote Access Requirements • Training • User Acceptance Testing • Project Plan • Q&A • Next Phase / Actions
Outcomes	<ul style="list-style-type: none"> • All parties have a mutual understanding of the scope of the project, the service requirements, and resources needed.

Session 2 and 3: LOOK-UP MAPPING DAYS

Key Prerequisites (full list provided in RAID log)	<ul style="list-style-type: none"> • Access to current CMS for lookup comparisons •
Objectives	<ul style="list-style-type: none"> • Compare, review and agree standard lookups between current provider and YJ •
Audience	<ul style="list-style-type: none"> • Service Leads (Managers and/or Senior Practitioners) • Performance/Reporting Team (responsible for Statutory Reporting) • Local Project Manager • One Support •
Standard Agenda	<ul style="list-style-type: none"> • Welcome & Introductions • Discuss Implementations Business Issues & Considerations Document • One YJ – Client • One YJ – Victim Cases • One YJ - Parent • Q&A • Review test documentation in readiness for UAT •
Outcomes	<ul style="list-style-type: none"> • Comprehensive understanding of requirements • Lookup Mapping document written by Capita, approved by Customer •

Session 4 and 5: END USER TRAINING

Objectives	<ul style="list-style-type: none"> • Participants to understand YJ frontend functionality •
Audience	<ul style="list-style-type: none"> • Service Leads (Managers and/or Senior Practitioners) • Local Trainers •
Standard Agenda	<ul style="list-style-type: none"> • Intro to YJ • Shared fields • Security • Login, Homepage • Client Search • New Client • YJ Notifications • YJ Case / Case Details • Client Summary • Allocations • Client – Actions Menu • Parent/Carers • Offences • Pre Court Interviews • Pre Court Decisions • Intervention Programmes • Referrals • Events • Court Appearances

	<ul style="list-style-type: none"> • Notes, Forms, Docs & Requests • Breach Process • ASB Incidents • ASSETPlus • Connectivity • Caseload Tool • Victims • Parenting Interventions • Gangs • Relationships • YP Characteristics • Messaging • Case Closure • End of Involvement Referrals • Reporting • Useful System Features • Q&A •
<p>Outcomes</p>	<ul style="list-style-type: none"> • Participants obtain comprehensive knowledge of YJ frontend functionality •

Session 6 and 7: SYSTEM ADMIN TRAINING

Objectives	<ul style="list-style-type: none"> • Participants to understand YJ system administration functionality.
Audience	<ul style="list-style-type: none"> • Local System Administrators • Local Trainers
Standard Agenda	<ul style="list-style-type: none"> • Introduction • Important Notes / Login • System Values • Scheduled Jobs • User Accounts • Resetting Security Details • Roles & Workgroups • Security Groups • Service and Service Centres • Locked Records • Configuring Lookups • Managing deceased/inactive clients • Roll-up process • Crystal reports • Functions & Function Groups • Statutory Returns • Statistical Reporting Period • Exporting Reports • Support • Q&A

Outcomes	<ul style="list-style-type: none">• Participants obtain comprehensive knowledge of YJ system admin functionality
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Session 8, 9 and 10: TEST CONFIGURATION

Key Prerequisites (full list provided in RAID log)	<ul style="list-style-type: none"> • Access to the YJ Test environment including System Admin module •
Objectives	<ul style="list-style-type: none"> • Successful User Acceptance Testing •
Audience	<ul style="list-style-type: none"> • Local Testers •
Outcomes	<ul style="list-style-type: none"> • Sign-off of data migration in Test •

Session 11: LIVE CONFIGURATION

Key Prerequisites (full list provided in RAID log)	<ul style="list-style-type: none"> • Access to the YJ Live environment including System Admin module •
Objectives	<ul style="list-style-type: none"> • Successful User Acceptance Testing •
Audience	<ul style="list-style-type: none"> • Local Testers •
Outcomes	<ul style="list-style-type: none"> • Sign-off of data migration in Live •

Session 12: FLOORWALKING (GO-LIVE SUPPORT)

Objectives	<ul style="list-style-type: none">• Capita Knowledge Specialist to provide onsite 'floorwalking' support to frontend users
Audience	<ul style="list-style-type: none">• All system users
Outcomes	<ul style="list-style-type: none">• Floorwalking support complete

Additional Service Options

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