

GETTING STARTED WITH CHILDVIEW



SWITCHING SYSTEMS IS CHALLENGING, AND YOU NEED TO KNOW THAT YOUR SERVICE WILL BE BETTER OFF AS A RESULT. WE UNDERSTAND THAT. THAT'S WHY WE'VE DESIGNED OUR CHILDVIEW ONBOARDING PROCESS TO BE STRAIGHTFORWARD AND TRANSPARENT, SO THAT YOU KNOW NOW AND GOING FORWARD WHAT TO EXPECT AND HOW CHILDVIEW WILL TAKE YOUR SERVICE FORWARD.

Switching your youth justice information system is a big decision for any youth offending service to undertake, but it is often crucial in establishing reliable local monitoring and reporting across youth offending teams and understanding and focussing on novel issues, journeys and outcomes for young people who come into contact with your services. By enriching your data and enhancing your reporting, you can start to join the dots in your services, gaining a clearer picture of the lives of each young person and help to improve their outcomes.

The practical elements of getting this right speak for themselves. The mechanism of change, however, is a more complex area. People are often averse to change, preferring the safety blanket of familiarity, knowledge and understanding of what they know and work with.

We put change management front and centre of our onboarding process for ChildView users. By ensuring that you and your team fully understands the benefits of ChildView, we tailor your onboarding process to your specific needs and provide detailed training backed up with ongoing support from a dedicated team who have all worked in youth offending services across the UK.

YOUR DATA, YOUR SYSTEM, YOUR OUTCOMES

We work with you throughout to establish what you need from ChildView and to ensure that you achieve that. Whilst there is commonality in the purpose of youth offending services, there are differences in the local issues you face, how you want to address these, the personnel you have and what you can get from new technology we can offer.



SHAPE

A robust data migration process, tailored to your needs, is enacted to ensure that all of your legacy data is correctly and appropriately uploaded into ChildView for your teams to use. This includes a specialist and tailored data cleansing process to ensure that your data and subsequent reporting is accurate, and you achieve full statutory compliance. We take into consideration local issues, for example incidents, and set these up in ChildView specific to meeting your requirements. This ensures that we can shape the project around your needs for ongoing success.

WE'RE DELIGHTED WITH THE CHILDVIEW IMPLEMENTATION AND HOW THINGS ARE WORKING OUT HERE. WE DON'T SEEM TO HAVE TOO MANY ISSUES FOR OUR ADMIN TEAM TO DEAL WITH!

Eve Robinson at
Pembrokeshire Youth
Offending Service.



CREATE

Once we have established your requirements and adjusted your data, we can create your new environment in ChildView. Where necessary, we can correct errors in your existing data framework, for example the YOGRS score and duplicate addresses and errors where cases default to being sentenced at crown court. Whilst putting everything into place, we work with your IT department to ensure a smooth implementation of ChildView and that there is a sufficient and robust period of testing in place. This helps to ensure that everything is in place for go-live.

THE SUPPORT IS FIRST CLASS, LED BY AN EXPERIENCED DEVELOPMENT MANAGER WHO HAS FIRST-HAND KNOWLEDGE OF THE YOUTH JUSTICE SYSTEM. I WOULD SINCERELY DOUBT THERE IS ANOTHER SOFTWARE PROVIDER WHO CAN CALL ON SUPPORT AND DEVELOPMENT STAFF WHO HAVE RESPONDED TO AND ENABLED THE RECORDING, EVIDENCING AND REPORTING OF THE MANY INNOVATIONS WITHIN YOUTH JUSTICE ARENA ACROSS THE COUNTRY.

Troy Hutchinson, performance
systems and information manager,
Luton Youth Offending Service



UTILISE

By discussing every stage with you, we can help to ensure that the system is everything you expect – and need – it to be. This includes running training sessions on ChildView for all those who will be utilising the software once it goes live. This gives you and your team(s) the opportunity to see, understand and learn about the value of the whole information system, to help effectively manage the change and create excitement around the new capabilities. Training is available to you on an ongoing basis, too, so if you have new staff joining your team, we can help them get up to speed. And of course, if you have any ongoing questions, you will have a dedicated specialist account manager and our support team available to you.

WE HAVE BEEN FANTASTICALLY WELL SUPPORTED BY CACI. WHEN WE ASK FOR SOMETHING, THE TEAM ACTUALLY TALK US THROUGH IT AND TELL US WHAT THEY ARE DOING. WE FEEL THAT THE TEAM KNOW WE ARE NEW TO THE SYSTEM AND WILL TALK US THROUGH HOW TO DO IT. AT THE END OF THE DAY SWITCHING TO CHILDVIEW HAS BEEN A REALLY GOOD EXPERIENCE AND I AM GLAD WE DID IT. I WISH WE HAD DONE IT EARLIER.

Paul Harrison, partnerships
manager, South Tees Youth
Offending Service