CAPITA

one

National User Group 2016
Programme

#OneNUG16

Innovate   Collaborate   Transform

Capita One National User Group 2016

Welcome

A very warm welcome to our 2016 Capita One National User Group - we're delighted so many of you have taken valuable time out of the office to join us.

This year's theme - Innovate, Collaborate, Transform - focuses on how technology can support local authorities in working effectively with other agencies to help turn around the lives of children and families.

Over the next two days you'll have the chance to hear from technology industry experts, including David Spezia of world-leading business intelligence software company Tableau®, and Simon Moores, technology thought leader and former government technology ambassador.

We're really keen that everyone comes away having learnt something new and we hope you've enjoyed personalising your event experience with our extensive elective programme. We hope that you'll also visit our Discovery Hub, where you can meet with the team to discuss new and forthcoming solutions, including the launch of One Analytics and a preview of One Social Care.

The Capita One team will be delighted to help if you have any queries - please do come and find us in person, even if it's just to say hello.

I hope you have a very enjoyable time and find lots to enthuse you.

Mark Raeburn
Managing Director, Capita One

Conference Programme

Monday 25 April

Please note that there is no conference content on Monday.

Time	Programme	Location
From 3pm	Hotel check in	Hotel Reception

Tuesday 26 April

Time	Programme	Presenter	Location
10.00 – 10.30	Registration Refreshments and Discovery Hub open		Event Centre Foyer The Grange
10.30 – 10.45	Welcome from the host	Nadine Dereza - Conference Host	Kenilworth Suite
10.45 – 11.05	Welcome and opening remarks	Mark Raeburn - Managing Director, Capita One	Kenilworth Suite
11.05 – 12.00	From Data to Ta-Da	David Spezia - Strategic Product Architect, Tableau	Kenilworth Suite
12.00 – 12.15	Refreshment break		The Grange
12.15 – 13.00	Elective A		Elective rooms
13.00 – 14.00	Lunch		River Room Restaurant
14.00 – 15.00	Elective B		Elective rooms
15.00 – 15.10	Transfer time between electives		
15.10 – 15.40	Elective C		Elective rooms
15.40 – 16.30	Extended networking break and Discovery Hub sessions		The Grange
19.00	Drinks reception		The Grange
19.30	Gala Dinner		Kenilworth Suite
21.00	Entertainment		Kenilworth Suite & The Grange

Wednesday 27 April

Time	Programme	Presenter	Location
9.00 – 9.15	Welcome from the host	Nadine Dereza - Conference Host	Kenilworth Suite
9.15 – 10.45	The future of One and the One Roadmap	Graham Kavanagh - Product Director, Capita One	Kenilworth Suite
10.45 – 11.00	Refreshment break		The Grange
11.00 – 12.00	Elective D		Elective rooms
12.00 – 13.00	Tomorrow may surprise: a look at future trends in technology	Dr Simon Moores - Technology thought leader	Kenilworth Suite
13.00 – 14.00	Lunch		River Room Restaurant
14.00 – 15.00	Elective E		Elective rooms
15.00 – 15.05	Transfer time		
15.05 – 15.30	Conference summary	Mark Raeburn - Managing Director, Capita One	Kenilworth Suite
15.30 – 16.00	Discovery Hub remains open		The Grange

See the inside back page for details of our speakers.

Venue Map

Hotel rooms / leisure facilities

Elective rooms:
Stoneleigh/Warwick, Avon

Hotel reception

Terrace Bar

Manor Bar

The River Room Restaurant

The Grange

DISCOVERY HUB & REFRESHMENTS

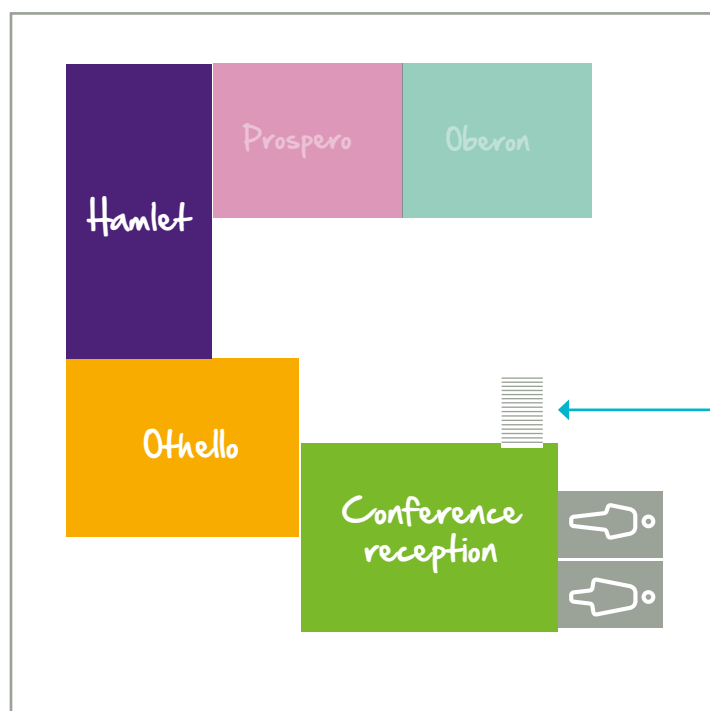## Lower Ground Floor - Electives

Hamlet

Prospero

Oberon

Othello

Conference reception

Kenilworth Suite

Kenilworth 1

Conference reception

Up to other rooms

Elective schedule and planner

Day 1 - Tuesday

Elective A 12.15 – 13.00	Room
1 Tracking pupil progress with B2B and Attainment Phil Jones – Product Manager	Othello
2 Increase efficiency with the new Provider Self-update Portal Deborah Green – Product Manager	Hamlet
3 A look at the new functionality available for One Admissions and Transfers Dan Turner – Product Manager	Kenilworth 1
4 Looking to the future with Children Support Services (CSS) and SEND Portal Nic Cracknell – Product Manager	Stoneleigh / Warwick

Elective B 14.00 - 15.00	Room
1 Tracking pupil progress with B2B and Attainment Phil Jones – Product Manager (repeat)	Othello
5 Helping you get the most from One Jess Adshead and Gareth Copeland – Principal Consultants	Kenilworth 1
6 One Analytics – the insight you need for informed decision making Anna Heath - Product Manager	Avon
7 Effectively manage services with the enhanced Education Plan Monitoring (EPM) Nic Cracknell - Product Manager	Stoneleigh / Warwick

Elective C 15.10 - 15.40	Room
8 Collaborate with us Emma Baker – Customer Engagement Manager	Stoneleigh / Warwick
9 Supporting One in a modern children's services Sam Young – Head of Professional Services and Philip Young – Head of Service Operations	Kenilworth 1
10 Getting the most from GIS v4 Nick Law – Product Manager	Othello
11 Better track children's progress with the new Better Start Portal Deborah Green – Product Manager	Hamlet

Day 2 - Wednesday

Elective D 11.00 – 12.00	Room
6 One Analytics – the insight you need for informed decision making Anna Heath – Product Manager (repeat)	Avon
12 Getting ready to move to Transport v4 Dan Turner - Product Manager and Clive Greyson - Knowledge Specialist	Othello
13 Get the most from eStart to record, monitor and track progress Mark Gabriels - Knowledge Specialist and Deborah Green – Product Manager	Hamlet
14 One Youth Justice – an intuitive case management solution for youth offending teams Emma Wrigley – Product Manager	Stoneleigh / Warwick

Elective E 14.00 – 15.00	Room
6 One Analytics – the insight you need for informed decision making Anna Heath – Product Manager (repeat)	Avon
15 Monitor those at most risk of leaving education and training with One Integrated Youth Support Services (IYSS) Duncan McMaster – Product Manager	Stoneleigh / Warwick
16 Get the most from eStart to support your Ofsted inspection Mark Gabriels – Knowledge Specialist and Deborah Green – Product Manager	Hamlet
17 One Social Care - the whole picture so you can act early to transform lives Mim Johnson – Product Manager	Othello

See overleaf for a reminder of elective descriptions

Elective programme

Elective programme
Day 1 - Tuesday

Elective A	Presenters	Style	Theme
1. Tracking pupil progress with B2B and Attainment More than a year has passed since the removal of national curriculum levels and whilst some schools are getting to grips with new ways of assessing progress, others are still considering the best route to take. With so much uncertainty, how can authorities ensure they're tracking and monitoring schools and vulnerable cohorts? We'll be sharing the changes that have been made to Capita SIMS and B2B that will enable you to better track the attainment of pupils across your authority and explore trends across different cohorts, schools and regions.	Phil Jones – Product Manager	Presentation	Transform
2. Increase efficiency with the new Provider Self-update Portal The new Provider Self-update Portal allows early years settings to check and automatically update their details with their authority and Ofsted. Our self-service solution supports childcare sufficiency and allows parents to view the latest information about local settings via the online service directory.	Deborah Green – Product Manager	Presentation	Collaborate
3. A look at the new functionality available for One Admissions and Transfers During this elective you'll have the chance to view our new functionality for the School Admission Portal and in-year changes. We'll also discuss how we best manage School Admission Code changes for summer born children.	Dan Turner – Product Manager	Presentation	Innovate
4. Looking to the future with Children Support Services (CSS) and SEND Portal This interactive elective will include a brief look at the enhancements in the Spring Release followed by a discussion on future development, providing you with an opportunity to influence the continuing development of these products.	Nic Cracknell – Product Manager	Presentation	Collaborate

Elective B	Presenters	Style	Theme
1. Tracking pupil progress with B2B and Attainment More than a year has passed since the removal of national curriculum levels and whilst some schools are getting to grips with new ways of assessing progress, others are still considering the best route to take. With so much uncertainty, how can authorities ensure they're tracking and monitoring schools and vulnerable cohorts? We'll be sharing the changes that have been made to Capita SIMS and B2B that will enable you to better track the attainment of pupils across your authority and explore trends across different cohorts, schools and regions. **(repeat)**	Phil Jones – Product Manager	Presentation	Transform
5. Helping you get the most from One Whether you've recently started supporting One or are a seasoned expert, this session will focus on life beyond the migration programme to support you in gaining maximum benefit from your investment in One.	Jess Adshead and Gareth Copeland – Principal Consultants	Workshop	Collaborate
6. One Analytics – the insight you need for informed decision making Hot on the heels of the release of One Analytics in spring, we'll explore how our new solution will allow you to easily create powerful reports and visualisations to ensure teams across your authority have the information they need to make a real difference. We'll revisit the dashboards you created at last year's National User Group and share some tips on how to embed reporting best practice into your local authority.	Anna Heath – Product Manager	Presentation	Transform
7. Effectively manage services with the enhanced Education Plan Monitoring (EPM) We've made a range of enhancements to EPM to help you efficiently monitor and show the effectiveness of traded services, including tracking SLAs. During this session we'll also explore some of the other services EPM could support.	Nic Cracknell – Product Manager	Presentation	Innovate

Elective C	Presenters	Style	Theme
8. Collaborate with us We're focused on continuing to enhance our software in line with your evolving requirements so that we can provide the right services and products. This session will provide an insight into our development process including the chance to find out more about our user acceptance testing (UAT) and our early adopter scheme.	Emma Baker – Customer Engagement Manager	Presentation	Collaborate
9. Supporting One in a modern children's services With the pressures facing local government and children's services we'll be discussing our plans to provide more flexible support services to meet your changing needs.	Sam Young – Head of Professional Services and Philip Young – Head of Service Operations	Presentation	Collaborate
10. Getting the most from GIS v4 Top tips on how GIS can help you streamline your processes and optimize routes including what data you should be utilizing and how to maintain effective route and distance calculation.	Nick Law – Product Manager	Presentation	Innovate
11. Better track children's progress with the new Better Start Portal Tracking progress allows authorities to identify potential issues earlier and make comparison by setting, cohort and other key factors. We'll share our plans for a new self-service solution to collect early years assessment level information, such as two-year-old progress checks, ASQ3, Early Learning Goals and Development Matters, from providers, professionals – including health - and parents.	Deborah Green – Product Manager	Presentation	Collaborate

Elective programme

Elective programme
Day 2 - Wednesday

Elective D	Presenters	Style	Theme
6. One Analytics – the insight you need for informed decision making Hot on the heels of the release of One Analytics in spring, we'll explore how our new solution will allow you to easily create powerful reports and visualisations to ensure teams across your authority have the information they need to make a real difference. We'll revisit the dashboards you created at last year's National User Group and share some tips on how to embed reporting best practice into your local authority. **(repeat)**	Anna Heath – Product Manager	Presentation	
12. Getting ready to move to Transport v4 During this session you will be able to hear from local authorities about the new benefits and improvements of Transport v4. You'll also be able to find out more about how we can support you with the implementation.	Dan Turner - Product Manager and Clive Greyson - Knowledge Specialist	Presentation	
13. Get the most from eStart to record, monitor and track progress The first of our eStart sessions will demonstrate how using the breadth of functionality (including key reporting changes made in our Spring Release) can support the core purpose of a children's centre and assist in the recording, monitoring and tracking progress of the families in the greatest need.	Mark Gabriels – Knowledge Specialist and Deborah Green – Product Manager	Demonstration	
14. One Youth Justice – an intuitive case management solution for youth offending teams This session will provide an insight into the features and benefits of One Youth Justice and how it supports youth offending teams to address the behaviour of some of the authority's most challenging and vulnerable young people, with a guest speaker from one of our customer sites.	Emma Wrigley – Product Manager and Gareth Richards - Southend Borough Council	Presentation and customer presentation	

Elective E	Presenters	Style	Theme
6. One Analytics – the insight you need for informed decision making Hot on the heels of the release of One Analytics in spring, we'll explore how our new solution will allow you to easily create powerful reports and visualisations to ensure teams across your authority have the information they need to make a real difference. We'll revisit the dashboards you created at last year's National User Group and share some tips on how to embed reporting best practice into your local authority. **(repeat)**	Anna Heath – Product Manager	Presentation	
15. Monitor those at most risk of leaving education and training with One Integrated Youth Support Services (IYSS) We'll be discussing some of the key challenges facing Integrated Youth Support Services (IYSS) and show how One IYSS helps support these teams.	Duncan McMaster – Product Manager	Presentation	
16. Get the most from eStart to support your Ofsted inspection Our second session will explore how lessons learnt from Ofsted inspections under the 2013 framework can lead to best practice, and help centres and authorities prepare for inspections under a new framework (once details have been announced).	Mark Gabriels – Knowledge Specialist and Deborah Green – Product Manager	Presentation	
17. One Social Care - the whole picture so you can act early to transform lives We'll be sharing the latest developments to our new solution, built using the very latest technology to support flexible workflows and online access. One Social Care will allow your teams to spend more time supporting children and families.	Mim Johnson – Product Manager	Demonstration	

Discovery Hub

During your time here make sure you visit our Discovery Hub which is located in The Grange. The Discovery Hub is a great opportunity for you to meet with the Capita One team, see first-hand some of the new One modules and discover future plans for our software.

Tuesday 26 April

We'll be showcasing our new solution, One Analytics, which will help you make evidenced-based decisions across your One education, early years, youth and social care data. We'll also have experts on hand from Tableau who will be sharing best practice on data visualisation.

Extended networking break

You've previously told us that you would like more opportunities to network and share best practice with colleagues during the conference. Based on this feedback we've created a new extended networking break which not only provides additional networking time but also an opportunity to find out hints and tips at our discovery stations.

Visit the Discovery Hub for further information.

Wednesday 27 April

See the latest updates on One Social Care – our new platform that will help transform children and families services. You'll also have the chance to find out more about One Youth Justice and eStart and how these intuitive case management solutions help support youth offending teams and children's centre staff.

Have a question about One?

Our product management team and account managers will be available in the Discovery Hub to answer any other questions that you may have.

Speaker profiles

Mark Godwin – NUG Customer Champion

For 2016 we've introduced the new role of customer champion. Mark has been at Devon County Council for 16 years and as the One System Manager is responsible for managing the whole Capita One suite.

Mark will be encouraging you to ask questions in the Q&A sessions with our platform presenters and One management team, he'll also be asking questions from the customer perspective. He'll be available to ask any questions on your behalf – so make sure you say hello.

Nadine Dereza - Conference Host

Award winning journalist Nadine Dereza is a highly experienced business presenter, conference and live events moderator, and co-author of Insider Secrets of Public Speaking.

Nadine chairs, moderates and speaks at conferences and live events for a diverse range of clients across many industries and sectors globally. She has a wealth of international experience and has worked in Europe, Middle East, Asia Pacific, Africa and North America.

Mark Raeburn - Managing Director, Capita One

After more than 12 years working within the education and children's services sector, Mark joined Capita in January 2011 and is now responsible for leading the Capita One team. He's committed to ensuring Capita One supports local authorities in the best way possible so that they can respond to the needs of their communities effectively. Mark believes strongly that this is not just about the developing the latest technology, but also about ensuring a commitment to the very highest quality of service lies at the heart of Capita One.

David Spezia - Strategic Product Architect, Tableau

David joined Tableau in early 2012 as a Solution Architect in Professional Services. David has since moved to London and spends the majority of his time focused on Enterprise Deployments of Tableau. He shows complex organisations how to leverage the most of their investment in Tableau by teaching them Architecture, Data Governance, Security and much more. Prior to Tableau, David spent 5 years as an Independent IT Consultant focused on Data Warehousing, Data Driven Applications and Business Intelligence. David studied MIS (Management Information Systems) at Oakland University in Rochester, Michigan.

Graham Kavanagh - Product Management Director, Capita One

Graham has worked at Capita One for over 10 years, holding a number of roles in Professional Services before becoming Product Director in September 2013. Having been a customer, and then spending several years implementing Capita One across the country, Graham has developed the knowledge and experience of the sector required to ensure One solutions continue to fit the marketplace. He is therefore ideally placed to manage the product and professional services areas of the business.

Dr Simon Moores - Technology thought leader

Simon co-authored the Digital Plan for Britain and advises public and private sectors on eGovernment, electronic crime and information security. His remit includes 'hactivism' and the ever more sophisticated attacks on business. As well as security issues, Simon considers the challenge of Big Data and how to deal with the volume and spectrum of sources from RFID chips to social media. He looks at the opportunities, risks and regulation around disruptive technology.

Notes

Notes

Contact us

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