

Attendance Monitoring

Service Description



The Welfare Call Group, established in 2002, are acknowledged leaders in developing and providing secure, cloud-based platforms for the collection and analysis of vulnerable groups which include, but are not limited to, Out of Home Care/Looked After Children, Youth Offenders, Children at risk of Sexual Exploitation and Children Missing Education. This knowledge and expertise has been proven to assist our clients obtain and improve outcomes for these vulnerable groups of children. The reporting and standards of critical information enhances the safeguarding of these children and young adults.

We were the first in the market to develop a suite of dedicated, secure Out of Home Care cloud-based systems to streamline delivery of these services. These proprietary systems are continuously developed and fine-tuned over time. **We are the only provider that offers integrated attendance monitoring, attainment tracking and IEP systems on a shared platform.**

Service Overview

We monitor attendance and provide assessment for a number of different cohorts which range from: in and out of borough Out of Home Care children, Youth Offenders, SEN children, Children Missing Education (CME), Post 16 children, children attending alternate provisions. We also monitor other vulnerable cohorts such as children who are at risk of being sexually exploited. A secure cloud-based platform enabling a fully managed service for the collection of attendance and attainment data for vulnerable cohorts of children, including reporting and analytics.

Using a team of over 50 dedicated and experienced call operators, we gather attendance and attainment data on children regardless of what type of education provision they attend (registered schools, residential homes, PRU's (Pupil Referral Units), hospitals based provisions, youth offending institutes and work based provisions for post 16 children, colleges etc).

The data collected is then provided to the Lookout Centres/ Virtual School through over 60 different reports which can be scheduled on a basis to suit the authorities needs and to as many different recipients as requested. In addition to this we also have our online extranet service.

The extranet shows data in relation to attendance, attainment, school information and social worker / carer information. There's also a section on the extranet (which is a firm favourite of the authorities using us) which shows other local authorities children who may be educated within the users' authority (OLA children) providing the authority has signed the information sharing agreement. This data can be viewed online in real time by the Lookout Centres/Virtual School at anytime and enables the Lookout Centres/Virtual School to intervene promptly to individual cases and develop strategic responses to trends when Out of Home Care/Looked After Children are absent from school. This ultimately helps the Lookout Centres/Virtual School prevent breaks in learning and disengagement of young people whilst ensuring the child is safeguarded.

We pride ourselves on the fact that its unique selling point is the human interaction and one to one communication it has with educational provisions. Using this method of data collection enables our call operators to build a relationship with the

provisions and gives it a personal and friendly interface. In addition to this, the building of relationships enables us to query certain marks that may be slightly ambiguous or contradictory. Our vast amount of experience and ever increasing customer base (nearly 100 local authorities in the UK) proves that this method is the most effective way to gather attendance data reliably, timely and accurately.

Because we make daily telephone calls and not extracting data directly from schools systems means that there is no need for the schools to have to install any additional software. This also means that we will never access information for children they are not responsible for, but also helps ensure that we are able to obtain 100% of the daily attendance at all times.

The ability to monitor the attendance of children placed in residential settings/ homes also enables the Lookout Centres/ Virtual School to challenge the setting and its effectiveness whilst the child/children are being educated. These settings are by their nature very expensive, and as such, the local authority is required to ensure they are meeting their contractual obligations.

The Welfare Call Group

- Understands the education environment and its evolving demands
- Is culturally aligned to the needs of the client and aims to be flexible and responsive
- Particular emphasis will be provided for cultural diversity including Koorie and other Aboriginal populations
- Provides proven services
- Delivers consistent, high quality services, from day one
- Has genuine scalability and an impressive track record in this market

Client Benefits

- Compare and analyse data
- Take appropriate measures where needed
- Improve children's attendance
- Alerts when a child is absent
- Reduction in non-attendance figures
- Reduction in the risk of failures to safeguard Out of Home Care/Looked After Children

USPs

- Daily liaison with organisations
- Highly experienced, well trained personnel
- All staff are employees of Welfare Call and are security checked in line with governmental requirements
- Automated alerts to social workers and carers
- Contacting alternative provisions to confirm attendance
- Exclusions – evidence gained
- Online register
- Management Information Dashboards available in real-time via customer portal
- No software is installed on premises and no data extraction from your systems
- **NEW!!! Coming in September 2018... Welfare Cloud**

Analytics giving the client the ability to analyse the data provided, build impressive graphical representations for your reporting needs and trend analysis

Service Features

- Cloud-based platform allowing secure, accessible and appropriate access 24/7
- Child Homepage providing real-time access to attendance information
- Inbuilt reporting and analytics
- Data transfer via CSV and XML
- Auto-push into external 3rd party database owned by the customer

Service Benefits

- Global Security that is a compliant cloud-based solution
- Reduced administration through outsourcing data management
- Improved information sharing between Lookout Centres/ Virtual School
- Improved reporting and analytics allowing for increased statistical analysis, local and national benchmarking, leading to insight for early intervention and prevention strategies
- Improved safeguarding through notification of child absences
- Import data into Education MIS solution through data transfer facility

Testimonial

“Tower Hamlets have contracted with a private company to monitor the school attendance of their children in care. The company call the school every day for those children most at risk of non-attendance and less frequently for those attending regularly. Where a child is not in school, Tower Hamlets will be alerted and can then investigate the reasons for non-attendance.”

‘Care Matters’ Parliamentary Green Paper (page 60)

