Children with a Social Worker Monitoring

Service Description

The Welfare Call Group, established in 2002, assists local authorities in meeting their statutory obligations of monitoring vulnerable children (e.g., Children in Need, Children on Protection Plans, Looked After Children etc.) by providing a suite of dedicated, secure cloud-based systems. Information and data which Local Authorities can obtain through Welfare Call's services is used to support early interventions, strategic developments, and safeguarding initiatives. This helps to improve the educational outcomes for the vulnerable children being monitored and reduces the number of instances of them disengaging from education. Welfare Call are the only provider that offers integrated attendance monitoring, attainment tracking, ePEPs and data analytics on a single shared platform.

Service Overview

Since the DfE expanded the Virtual Schools remit to monitor any child with a social worker, Welfare Call have invested heavily in action-based research and software development. This in turn has led to enhancements to our data collection, storing and reporting software including our rapidly expanding Analytics service.

We have designed the system to track the relationship between attendance/exclusions and the transitions of each pupil through different CiN/CP/LAC cohorts including multiple step-ups or step-downs. This will provide valuable strategic information for Directors of Social Care and the ability to inform care plans and manage caseloads at individual Social Worker level.

By adding a CiN and CP collection alongside a LAC collection, not only will you be able to monitor each cohort separately, but it will be possible to track the journeys of pupils between the cohorts as they move on and off plan or step up and down between different levels of intervention

We provide a secure, cloud-based, fully managed service whereby we take the onus on the management of the data, take away the administrative burden and costs associated with collecting information and support Local Authorities with safeguarding initiatives, interventions, and statistical reporting.

We offer attendance monitoring via two methods; our primary model is to communicate directly with education provision via daily telephone calls. The alternative is for us to extract the attendance data directly from the school's Management Information Systems (MIS) via an API.

Live calling is undertaken by a team of over 50 experienced call operators who build relationships with the education provisions. Through personal interaction with the relevant stakeholder's contextual information can be gathered and reported such as reasons for a child being excluded or absent, awareness of a child missing education for extended periods, or verification checks for schools when a child attends an alternative provision. This increases the efficiency and quality of the data we collect but also enhances the level of safeguarding we can provide.

Using our automated extraction model, we connect directly with the schools MIS and extract the DfE attendance codes throughout the day to ensure there is no missing data.

The information is seamlessly uploaded to our systems, and viewable to the local authority in real-time. The backdating of attendance data for those new to the cohort is also possible using this method. Please note that precautionary measures have been put in place to ensure that Welfare Call will only ever request/extract the data of those children who we have been given permission to do so.

For Early Years (EY) provisions daily phone calls are still the only practical mode of attendance data collection. Many private nurseries and EY settings don't have the required IT hardware to connect. 100% of Post 16 provisions are also still contacted weekly by our team.

The collected attendance data is accessible through our online portal referred to as 'The Extranet' which provides a variety of pre-designed dashboards and reports as well as the facility for end users to create bespoke reports on demand. All our reports have been created at the request of Local Authorities to facilitate their statutory returns and reporting requirements and can be run with current and/or historical data. End users also have the ability to set up their own notifications/reference points to highlight any safeguarding concerns. Collected attendance data (via live calling or extraction) is uploaded to the extranet in real time ensuring that the end user always has access to the most up-to-date and accurate attendance information.

In addition to the Extranet, all customers (excluding those which opt for the sampling model) will be given two licenses to our Data Analytics platform – one for the Virtual School and one for the Social Care Directorate. Users will be granted access to a suite of Overview Dashboards breaking attendance data down into the different CiN/CP/LAC statuses and filterable by core child characteristics e.g. Year Group, Gender, Ethnicity, UASC status, SEN Status, Provision Type and Ofsted Rating.

Our Analytics tool enables end users to:
- Visualise the collected data in the form of interactive charts, graphs and tables to enable the end user to find actionable insights in their data to help influence changes in practice and identify where interventions are needed.
- Use those insights to engage senior management and elected members
- Focus on areas that impact outcomes such as authorised absences, lateness, term time holidays and disproportionate exclusions
- Review equity in outcomes for both standardised tests and individual progress against gender, ethnicity, SEN Status etc

The Welfare Call Group
- Understand the education environment and its evolving demands
- Is culturally aligned to the needs of Local Authorities
- Is flexible and responsive
- Delivers consistent, high-quality services, from day one
- Has genuine scalability
- Identified as market leaders for the monitoring and safeguarding of vulnerable children
- Provides innovative reporting and analysis solutions
- Works with customers to develop our services

Customer Benefits
- Data analysis provides insights to highlight where intervention may be required
- Proven to improve children's attendance rates
- 24/7 access to real-time data
- Reduction in absence and exclusion figures
- Reduction in the risk of failures to safeguard children
- Find actionable insights through Data Analytics
- Multi agency engagement between education and social care

USPs
- Daily interaction with education providers via calling or extraction
- Dedicated call centre with highly experienced, well-trained personnel
- All staff and employees DBS checked
- Automated alerts to social workers and carers
- Contact alternative provisions to confirm attendance
- Exclusion letters collected and provided
- Management Information Dashboards in real-time

Service Features
- Cloud-based platform, allowing secure access 24/7
- Real-time access to collected data
- Inbuilt reporting and analytics
- Increased efficiency and quality of data
- Identify barriers to poor educational outcomes
- Compare cohorts against each other

Service Benefits
- Secure, cloud-based solution
- Reduced administration burden and costs
- Improved information sharing between Virtual School and other agencies
- Improved reporting and analytics allowing for increased statistical analysis leading to insight for early intervention and prevention strategies
- Improved safeguarding through notification of child absences

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WelfareCall Group

The complete solution for Virtual Schools addressing complex challenges

Personal Education Plans (PEPs)

Our PEP is endorsed by over 60 local authorities and recognised by Ofsted for improving the quality and quantity of PEPs.

Attendance & Attainment Monitoring

Our cost-effective, hybrid attendance & attainment collection models meet the individual needs of every school

Data-driven Analytics

Our analytics provide actionable insights to better understand where early interventions are required and help improve educational outcomes

What we do

Our user-friendly platform is used by 95+ Local Authorities throughout the UK and helps provide actionable insights, data driven analysis and consultancy around the educational activity of vulnerable children and young people.

We simplify the tracking and monitoring of vulnerable cohorts whilst also providing access to comprehensive reports and education plans at your fingertips. Our Analytics allows you to better understand where early interventions are required, therefore helping to improve educational outcomes, help reduce disengagement in education and support safeguarding initiatives – allowing Virtual School Heads to focus on strategic leadership and advocate for learners.

Welfare Call helps build collaborative partnerships and unify services to create better care

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Group

Our solutions are proven to improve operational efficiency by ensuring data is proactively shared across all key stakeholders. This saves time, reduces costs and ensures everyone takes accountability for the safeguarding of the most vulnerable groups.

Welfare Call supports big data analytics and collaboration that results in the creation of a 'golden record' – a comprehensive and cohesive view of a child's information, ensuring all stakeholders have access to accurate and up-to-date data which enhances the efficiency of decision-making processes.

We are actively developing an Application Programming Interface (API) in collaboration with several Virtual Schools to share the rich data we collect across attendance, attainment, PEP and our analytics platform. This API will enable the seamless transfer of data from our internal systems to those utilised by Local Authorities. Our goal is to establish a shared standard that facilitates interoperability across diverse systems to empower Virtual Schools and other key stakeholders with a single, authoritative, and accurate representation of your children's data.

98%

Our customers love our support, with 98% of them saying they felt well-supported by the team.

At a Glance

We help safeguard more than **41,000** vulnerable children in over **8,500** schools across **75%** of UK Local Authorities

Our ePEP

- Helped **56,981** PEPs to completion last year
- Is accessed by over **13,000** school accounts
- Has an average of **1,689** users each weekday

"Middlesbrough Virtual School have used Welfare Call's services effectively for a number of years now. After the announcement of the extended duties, we knew reliable data would be a challenge. By commissioning Welfare Call to monitor our CWSW attendance we quickly had high-quality and accurate attendance data for our CWSW.

The data provided, especially through the data analytics platform around late marks, persistent absenteeism and the cross-plan impact (CLA/CiN/CP) in one dashboard, has been pivotal in our strategic planning."

Middlesbrough
moving forward

Victoria Banks
Virtual School Head,
Middlesbrough
Virtual School

Crown Commercial Service Supplier | **wonde** Technical Partner | **CYBER ESSENTIALS** | **disability confident** COMMITTED | PROUDLY SUPPORTING THOSE WHO SERVE.

HEAR FROM OUR HAPPY VIRTUAL SCHOOLS:

"Within Hounslow we have commissioned Welfare Call to monitor the attendance of our children looked after within our virtual school for a number of years. We decided that in order to undertake our new extension duties, we required robust, in-time attendance data which our authority was not in a position to provide. We focused on 10 schools where we identified a density of CWSW and worked closely with WC to create systems for data compliance, renewing of every changing lists of CWSW and to provide the accurate information both formatively and summatively which we require. We work well with WC. Despite ongoing amendments and refinements, we find them responsive and willing to problem solve with us. Indeed, we benefit from learning together to ensure that our systems and processes are fit for purpose."

Kate Elliot
Principal, The Virtual College, Hounslow

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HEAR FROM OUR HAPPY VIRTUAL SCHOOLS:

"We value the flexibility, availability and the personalised service we receive from Welfare Call. Whoever communicates with them from the Virtual School receives a response which is rapid, friendly and efficient.

The staff at Welfare Call are excellent communicators; they listen to our requests and follow through willingly. They consistently provide a service tailored to our needs. Having worked with them regarding our children in care, we had no hesitation in commissioning them to roll out our attendance tracking for children on CIN and CP plans."

Karen Reid
Headteacher, London Borough of Merton Virtual School

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HEAR FROM OUR HAPPY VIRTUAL SCHOOLS:

"Without Welfare call –we could not function as a virtual school. We use Welfare call for Attendance collection, PEP completion and analytics, Welfare call will inform us of all issues, that sometimes social workers forget to share – exclusions, wrong data etc. They are incredibly thorough in all they do.

What makes this company stand out to me is their ability to help, respond and adapt to any queries/requests you make. No question around the system is deemed ridiculous – they are simply there to help. The wealth of data this system brings is invaluable – and we certainly couldn't work without their system – or the people up in Barnsley!"

Gemma Meiklejohn
Deputy Head, Swindon Virtual School

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