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G-Cloud15

Access Core+ Youth Services Solution

Service Definition

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1 Service Overview

Core+ is the Access Group's fully web-based, single database solution for Integrated Youth Support. Each one of our Core+ solutions is part of the single Core+ database; we simply switch on the module(s) that you need.

We operate in line with the latest statutory requirements and offer data management support as well as reporting for local authorities, Children's Services and voluntary sectors. This helps minimise time, paperwork and risk.

Core+ promotes the best service specific functionality and cross service reporting, while using extensive role-based security for the protection and safeguarding of young people's data.

Each of the Core+ modules are purpose built to meet the specific needs of their user base, with feedback leading future development and changes. Where appropriate, our Core+ solutions are developed in line with government specifications and designed in consultation with our customer base to provide practical and easy to use systems, with many time saving features.

Developing products that empower our customers is of utmost importance, and so users are able to customise the software throughout. Utility tools are also provided to allow customers to manage their own data.

The Solution

Core+ was designed as one system that works for everyone. Through the use of local configuration options and our unique and powerful screen designer, the system can be tailored to match and complement the work and reporting that Managers, Practitioners and reporting teams require.

Core+ functionality extends into new areas enabling the system to respond to the user based on their role, their service description and what they are currently updating.

Easily accessible and accurate data is a key component to delivering an outstanding service. Core+ takes a highly pro-active approach to data quality with its built in error management system trapping and correcting errors at the point of input saving you time and resources.

Core+ is independently security tested by CREST accredited security testers in the UK. All web traffic is encrypted using 256bit encryption over TLS. In addition to this, Access is accredited and fully compliant with ISO 27001 Information security management accreditation and also holds Cyber Essentials accreditation.

Access within the system is controlled through our comprehensive role-based security (RBS) model that manages every aspect of a user's behaviour in the system from menu items to individual record access.

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Youth Justice

The Access Group's Core+ Youth Justice module has been in operation since 2013 and is live in over 50 authorities across the UK. It is delivered through our tried and tested Core+ framework allowing easy integration with other Access Group modules. Core+ Youth Justice has been specifically designed for Youth Offending Teams to record all aspects of Youth Justice Case Management.

Core+ Youth Justice provides a system which reduces the recording burden on Youth Justice practitioners, allowing them the time to concentrate on engaging with young people. This is achieved by allowing data to be linked or auto-populate wherever this would be helpful, meaning that information only needs to be entered once, with the young person's AssetPlus filled in with the existing information wherever possible.

Whether it is the recording of offence and outcome detail or assessment planning and intervention, the Core+ Youth Justice module takes the strain and reuses information throughout the system, reducing duplications and the need for extra work.

Detailed functionality to make the management of the AssetPlus framework simpler, including a integrated countersignature tool and a stage compare view are provided. Support for the new PDAT assessment

Our solution fully meets the requirements of the YJB AssetPlus framework and includes additional features, such as an option to compare data across historical stages. Our YJMIS data extract tool applies to all current versions of the schema and is in line with the requirements of the YJB. Our extract tool allows for error checking and data cleaning within the system, prior to upload.

Also included in our Youth Justice offering is the Reoffending Tool Kit. This is a similar tool to the YJMIS, providing a built-in function to identify a reoffending cohort based on user-defined criteria, then allowing tools to drill down into the details of the cohort across a range of characteristics, with prebuilt visualisations of key elements. Users can filter, sort and save the returned records for further management as desired.

CCIS

The Access Group is the market leader in the provision of Client Caseload Information Systems (CCIS). This has been achieved through our dedication to the sector, listening to our customers and our considerable understanding of the requirements and impact and challenges to services.

Core+ CCIS is fully compliant with the DfE's (Department for Education) NCCIS Management Information requirement and comprises a suite of data management tools to ensure your data is up to date and error free, with a bulk upload function allowing data from external sources to be added to populate records quickly and simply.

Its most powerful feature is our unique Management Information Program which, at the click of a button, seamlessly compiles the data required for the monthly NCCIS (National

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Client Caseload Information System) submission to DfE. This allows the data to be further analysed and reported to meet local requirements., as well as allowing simple highlighting and correction of issues in the dataset.

Core+ CCIS includes all of the statutory forms required for NCCIS, including full chronological histories, as well as many time saving features for the tracking of young people.

Youth Activity

The Core+ Youth Activity tool has been designed to help Youth Services Teams record and manage group activities, such as youth projects, youth crime prevention programmes, reparation programmes for young offenders, and drop-in sessions.

The Access Group understands just how stressful and time-consuming it can be to stay on top of the paperwork and organisational aspects of youth services. By developing a solution that streamlines processes, speeds up reporting and simplifies the recording of information, the Youth Service Teams will have more time at their disposal to help make a difference to the young lives.

Our comprehensive Project and Sessions structures allow services to record youth activities along with plans, aims and objectives, membership lists, dynamic attendance lists and evaluation records.

Multiple session records can be associated with any activity record each having an attendance list for young people, staff and volunteers; as well as a non-attendance list and the ability to create and evaluate outcomes for young people. Each session can be further divided into sub-sessions each having their own plans, evaluation and attendance records

While the requirement to produce the best value performance indicators may no longer be in place, our Youth Activity module still fully supports the production of this data with Contact, Participant, Recorded and Accredited Outcomes available and much more.

Work Experience

The Core+ Work Experience Solution is an effective and simple to use tool for the management of work experience and skills development placements. At the heart of the system is the young person record, supported by a comprehensive Providers database (which includes Health and Safety and Risk Assessment recording) and a powerful opportunities matching system and a student and teacher web portal for choices and submission.

Reporting

The Access Group is fully compliant with statutory returns for DfE CCIS and Youth Justice Board YJMIS. Each of our modules includes custom built applications that gather, verify and transmit the data as well as including a host of other features that ensure your return is timely and as accurate as it can be.

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As well as statutory reporting Core+ delivers local reports using SAP Business Objects Crystal Reports with the ability to embed reports directly in the system. Each module includes a number of standard reports. Additional reports can be written or existing ones amended using Crystal Reports.

Core+ Evo Upgrade

Access Evo is our AI-enabled software platform that integrates artificial intelligence features across our solution portfolio including Core+ and all associated solutions. It is designed to empower users to achieve more by automating routine tasks, providing instant insights, and giving them the freedom to focus on more important functions.

The Core+ Evo upgrade also gives customers access to the following additional features:

- **Access Identity**: Utilises the OpenID connect protocol to provide Single Sign-On (SSO) across your Access Evo solutions.
- **Access Copilot:** Harness the power of AI with Copilot. Copilot acts as the user's personal assistant. Answering questions based on available data and enabling data-driven decisions to be made quickly.
- **Access Feeds:** The new way for users to access all their tasks in one place. The Access Feed enables products to bring important information and actions to the user, wherever they are.
- **Collaborate:** Our document sharing and project communication tool.
  Collaborate helps customers put all their documents in one place and enables them to automatically communicate any updates across the organisation.
- **Applause:** Access Applause and its simple and speedy peer-to-peer appreciation features make recognition easy. It encourages the behaviours that align to your mission and values, and rewards people in a way that encourages a cycle of positive momentum. With studies showing that 39% of employees don't feel appreciated at work and 65% wish they had more feedback, investing in employee recognition software is essential for businesses looking to improve their employee engagement and retention, and drive higher productivity.
- **Engage:** Customise your ideal solution, from flexible employee benefits and discounts, reward and recognition technology, internal communications tool or a combination, for the complete employee engagement solution.
  Our platform helps you to:
    - Deliver a wide range of employee perks and benefits tailored to your company values.
    - Personalise, allocate and recognise rewards and achievements
    - Foster a vibrant organisation culture through seamless internal social communications.

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Core Benefits include:

- **Increased Productivity:** Automates day-to-day tasks, leading to significant productivity gains (some early adopters reported a 50% reduction in administrative tasks).
- **Enhanced Security & Privacy:** Operates with a 3-Tier Security Model that ensures all customer data remains within a private, secure environment and is never used to train external AI models.
- **Informed Decision Making:** Uses AI and analytics to bring together previously siloed data, enabling users to gain deeper insights and make smarter decisions with natural language prompts.

The additional options available for Core+ are detailed below.

Access Connect
Access Connect provides a highly secure and persistent connection to the Access Hosted Platform, allowing for in-house Council reporting teams to connect to Core+ databases and extract the data they need. This is compliant with Windows Server and Desktop architecture, empowering on-premise data warehouses, reporting solutions and data analytics without the need for supplier intervention.

Access Data Platform
With the wealth and diversity of information and data available across Access products, Access is delivering a state-of-the-art Business Intelligence and Reporting platform. The ever-growing volume of data spread across our solutions, both structured and unstructured requires a sophisticated and scalable proposition. Not only will the platform surface valuable and timely data insights, but will also provide sophisticated predictive analytic models and explore AI capability to enable customers to drive real value and service improvements. Access has a working partnership with Microsoft to re-imagine our analytics capabilities using the power of Microsoft Fabric.

This innovative digital approach integrates data movement, processing, transformation, real-time event routing, and report building, all within a single environment and empowers users to unlock the potential of their data.

Access Messenger
Access Messenger is a secure, two-way communication platform designed for Local Authority or Healthcare organisations to share critical information and updates instantly via text or voice messages with their provider markets. It enables real-time dialogue with individuals or groups, supports document sharing, and ensures every interaction is encrypted and fully auditable for compliance. Accessible via web or mobile, it offers features like push notifications, read receipts, and voice notes to streamline communication and boost efficiency. By fostering transparency and inclusivity, Access Messenger enhances staff engagement, accelerates decision-making, and creates a reliable, responsive environment for care management.

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Core+ Gazetteer
To ensure simple matching of address records, gazetteer data can be made available within the system for users to search and populate address records with.

CCIS Data Management Service
Our comprehensive data management service provides a fully managed solution for CCIS Teams. The service encompasses daily operational management including monitoring and resolving data quality issues, submitting statutory monthly Management Information returns to the Department for Education, and producing regular reports. The managed service handles all aspects of data cleansing, validation and maintenance, utilising comparison tools to verify address and destination information across councils whilst coordinating with other local authorities through national data-sharing portals.

Throughout the academic year, the service manages critical cyclical activities including cohort marking in May, processing September Guarantee returns during the summer months, and submitting the Annual Activity Survey in January along with individual school reports. Additional services include system administration for up to 30 users, training for new staff, processing census data updates, participation in strategic partnership meetings, and responding to ad-hoc data requests.

Core+ APIs
The APIs can be queried by an external system to securely provide a dataset on any Core+ record. Using a range of identifier options to specify the record being queried, the returned data includes:

- Basic person data such as name, address, ethnicity, date of birth
- Key CCIS data such as current and intended destinations and recent activities
- Youth justice information such as offence and hearing history, AssetPlus stages and worker details.

Core+ Messaging Module
This is a two-way SMS messaging function, allowing users to send outgoing messages in bulk or individually to records with a recorded mobile number. The generated message is automatically added to the record, with a dashboard flagging any issues with the messages being sent.

If the recipient responds to the message, their response is retrieved by the system, linked to their file, then flagged in a user-facing dashboard to ensure it is seen by the worker, and added to their case file. The messaging includes an integration with the Gov.UK Notify solution, allowing use of those credits to send the messages.

NotesCentre
Access NotesCentre is our AI-powered solution designed to dramatically reduce the time practitioners spend on administrative tasks—currently up to 60% of their workday. Using voice dictation, typed, or pasted text, it intelligently organises and summarises unstructured content into professional case notes using predefined templates. Built on a private Large Language Model specifically trained in social care terminology, NotesCentre

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is tailored to each council's local context and nuances, ensuring secure, ethical AI that inspires confidence.

The solution works seamlessly across smartphones, tablets, and laptops with offline capability. NotesCentre can also record meetings, identifying speakers and extracting key actions and decisions. It can generate multiple outputs from a single input, such as formal minutes, accessible summaries, or translations into different languages, all while keeping the practitioner in control with preview and editing capabilities before committing content to the system.

2 Onboarding

Access Implementation Methodology (AIM)
Our consultants follow a 4-phase, 12-step process and we propose a scale of project, management and administration that's appropriate for your specific needs. From evaluation, planning and design, through to implementation of your business solution.

Phase 1, Pre-project planning

Step 1: Needs analysis
After detailed consultation we will clearly define your needs in a proposal document that identifies the benefits you will experience by updating your systems.

Step 2: Solutions demonstration
We will take you through a tailored demonstration of your proposed solution and work with you to agree which elements will be included in the initial project. We listen and take account of all your feedback and will provide a quotation outlining the anticipated cost of your project.

Step 3: Sales handover
Having finalised the project's scope and agreed commercial terms, we prepare a handover document from sales to the project team who will partner you throughout implementation. They will meet with all appropriate members of your team to ensure continuity throughout the process.

Phase 2, Configure & Install

Step 4: Definition
The Access project team will work with you to define the structure and control processes that will guarantee the success of your project. Documents that we provide you at this stage will cover all your project objectives, the full specification and success

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criteria. This gives total clarity over individual tasks and responsibilities to ensure you're fully informed going forward.

Step 5: Solutions workshops
This step helps your project team become fully immersed in the proposed software. We map business processes to functionality so that you can understand how the solution will look and feel.

Step 6: Confirmation of requirements
Following your feedback from the solutions workshops, we will confirm the detailed actions and solution components necessary to meet the project success criteria we identified earlier.

Phase 3, Training

Step 7: Configuration
The components identified in Step 6 are delivered and a User Acceptance Test (UAT) system is built ready for you to carry out a pilot test. We support configuration and fine tuning of all the variables within the system to match your specific requirements.

Step 8: User Acceptance Test (UAT)
The UAT is conducted in a workshop environment for your staff against an agreed test plan. At the end of this step you will be ready to go live.

Step 9: Education
With a fully designed, installed and tested system now in place, we will train your internal training staff on all relevant areas of the software. We are highly skilled at adapting our training to the learning styles of each of your staff members. Our default assumption is to provide a “train-the-trainer” approach, however if needed, we can train all of your staff with some additional time added to the project.

Phase 4, Support

Step 10: Go Live
The test system is converted into a live working environment ready for the processing of real-time business transactions. This is managed by a pre-agreed go live check list to ensure all possible circumstances are considered and addressed. We will be on-hand to answer your questions and support your users throughout this time, helping them to get maximum clarity and impact from the software as they become increasingly confident.

Step 11: Support handover
We prepare a handover document and deliver it to our ongoing support team. This document contains all the information our support consultants need to answer any future queries you may have.

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Step 12: Post project review

Your experience is extremely important to us. Shortly after you go live we will request feedback on your experience of the implementation process to help us further refine our delivery processes. We then agree sign-off for the project.

3 Additional Service Options

The table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

Screen design workshop	Working with the customer to configure the layout of each screen to ensure the final solution meets your requirements.
Additional Training	Additional, user, administrator or report training.
Data Services Consultancy	Ad hoc Data Services Requests. The desired outcome will be agreed by the client and consultant ahead of the scheduled day/s.
Local Government Viewers	Integration between Mosaic, Synergy and Core+ - a platform for interoperability between LG systems
Full Core+ Healthcheck	Evaluation of the Customer's current Core+ usage, configuration and processes with suggested changes and process adjustments.
FlexPoints	Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve. Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

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Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans as detailed below.

The Standard Plan

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your Customer Success Manager will get to understand how you're using the technology and will advise you on how to get more from it.

The Premier+ Plan

Our Premier+ Plan provides the highest level of dedicated support to maximise your technology investment. Building on the Premier Plan benefits, you receive more frequent consultations with your designated Customer Success Manager and also benefit from a Lead Technical Support Engineer who prioritises your complex and business-critical issues, ensuring rapid resolution when it matters most.

Full details of our Customer Success Plans can be found here Access Customer Success Plans.

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

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Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community
Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

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Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

All systems hosted within DC2 are backed up as standard with the following retention policies:

- SQL Servers
    - Full backups every Saturday retained for 3 months except last Saturday of the month which is retained for 6 months **
        - Differential every night (excluding Fri & Sat) retained for 1 month
        - Logs every 15 minutes retained for 1 month.
            - **Pay data full backups retained for 5 years
- Non-SQL Servers
    - All non-SQL servers have a standard retention of 30 days

All backup data is replicated between Data Centres to ensure data is available in the event of the loss of a site.

Note: For SQL server backups only the database backed up, anything stored outside of this on these servers is exempt and cannot be restored.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months

Backups will be deleted upon client request following termination of contract, otherwise they will be aged out via retention policies.

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Ransomware/Malware

In the event of a server or service being infected then a system will need to be restored from a backup taken prior to the infection taking place (if available), in this event RPO & RTO times are not applicable.

Standard Restore Testing

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We undertake restores automatically on a weekly basis via an automated process to a separate server to ensure that the backup is consistent and valid on restore.

DR Testing
We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

As standard all systems will be configured with Bronze DR, in the event of a disaster the system will be recovered within a secondary Data Centre from backup with the following RPO and RTO SLA's. No DR testing is included within this option:

- SQL Server
  - 15 minute RPO
  - 12 Hour RTO
- Non-SQL Server
  - 24 Hour RPO
  - 12 Hour RTO

SQL Server
SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server
In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours.

Single Virtual Machine Failure – SQL Server
In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours.

Complete Primary Datacentre Outage
In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

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7 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

8 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

9 Development Life Cycle

Access Core+ has a detailed roadmap of improvements driven by customers, statutory requirements and our own roadmap. We take a partnership approach to developing and refining our product roadmap and delivering on the promises we make. This includes individual meetings with our customers and active participation in user groups.

The developments set out in the roadmap are the direct results of this partnership approach and reflect individual specifications refined through this rigorous process. UI/UX prototyping tools form a critical part of this process, allowing wireframes and example user journeys to be demonstrated to our customers at an early stage, gaining valuable feedback before development begins.

This allows us to ensure that what we develop meets the wider needs of our customer base and provides users with the opportunity to help shape the end product.

10 Technical Requirements

There are no server based scripts or executables which need to be run remotely from the client. There are also no components which require client side installation.
Web based functionality is supported on the following browsers (including mobile variants):

- Internet Explorer 11
- MS Edge
- Firefox
- Chrome
- Safari

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Owing to the way most browsers now auto-update, our testing can only practicably focus on the most recent version of the browser publicly available at the time of testing a development item. As part of our regression and release procedures, wider application testing is performed to ensure continued compliance.

11 Service Constraints

Where Access is providing managed hosting services, the agreed threshold for application availability through the Access Hosted system in any month is 99.5%.

Maintenance management: Downtime due to maintenance is very infrequent with all customers being informed in advance to minimise disruption.

Planned maintenance: We will advise customers 5 working days in advance of a 'normal' change.

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