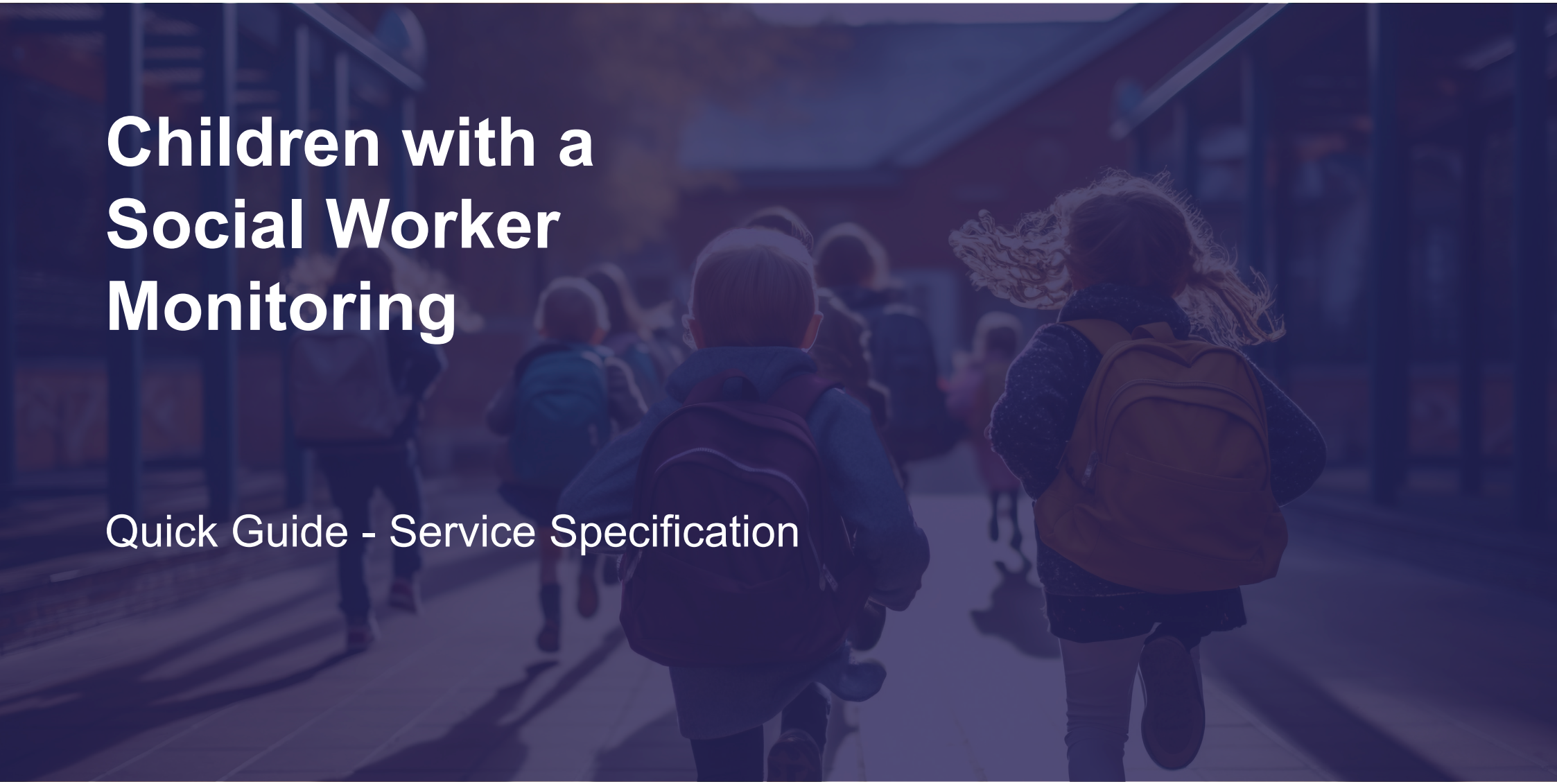
WelfareCall Group



Children with a Social Worker Monitoring

Quick Guide - Service Specification

Safeguarding life's journey

The Welfare Call Group provides a secure, cloud-based platform for the analysis and monitoring of attendance data, supporting local authorities in meeting their statutory obligations to monitor vulnerable children, including Children with a Social Worker, Children in Need, those on Child Protection Plans, and Looked After Children.

Established in 2002, the Group collects attendance information through a range of methods, including calling, hybrid approaches, data extraction and portal, to maximise collection rates. The information obtained through the Group's services supports early intervention, strategic development, and safeguarding initiatives, helping to improve educational outcomes for vulnerable children and reduce the risk of disengagement from education.

Why a live demonstration?

Safeguarding isn't a checkbox – it's a responsibility

On paper we may look like other providers.

But in a live walkthrough, you'll see how we go beyond compliance – to real, proactive safeguarding for young people.

Safeguarding is too important to judge from a profile. In our demo, we'll walk you through:
- How our service actually works for your specific needs
- How we help you act early – not just react
- The tools and support we provide to protect young people
- You'll be able to ask questions, get clarity – no vague promises
- Understand the difference between "standard" and what we actually deliver

Book a live walkthrough with our team at bidmanagement@welfarecall.com

About This Quick Guide

This Quick Guide provides contracting authorities with a concise, high-level overview of our service.

Further detail, including comprehensive guidance and practical information, is available in our In-Depth Guide, which can be provided on request.

We can also arrange a short introductory discussion or a service demonstration to support your understanding.

Please refer to Page 5 for next steps.

360 Solution



Attendance & Attainment

Fully managed data collection and analysis service (cloud-based solution) covering attendance, attainment, progress, safeguarding and consultancy for monitoring and improvement of outcomes for vulnerable cohorts including but not limited to; Children in Care (CiC/CLA/LAC), Children in Need (CiN), those on Child Protection (CP), those with a Social Worker, those with EHCP/SEN plans and Youth Justice.

Electronic Personal Eduction Plan

Intuitive, bespoke and secure cloud-based ePEP platform to assist Local Authorities, Virtual Schools and other key stakeholders in improving educational outcomes for vulnerable cohorts. Our ePEP is procured by 60+ Authorities and improves both the quality and quantity of Personal Education Plans for Looked After and Vulnerable Children.

Data Analytics & Business Intelligence

A data analytics and business intelligence service that supports Local Authorities and Virtual Schools in monitoring and improving outcomes for vulnerable children. Through a comprehensive suite of dashboards and reports (covering attendance, attainment, progress, PEP data), the service provides actionable insights on a pupil, cohort and whole school level.

Safeguarding, Consultancy & Managed Services

We provide expert safeguarding consultancy and a fully managed support service, working as a trusted extension of your team from day one. With education and virtual school expertise, dedicated account management, tailored training, and one-to-one support, you can be confident you're in safe hands.

Core Services

Children with a Social Worker Monitoring

We offer three methods of attendance collection. A high-level overview of each method is included on this page with additional features provided on page 5 dependent on collection method.



Calling

Maximising safeguarding our calling method provides the most comprehensive data.

Our dedicated calling centre contacts each education provision on a daily basis to gain the DfE attendance marks and contextual information behind absences/ exclusions.



Hybrid

Augmenting our extraction method, hybrid offers the best of both worlds.

Through a blended approach attendance data is extracted in the first instance and supported by additional calling for an enhanced safeguarding option.

This approach ensures all education provisions can be contacted regardless of whether they have a compatible MIS or not.



Extraction

Efficient and secure attendance data extraction is secured through our long-standing partnership with Wonde.

Through our extraction tool we gain marks for AM/PM sessions directly from an education provision MIS via an API fed into our database in real-time.

Additional Features

Enhance your experience with powerful additional features, including comprehensive attainment collection and advanced analytics. These tools provide valuable insights, support informed decision-making, and enable you to track progress, identify trends and measure performance with greater accuracy.



Attainment

We collect, collate and report statutory attainment data.

**For customers choosing our calling collection method only.*



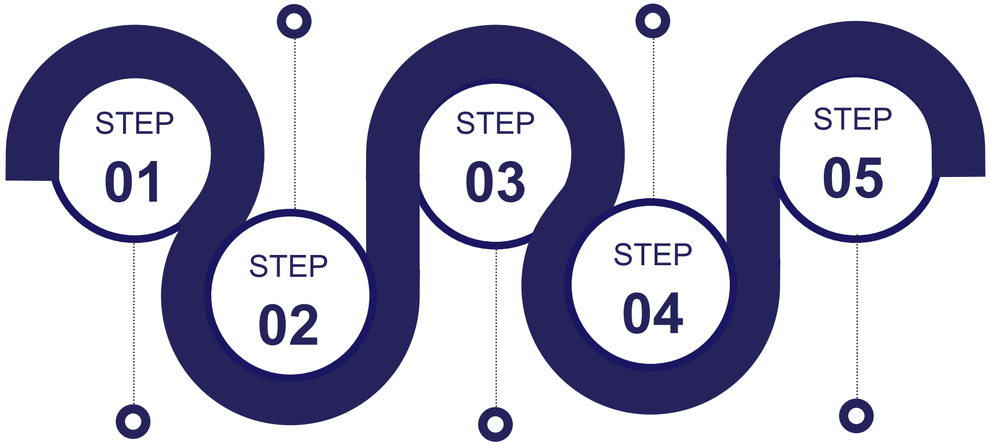
Advanced Analytics

Our Advanced Analytics Platform offers over 40 dashboards and more than 400 service-dependent sub-dashboards.

The platform transforms complex data into clear, actionable insights by visualising attendance, attainment, and education plan information. Users can drill down from high-level strategic dashboards to school- and child-specific data, with information presented through intuitive graphical displays.

**Two user licenses are included at no extra cost for customers who choose calling or hybrid attendance collection.*

Next Steps



Review the Quick Guide

Start by reviewing our Quick Guide to gain an overview of our service and how it supports contracting authorities

Request the Full Guide

Contact our team to request the Full Guide, which is available exclusively to contracting authorities.

Initial Consultation

We'll arrange a brief chat to fully understand your organisation's needs, objectives, and procurement requirements.

Service Demonstration

If helpful, we can host a live demonstration to showcase our service and how it can support your procurement process.

Ongoing Procurement Support

Our team will be on hand throughout your procurement to answer any questions and provide support, ensuring you get exactly what you need.

Intentionally blank

WelfareCall Group

Get in touch to find out more

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