

## Service Overview

eGOV Solutions Ltd is a market-leading provider supporting local authorities with educational monitoring, attendance tracking, and outcomes management for children in Care and other vulnerable cohorts.

We work with authorities of all sizes across the UK and are supported by a highly experienced team of developers, analysts, and dedicated support specialists who are passionate about improving outcomes for children and young people.

The ePEP (Electronic Personal Education Plan) platform was originally developed over 22 years ago by our Managing Director, Gary Daniels. Since then, the platform has been continually enhanced to reflect legislative change, evolving educational frameworks, and the operational needs of Virtual Schools. Today, ePEP is a secure, cloud-based solution that delivers a comprehensive, trusted, and child-centred service.

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## ePEP Platform Overview

The National ePEP Single Sign-On Platform provides a complete digital solution for tracking and monitoring the educational progress and outcomes of Children in Care.

The system supports:

- Daily or weekly live attendance data collection
- Termly attainment and key stage performance data
- Secure collaboration between social workers, designated teachers, education providers, attendance officers, parents, carers, and Virtual School teams

All users work together in a secure online environment, ensuring real-time insight and improved communication.

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## Child-Centred & Inclusive Approach

We are a young-person-focused organisation, culturally aligned with diverse communities and committed to inclusion. Our platform supports a wide range of vulnerable cohorts, including:

- Children in Care
- Children at Risk of Sexual Exploitation

- Children Missing Education
- Post- Children in Care
- Children with SEND
- Youth Offenders
- Children in Need

Our expertise continues to expand as we work with authorities to support additional vulnerable groups and improve educational outcomes.

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## **Holistic Education Monitoring**

The ePEP platform provides a single holistic record of a child's educational journey, enabling professionals to capture and review:

- Educational performance and attainment
- Attendance patterns
- Targets, aspirations, and interventions
- Achievements and concerns
- Emotional wellbeing and self-reflection

This holistic approach allows professionals to identify issues early and implement effective, evidence-based interventions.

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## **Secure Support & Administration Portal**

We provide a secure, web-based support and administration portal that acts as the central hub for the Secure ePEP platform. This portal enables client administrators to communicate directly with first-line support teams, dedicated account managers, and technical specialists through fully encrypted channels.

To support rapid issue resolution and ongoing platform development, administrators can securely upload diagnostic materials such as screenshots, files, and supporting documentation when logging service requests or enhancement requirements. The system provides granular administrative controls, allowing users to assign priority levels and track progress in real time.

A full chronological audit trail is maintained for every request, capturing all historical communications, actions taken, updates provided, and system changes made. This ensures complete transparency, accountability, and traceability at all times.

The portal also includes an automated notification engine, which securely alerts users when requests are updated or completed. This fully integrated approach ensures that all issues, changes, and communications are managed promptly within a single secure, auditable environment, maintaining data integrity and supporting governance and compliance requirements.

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## Young Person Engagement

We actively involve young people in the development of ePEP to ensure their voices are heard. As a result, the platform includes a dedicated Young Person's Portal, allowing children and young people to:

- Record achievements and key life events
- Provide feedback on their education and wellbeing
- Respond to bespoke questions set by Virtual Schools

The portal is accessible via secure web access and an optional mobile app, encouraging engagement and participation.

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## Client Support, Aftercare & Service Management

We are committed to delivering exceptional customer support and ongoing aftercare throughout the lifetime of the contract.

Each client is assigned a dedicated Account Manager who acts as the primary point of contact for first-line support, guidance, and expert advice. Wherever possible, we maintain continuity by assigning the same Account Manager for the duration of the contract, allowing them to build a strong working relationship and develop a thorough understanding of the client's operational requirements and strategic objectives.

Account Managers conduct formal service review meetings at least every four months to assess service performance, software effectiveness, evolving requirements, and opportunities for improvement.

In addition, our Service Desk Agents are available during standard business hours and are fully trained to manage all technical and support enquiries. Service Desk Agents remain engaged with clients throughout the lifecycle of an issue, ensuring clear communication and resolution without unnecessary escalation.

As a fully hosted service, our technical delivery team assumes complete responsibility for the configuration, maintenance, security updates, enhancements, and ongoing operational support of the cloud platform for the duration of the contract.

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## Support Channels & Training

eGOV Solutions provides a comprehensive range of support and training options, including:

- Secure online helpdesk access
- Remote support and training sessions
- User guides and technical documentation
- AI Online training videos and webinars
- Telephone support
- Onsite training during implementation

Additional onsite or bespoke training can be provided as required and may be subject to additional cost.

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## **Attendance Innovation**

Our Attendance Collection Service integrates directly with ePEP, providing:

- Automated daily or weekly attendance capture
- Parent and carer attendance verification
- External notifications and alerts to attendance officers
- Improved DfE attendance data quality

Authorities using this service consistently report measurable improvements in attendance monitoring and PEP quality.

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## **Reporting, Analytics & Dashboards**

ePEP includes a powerful Self-Report Builder and Customisable Dashboards, enabling authorities to:

- Analyse individual or cohort performance
- Configure threshold alerts
- Conduct data mining and drill-down analysis
- Generate bespoke reports automatically
- Download attendance, attainment, key-stage results, and PEP completion data

Reports can be scheduled, shared securely, and tailored to each authority's requirements.


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**The most trusted Virtual School Dashboard**

To read user reviews and testimonials from many of the satisfied councils and schools we are already working with please visit: [www.epep.co.uk](http://www.epep.co.uk)

*"The progression our authority has experienced with ePEP has been excellent. Progressing to an electronic based PEP system was stress-free and has been met with very positive feedback from professionals." - Hull County Council*

The online approach has proven to be extremely successful with local authorities who have embraced the technology and customised ePEP to fit to their own individual requirements. Over the past 20 years we have listened closely and worked with many virtual schools to ensure ePEP is user-friendly and intuitive for all parties involved in the PEP process. See feature list below.

| ePEP Features<br>plus many more                    | ePEP Costing<br>£35*<br>per child per year | Free trial<br>limited period |
|----------------------------------------------------|--------------------------------------------|------------------------------|
| NUMBER OF PROFESSIONALS                            | UNLIMITED                                  | Testing amount               |
| NUMBER OF STUDENTS                                 | UNLIMITED                                  | Testing amount               |
| CUSTOMISABILITY                                    | FULLY SUPPORTED                            | Core Package                 |
| GROUP TRAINING                                     | AVAILABLE                                  | One-to-One                   |
| ATTENDANCE TRACKING                                | ✓                                          | ✓                            |
| ATTENDANCE MONITORING                              | ✓                                          | ✓                            |
| DASHBOARD REPORTS                                  | ✓                                          | ✓                            |
| YOUNG PERSONS SECTION                              | ✓                                          | ✓                            |
| VIRTUAL DASHBOARD                                  | ✓                                          | ✓                            |
| SEN SECTION                                        | ✓                                          | ✓                            |
| ATTENDANCE COLLECTION APP FOR ALL CHILDREN COHORTS | ✓                                          | ✓                            |
| ATTENDANCE DASHBOARD RESPONSE REPORTS              | ✓                                          | ✓                            |

\*Price based on 0.89p per week including 24/7 365 days attendance collection API

**New Additional eGov/Wonde API connection cost: £2500 per year for AM/PM daily live attendance collection for all vulnerable children IN/OUT of authority. CIC, CIL, CE, EHCP, Post 16 and SEND.**

[www.epep.co.uk](http://www.epep.co.uk)

**360°**

Integration for Social Workers, Young People, Parents, Measuring Impact, Benchmarks, SMART Targets, Special Education Needs, Core Data, National Age-Related Expectations, Progress, Attendance, Foster Carers, Securing Services for Teachers, Pupil Premium, Reports, National Platform

**eGov Attendance API Connection**



**ePEP Online: Virtual School Dashboard**

Get started with the virtual school dashboard today! ePEP Online is the official virtual school platform for tracking attainment, monitoring attendance and overseeing the allocation of Pupil Premium, using ePEP SMART targets to measure impact.


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**for Teachers**

The online platform allows increased monitoring across different cohorts and year groups on key indicators such as attainment, attendance, age-related expected progress, pupil premium expenditure and accountability.

- Monitor and input attendance and live data.
- Track attainment against national age-related expectations.
- Use ePEP SMART targets for pupil premium accountability.
- Focused and accurate data from the virtual dashboard.
- Organise PEP meetings much more efficiently.
- Easily contact or find out other professionals associated with a child.
- Online accessibility with single platform login.
- Use the timeline to go back and find previous PEPs.

**for Young People**

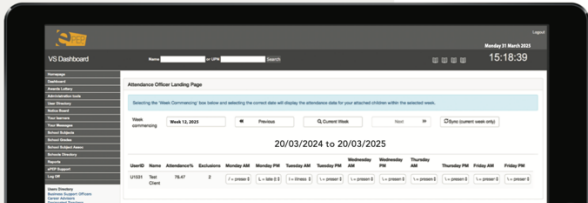
The online electronic PEP actively encourages young people to participate in entering information into a computer with support from a range of animated virtual characters.

- Use the interactive area to fill in their section.
- Be more connected with professionals.
- View their calendar of events.
- Use Squiddle to store their documents.
- View photos from professionals.
- Customise Squiddle to make it unique to them.
- Get rewarded for completing their section.
- Safe and secure data storage for life.

**for Administrators**

A vital national platform for local authorities to help them meet their statutory and corporate parent responsibilities.

- Tailored to meet needs of Virtual School.
- Pull live reports and data quickly.
- Customise questions for year group.
- Monitor pupil premium expenditure.
- PEP quality assurance and completion.
- Find key data for any child.
- Communicate with other professionals.
- Import and export Core data.



**...and Carers**

Provides the carer with a voice to support the child and fully involves them within the PEP process.

- Help carers support the child.
- Be more involved in the PEP process.
- RAG ratings help carers understand schools attainment levels.
- Attendance alerts.
- Life story work creation.
- Store SDQ scores with the child's PEP.

**for Social Workers**

Quick and easy for social workers to complete their mandatory section prior to the PEP meeting.

- Engage social workers in the process.
- Help meet statutory requirements.
- Alerts and helpful reminders.
- Attach important documents like EHC plans and exam results.
- Connects social care and education databases together.


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**Attendance Collection Landing Page**

| Attendance             | Attendance Collection | Exclusions               |
|------------------------|-----------------------|--------------------------|
| Good Attendance (>90%) | Collection Up to Date | Number of Children       |
| Concern (90-95%)       | Collection Due        | % of Children            |
| Low Attendance (<90%)  | No Data               | Total Exclusion Sessions |

**Attendance By Key stage**

| Key Stage   | >90% | 90-95% | <90%    |
|-------------|------|--------|---------|
| Early Years | -    | -      | -       |
| Reception   | -    | -      | 100.00% |
| Key Stage 1 | -    | -      | -       |
| Key Stage 2 | -    | -      | -       |
| Key Stage 3 | -    | -      | -       |
| Key Stage 4 | -    | -      | -       |
| Post 16     | -    | -      | -       |
| Post 18+    | -    | -      | -       |

**Exclusions By Key stage**

| Key Stage   | % of Children | % of Children |
|-------------|---------------|---------------|
| Early Years | -             | -             |
| Reception   | -             | -             |
| Key Stage 1 | -             | -             |
| Key Stage 2 | -             | -             |
| Key Stage 3 | -             | -             |
| Key Stage 4 | -             | -             |
| Post 16     | -             | -             |
| Post 18+    | -             | -             |

**Summary Dashboard**

Total Children in Care: 2204

OC Gender: 70.00% Male, 30.00% Female

OC SEN Status: 291 No SEN, 3% SEN

OC Ethnicity: Ethnicity 1 (20.00%), Ethnicity 2 (15.00%), Ethnicity 3 (10.00%), Ethnicity 4 (10.00%), Ethnicity 5 (10.00%), Ethnicity 6 (10.00%), Ethnicity 7 (10.00%), Ethnicity 8 (10.00%), Ethnicity 9 (10.00%), Ethnicity 10 (10.00%)

OC Progress: 100% Good, 0% Concern, 0% Low

Schools Location: Map of the United Kingdom showing school locations.

SMART Targets: No Funding (100%), Approved (100%), Pending (100%)

## Key Service Features

- National ePEP Single Sign-On secure cloud platform
  - Fully supported implementation and ongoing maintenance
  - Attendance & attainment collection with academic flight paths
  - Bespoke report builder and analytics dashboards
  - Automated reminders and alerts
  - Young Person interactive portal
  - Secure document library and archive
  - Quality assurance and Pupil Premium tracking
  - Early Years, SEND, and Post-16 modules
  - Attendance API integration
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## Service Benefits

- Improved PEP quality and completion rates
  - Reduced administration through automation
  - Secure collaboration and messaging
  - Real-time visual dashboards and analytics
  - Inspection-ready reporting at all times
  - Enhanced safeguarding through accurate data
  - Fully web-based platform with no additional software required
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## Security & Compliance

- ISO/IEC 27001/9001 accredited - UK-hosted service
  - Cyber Essentials Plus certified
  - WCAG 2.1 AA compliant
  - Secure VPN data management
  - Independent security testing
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## Unique Selling Points (USPs)

- Fully customisable PEP templates and lookup tables
  - Automated attendance and attainment collection
  - Dedicated account manager
  - Unlimited expert support
  - Secure data migration and pre-population
  - Continuous live data updates
  - ENAG (ePEP National Advisory Group) membership
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## **Delivery Satisfaction Guarantee**

With extensive experience deploying ePEP across some of the UK's largest authorities, we guarantee 100% delivery satisfaction. Our support team provides consistent, high-quality service, backed by ongoing training and system enhancements.

ePEP continues to support authorities in accurately monitoring attendance, attainment, and educational outcomes across all learning environments.