

ChildView - Youth Justice Management Information System

Lot 2b: Software as a Service (SaaS)

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1. Description of Service

THE LEADING SPECIALIST YOUTH JUSTICE INFORMATION SYSTEM

WHY?

- The work of multi agency youth justice partnerships helps every child live a safe and crime-free life. Strategy, service interventions and effective support enable positive outcomes for young people and wider society.
- We provide a comprehensive, mature, user friendly and fully compliant case and information management solution, delivered as secure hosted service in the UK.
- Our integrated team speaks the language of youth justice. With over 20 years of experience and a strong practitioner background, we understand the challenges and care deeply about making a difference in young people's lives. This expertise ensures our customers receive a personal, seamless, and highly responsive service.
- As technology and secure hosting specialists, CACI enables efficient operations and continuous improvement. Our solution empowers services to generate insight, enhance professional practice, and ultimately make a positive impact.

WHAT?

- Our solution equips practitioners working with young people and their families with the tools they need to work smarter, improve outcomes, and simplify complex processes.
- With ChildView, it's easy to capture and access rich data, take informed action, and make sense of the complex issues surrounding individuals and incidents.
- Our solution includes everything needed to create meaningful insight at every level, whether generating local reports or meeting compliance and inspection requirements. It also enables secure, efficient sharing of case information across local and regional multi-agency services.
- ChildView delivers a holistic view of casework, combined with unique capabilities to access, monitor, aggregate and analyse relevant specialist youth justice information. Our solution and support services provide a cost-effective approach focused on continuous improvement and future outcomes.

1. Description of Service continued

HOW?

- ChildView offers proven integrated functionality to support Child First Practice, targeted early help, prevention, trauma informed practice, complex risk, vulnerability management and victim engagement and support tools to manage victim related processes effectively.
- Our extensive experience in specialist information management, enables us to continuously improve and deliver relevant specialist tools included as standard, including integrated reoffending analysis, family/group/gang relationships/influencing management/tracking, identify screening and advanced life events timeline, mobile access and secure full case record transfer, eforms for streamlined data entry, HMIP inspection reports for inspection preparation. We also offer an integrated specialist data warehouse and unique drill down ad hoc aggregate reporting capability as standard.
- We provide high service availability through a secure, accredited hosting environment and a seamless customer care experience. Our hosting is PSN and HSCN certified, offering YJAF/YJB connectivity as standard, with additional options for secure integration with Police, Health, and Social Care systems via CACI Hub software.
- ChildView's specialist training and support team helps services capture rich data and turn it into meaningful information that drives learning and improvement. We promote collaboration and a collective social impact approach through local data, evidence, and insights, supporting effective early intervention, decriminalisation, and crime prevention.

2. Features and Benefits

DESIGNED BY PRACTITIONERS WITH THE JOURNEY OF THE CHILD IN MIND

FEATURES



YJB and AssetPlus
compliant
software and services



Case load monitoring
and management, with
events timeline



Quality and
audit standards
benchmarking



Designed with
the professional
in mind, not IT



Greater oversight
of service delivery
and performance



Reduce duplicated
effort to drive better
quality insights



Multi-agency recording
with intuitive
inbuilt reporting



Troubled
families and early
intervention recording



Role-based
security settings



Quickly and easily
identify those at risk
(using visual icons)



Spend more time on
the job, rather than on
IT and data entry



Holistic view to support
multi-agency data sharing,
early intervention
and prevention



Fully
customisable portal



Highly visual &
intuitive dashboards



Available as a hosted,
cloud managed service



Improved service
delivery



Improved data
quality



Greater efficiency

3. Onboarding and Offboarding

Seamless Transition with Our Proven Implementation Programme - we make moving to ChildView from any other youth justice software simple, secure, and stress-free

ONBOARDING

- Our onboarding process is designed to be straightforward and supportive.
- We provide a tailored demonstration for your team and complete a process walk through, supported by our specialists. We answer all your questions, share detailed information, and provide an inclusive “invest to save” switching quotation. Once approved at management board level and in consultation with procurement, you can direct award and place a purchase order with ease.
- We recommend allowing approximately 3 months from contract signing to go-live, ensuring a smooth and well-managed transition.

OFFBOARDING

- We take data security and compliance seriously when you leave our service.
- Your data is transferred in an agreed format to a secure, agreed location.
- All copies of your data held with us are destroyed and confirmed in line with ISO27001 standards.
- We use certified suppliers for data destruction. CACI dispose of the data through third-party shredding using CESG Approved Shredding.

4. Implementation Plan

Proven Implementation for a Smooth Transition

Our team has a strong track record of delivering successful, stress-free implementations for youth justice services across the UK. The ChildView implementation plan is straightforward and requires minimal input from your team, allowing you to focus on service delivery while we handle the technical details.

Data migration: We securely extract, transform, and load all data from your existing system into ChildView, there is no technical input required from your team and full compliance with data security standards.

Hosting configuration: We commission the ChildView hosting environment and set up user accounts with single sign on authentication, accessible from any common browser or device.

Orientation and Planning: We review your current business processes (“As Is”) and future goals (“To Be”) to create a clear roadmap for change management, system configuration, training and support.

Testing and Quality Assurance: We complete application acceptance testing, migration validation, and sign-off against all core tasks and specifications. Data quality issues from initial migration are resolved and final migration pass scheduled for completion.

Training: A tailored learning programme for all key staff covering data input and output, quality case management and service reporting and compliance.

Post-Go-Live Support: We provide priority support and direct contact with our specialists for an agreed period after training, ensuring confidence and continuity.

Project management: Our experienced project managers coordinate all resources and timelines, guaranteeing a smooth and successful transition.

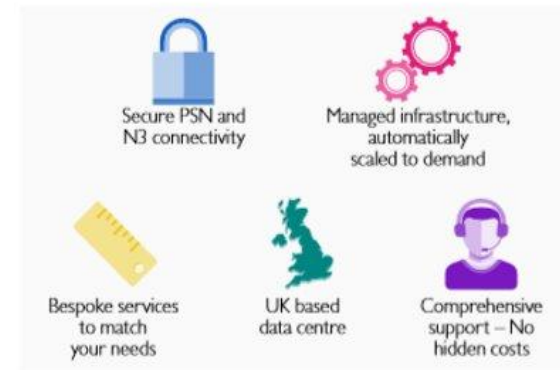
5. Technical Requirements

OUR CHILDVIEW SERVICE IS ACCESSED VIA THE INTERNET USING A COMMON BROWSER

UK HOSTED SERVICE

- Access to the service is via a typical secure internet HTTPS connection and URL from a common browser on any device i.e. desktop, laptop, tablet or smart mobile.
- No other software or technology is required.
- Each release of ChildView is fully tested against the latest supported common browser technology (e.g. Microsoft Edge and Chrome) and incorporating the latest security updates.
- We also undertake testing against other common browsers e.g.; Firefox, Safari etc.

WHAT DO WE OFFER?



HOW DO YOU BENEFIT?



OUR SECURITY CREDENTIALS

ISO 27001 and 9001 certification | PSN compliance and connectivity | Cyber Essentials certification | All staff certified to SECRET classification



6. Ordering and Invoicing

Simple, Transparent Ordering and Invoicing, we aim to make the process as straightforward and hassle-free as possible

ORDERING

- Our “invest to save” quotation is tailored to the size of your Youth Justice service and any additional options or configuration requirements.
- Once approved at management board level and in consultation with procurement, you can simply place an order.
- We also accept direct awards via G-Cloud, based on our specialism and regional use of ChildView in your area.
- After ordering, we arrange a project kick-off meeting at your offices to agree on all details, responsibilities, and timelines for a smooth implementation.

INVOICING

- Implementation Services are billed monthly in arrears, aligned with agreed project milestones (e.g. User Acceptance Testing).
- Support & Maintenance is billed annually in advance from the commencement of the project and then on the contract renewal each year.

7. After Sales Support

We don't just deliver a solution—we build lasting partnerships. Our teams combine real-world practice experience with design expertise, ensuring ChildView continues to evolve with your needs.

CUSTOMER ENGAGEMENT

- Users are encouraged to engage with us through multiple channels, including planned annual regional user groups, conference events and monthly 'lunch and learn' webinars. These close relationships allow customers to influence product and service development.
- Collaborative Design - requests for system changes can be raised via our online support system. Our experienced product team reviews and discusses these with customers to ensure ChildView meets real-world needs.

ACCOUNT MANAGEMENT

- Our customers receive regular structured account meetings (at least six-monthly), to facilitate structured two-way feedback.
- Transparent Roadmap, customers actively shape future developments alongside inputs from the Youth Justice Board, HMIP Inspectorate, and other key stakeholders.
- Our team actively participates in specialist networks and routinely reviews feedback to drive innovation and service enhancements.

8. Service Levels and Support Hours

OUR SKILLED INTEGRATED TEAM ARE EXTREMELY RESPONSIVE, AND CONSISTENTLY OVER-PERFORM AGAINST AGREED SLAS

AVAILABILITY

- Customer care and technical support is available Monday to Friday between 08:00 and 18:00.
- Support calls will be logged via the online CACI support system, which is available 365 days a year, meaning calls can be raised online outside of operating hours, if required, and our responses can be tracked by you.
- A priority is assigned by you, the customer, and we will consult with you throughout the process of resolution.
- CACI can evidence achieving an SLA compliance rate across all 'Priority' calls of 99.8%.
- The customer can be assured of greater than 99% availability of the ChildView system via our UK based hosting.

OUR TEAM

- Our staff are highly skilled with extensive, specialist knowledge and expertise of Youth Justice services, built over many years.
- All training and customer care staff have worked in the domain before joining the core team.
- We provide a unique service to customers drawing from domain, practice as well as enterprise level ICT experience.

9. Resilience

WE OFFER 99% HOSTED SERVICE AVAILABILITY, AND A SECURE PSN AND HSCN ACCREDITED ENVIRONMENT

- We provide customers with 99% hosted service availability on dedicated virtual servers within a segregated VLAN located at CACI's UK based Tier-3 data centre, providing very high redundancy.
- We operate an ISO 9001 accredited quality management system and hold ISO/IEC 27001 and Cyber Essentials+ certification. We also provide PSN and HSCN connections and accreditations.
- We undertake regular (at least annual) application and API penetration and vulnerability testing on all surfaces in our hosting environment using third party assessors CSA Cyber (holding CHECK and CREST accreditation).
- Independent assurance drives and informs application and interfacing developments to ensure appropriately robust and secure database and systems integration functions.

10. Business Continuity and Disaster Recovery

Robust Business Continuity and Disaster Recovery

- CACI operates a comprehensive Business Continuity and Disaster Recovery Framework, ensuring a consistent approach across our enterprise. This framework enables us to respond quickly and recover effectively from any disruptive event.
- Security Incident Policy & Procedures, supported by detailed Crisis Management and Cyber Incident Response Plans. Daily Backups, all data is backed up daily and stored securely in an offsite location for maximum protection.
- We conduct annual reviews and rigorous testing of our continuity and recovery processes to identify and implement improvements. These include, bare-metal system restores to validate full recovery capability, crisis communication call-tree tests to ensure rapid response and desktop walkthrough exercises for scenario-based readiness.

10. Pricing Overview

THE CHILDVIEW STANDARD SERVICE INCLUDES MANY INCLUSIVE FEATURES AS STANDARD

Service	Price	Detail
ChildView hosted service	Please view the ChildView G Cloud Pricing document for full details	Standard ChildView Service Includes all core youth justice and prevention functions; full YJAF compliance/ YJB connectivity, internal data warehouse/unique integrated specialist reporting
Initial hosting configuration		

Options	Price	Detail
Central Address Validation (CAV)	Please view the ChildView G Cloud Pricing document for full details	Option to dynamically connect to local BS7666 LLPG Address Gazetteer for accurate address entry.
Document Management System Integration (DMS)		Option to dynamically integrate with enterprise document management systems using webservice
Initial configuration		Option to implement ChildView Hub to enable integration with Police, Social Care and Health.
ChildView Hub System Matching and Data Exchange		
Initial configuration		
Data Exchange Connectors		
PostgreSQL Option External data warehouse		
Initial PostgreSQL installation		



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Thank you
