

G-Cloud Service Definition

NEC Pathways Youth Offending Case Management System

Crown
Commercial
Service
Supplier

NEC Pathways Youth Offending Case Management System Service Definition

Service Definition

This Service Definition is relevant to the Policing and Justice sectors. The service is provided by NEC Software Solutions (NEC).

The NEC Pathways Youth Offending CMS Standard G-Cloud Service is available as:

- NEC Pathways Youth Offending Software as a Service (SaaS).

Overview

NEC specialises in the provision of products, professional services and secure hosting to the Policing and Justice sectors. We have developed and supported a variety of solutions and provide secure hosting and other professional services to Central Government and the public sector. We also provide secure accredited cloud hosting to other suppliers and government as Software as a Service (SaaS) offerings. NEC is ISO 27001:2022 and Cyber Essentials Plus certified. Our Information Security Management System (ISMS) is core to all our operations, both in terms of development and support. NEC staff are security cleared to SC level. Our ongoing security awareness training ensures they remain abreast of, and fully understand, the absolute primacy of information security:

- We deliver cost effective solutions on time and within budget
- Work in an Agile, Flexible, Open, Honest and Transparent way
- Provide support and development of open source and legacy applications
- Offer high availability and advanced security
- Operate with a well-respected and highly praised support team.

All our prices are transparent, ensuring you get the very best deal without worrying about any hidden costs or features.

Our tiered managed services approach ensures you are not overcharged for any unnecessary add-ons. We value our customers and want the best solution to fit your needs.

Overview of G-Cloud Service

What is NEC Pathways Youth Offending CMS?

NEC Pathways for Youth Offending CMS is an end-to-end case management solution for supporting children on their youth justice journey. Created by ex-practitioners from youth justice, it manages a child's record right through to completion. It's easy to use, makes light work of reporting and simplifies collaboration.

Our Partners

We're partners with the Ministry of Justice (MoJ) and Youth Justice Board (YJB). Our software supports the Probation Services and every HMP in England and Wales. We also work with 95% of UK local councils and all regional police organisations.

What makes NEC Pathways Youth Offending CMS Different?

We understand the impact of great casework on young lives:

- We make AssetPlus assessments faster, so you can focus on their futures
- You can store live notes, so their next assessment is quicker and more accurate
- We track sentencing decisions, so you can keep more children out of custody.

You get complete confidence in the system and your data:

- We update it automatically whenever the AssetPlus framework changes
- It's in the cloud, so it's always available instantly from any device
- We're trusted with sensitive data, including years of experience with the YJB.

It's highly efficient and there are no hidden charges:

- Unlike some other providers, we don't charge for annual AssetPlus updates
- There's no need for in-house IT support, so the total cost of ownership is lower
- You can see the benefits quickly as it's easy to implement and use
- You don't need to worry about resilience as it's hosted in our secure data centre.

What are the key features?

At its heart it's a modern case management solution that simplifies your day-to-day caseload. It offers:

- A simple, clean and modern user interface
- A central children's Profile page to keep important information in one place
- Personalised user dashboards, summarising key caseload information
- Embedded reporting dashboards, so you don't need to use other systems
- Reminders and notifications to help you better manage your workload
- Safe and consistent data exchange across the Youth Justice system
- The ability to tag a co-worker in a note or appointment for real-time collaboration.

Person journey: Specialist features that enable caseworkers to support young people through their journey with the youth justice team.

Prevention Cases: Easy creation of Diversion Programme referrals against an existing or new young person record via our referral-creation wizard.

Young person assessment and planning: Easily create, countersign and transfer assessments and plans based on the AssetPlus framework.

Assessment checklist: Assign any case note or appointment for inclusion on an 'assessment checklist'.

Caseload management: Each individual user can be set as the allocated officer at a young person, intervention programme or requirement level.

Quality assurance process: Allows the stage owner and countersigner to make comments at an individual field level within each assessment.

Live information gathering: Records new information in a separate subset of the assessment fields without the need to create a new stage.

Prevention and Diversion Assessment Tool (PDAT): Embedded PDAT functionality designed to be user centric and easy to capture key data.

Statutory outcomes: Comprehensive set of features to manage referrals to court following a young person's arrest including Out of Court panels.

User dashboards: These show the user's caseload information, an overview of their appointments and the tasks they need to complete. There's also a hearings dashboard that shows the relevant day's hearings, helps users to prepare for court and/or update the day's results.

Configurable Forms and fields: The form builder allows you to create simple or complex form templates and locate them anywhere in the solution, for example a risk assessment form can be made available in person profile pages.

Custom ref data: Custom ref data throughout Pathways to cater for local scenarios and reporting of data.

In system tagging: Users can tag a colleague in a young person's note or appointment, to bring important information to their attention.

In system notifications: A user will be notified when:

- A new young person has been allocated to their caseload
- An appointment has been scheduled for them
- They are required to countersign an assessment stage
- They have been tagged by their colleague in a note or appointment.

Reporting

There's an embedded set of reporting tools as well as easy integration with third party business intelligence tools. Our own tool is powered by Quicksight, a market leader in embedded reporting. It meets all the data and security requirements required by the Ministry of Justice and offers great features:

- Embedded reporting dashboards for reoffending, first-time entrants, caseload and disproportionality.
- Drill-down capability to explore data from a global dashboard level to team and individual record levels.
- A visual, user-friendly way to build custom dashboards and reports.

- Ability to schedule and automatically distribute reports to a defined list of contacts at specified intervals.
- Ability to integrate data from multiple sources. For example, Pathways Youth Offending CMS data, assessment data, ONS population data, Child in Care data and education data.

We also provide secure data tunnelling solutions that enable the centralisation of data across your local network. This allows seamless integration with Power BI or other analytics platforms, ensuring full access for reporting and business intelligence requirements.

Information Assurance

NEC has a long track record in developing solutions to manage data at IL3 level. NEC is ISO 27001:2022 certified and all developers and support staff are SC security cleared. Our offices are audited for physical security and our development and test networks are accredited.

Role Based Access Control

All NEC products incorporate Role Based Access control.

Multi Tenancy and Customer Separation

NEC Pathways Youth Offending CMS provides out of the box facilities for multi-tenancy within a single hosting environment. Separate installations can also be set up if required.

Ordering and Invoicing Process

If you wish to order these services, a G-Cloud Order Form will need to be completed and signed by both parties.

Request a Demonstration

We will be pleased to demonstrate NEC Pathways Youth Offending CMS to you. Please email frameworks@necsws.com to request a demonstration.



✉ frameworks@necsws.com

🌐 necsws.com

🐦 @nec_sws

About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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