WelfareCall Group

Winter Newsletter

Welcome back

Wow, what a term it's been! It's fair to say we've packed a lot into the last 3 months and it's difficult to know where to start.

We had a wonderful couple of days at the forums in London & Leeds. It was great to see so many customers in attendance and the team really valued the opportunity to share ideas and discuss our product plans in more detail.

The feedback from the events has been really positive and we look forward to using this to help shape future events.

The forums provided us with the ideal platform to launch our new branding; Welfare Call and Welfare Cloud. This provides a clear distinction between the products and services we offer and sets out the foundation for our vision of delivering a suite of call and cloud solutions that safeguard life's journey.

The month of November also saw us attend the Association of Directors of Education in Scotland as well as the CYP Now awards. Both these events provided us the opportunity to share best practice and learn about some of the innovative practices that are going on in the sector. In particular the event in Scotland allowed us to champion the role of the Virtual Schools to our Scottish colleagues. We have already started working with a number of Scottish authorities and are hopeful that they will be able to join us at our forums next year to share their success stories.

As the term and indeed year draws to a close, we are pleased to be finalising release 1 of our Analytics solutions and look forward to working with our early adopter customers in January. The analytics product continues to evolve and our webinars at the end of January will showcase the latest visualisations off the production line!

Finally, from everyone here at Welfare Call Group, may I wish you and your families a wonderful Christmas and all the best for the New Year.
Graham Kavanagh CEO

January Webinars for Analytics

Welfare Call Group is enhancing it's product and services portfolio at a rapid rate, therefore we want to ensure that we keep you as up to date as possible with any new developments. In order for us to do this we will now be utilising webinars on a more frequent basis.

The first of our ANALYTICS webinar(s) will take place on:
10 - 11am and 2 - 3pm on both Wednesday 30th & Thursday 31st January

We will be showcasing our newest features which will provide an opportunity for you to see how we transform your vulnerable children's data into meaningful insights through visualisations and dashboards. We will also show the progress/updates we have made since the demonstration of analytics at our annual forums.

Our webinar(s) are FREE and we can host up to 100 people per session, feel free to invite as many people as you feel necessary e.g. virtual school headteachers, deputy heads, information managers, data analysts, LAC advisory teachers, representatives from I.T, budget holders – the more the merrier.

To register please contact your account manager:
Matthew Mann – South West, Midlands – mmann@welfarecall.com
James Tame – South East, Central London – jtame@welfarecall.com
Steve Kurlandzki – North West, North East, Yorkshire and Humber – skurlandzki@welfarecall.com

Or alternatively please contact sales@welfarecall.com or visit www.welfarecall.com

## Kay Reynolds - the changes we are making to customer services

Customer Services is a key function of any business and my role is to ensure that we continue to improve our responsiveness to your product and services questions.

As we move into 2019, we will be working with a number of customers to onboard them onto our new Analytics products, which further extends our Welfare Cloud platform and will increase the volume of interactions we have with our customers.

In order to support the extension of our product suite, we have taken the decision to scale up our service desk function. As part of this we have already welcomed a number of new staff to the team and are currently in the process of embedding a new Customer Relationship Management System (CRM) which will support our adoption of the industry standard ITIL Service Management Framework.

We look forward to rolling out these changes over the next few months and ensuring continued Customer Success in the use of our products and services.

Let's get social on Twitter: @welfarecall Follow us and stay tuned to our news!
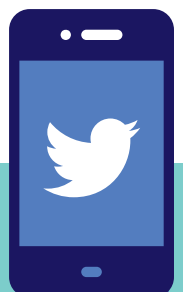
e-PEP Best Practice and supporting the new ILACS inspection framework

ePEP – Forum updates from Andy Kerr:

Exciting times! Here at Welfare Call Group, we are embarking on the 'next step' with our ePEP and working with our customers to enhance the product for the benefit of all. In conjunction with our NEW Analytics module, we are improving the data entry model, reporting ability and 'intelligence visuals'.

No longer will you need to trawl through spreadsheets of data 'to see' the information you need.

Using the ePEP as the vehicle to collect the information, and the power of Analytics to represent that information via a comprehensive suite of interactive charts, you will be able to not only react to issues, but also anticipate them and proactively intervene. With these changes, YOU can get on with the parts of the job you really want to.

The initial focus is on three key areas: Attainment, Targets and Pupil Premium.

Welfare Call Group best model exemplar templates will be shared with all ePEP customers via the Extranet platform once produced.

Keep your eyes peeled for updates in the New Year.

New starters

Frank Morgan (Software Developer)

Frank comes from a background in music, studying jazz bass at the Royal Northern College of Music in Manchester, where he discovered a passion for logic and patterns.

Throughout his life he has been a member of bands performing all over the UK, performing jazz, rock and everything in between.

He is currently working on automating infrastructure deployment to provide consistent, secure systems with compliance measured against approved standards. In addition to this, Frank is developing a suite of tools to formalise the best way to improve how our service is delivered.

This will enable us to continue delivering the best possible experience to our customers. He is excited to be getting involved with the Analytics project in the new year.

More Local Authorities sign up

We're very pleased to welcome on board Worcestershire, Enfield and Swindon who will be benefiting from our latest Analytics tool very shortly.

Poole, Islington, Wokingham and Devon are the latest Local Authorities to sign up for our Attendance Monitoring service, whilst Wiltshire have come on board for our ePEP solution.

To find out more about how our services help you achieve positive outcomes visit www.welfarecall.com

Children in Need day

What a fabulous day we had for Children in Need. Onesies of all colours, not just yellow were sported by the team, and £260 was raised in total. Well Done!

Ofsted – Leeds Forum guest speaker

We were thrilled to have as a guest speaker in Leeds a representative from Ofsted - Matthew Brazier (HMI – Specialist Advisor – Looked after Children).

In his presentation, Matthew referred to the:

- Findings from the 2012 thematic inspections of the impact of Virtual Schools
- Single inspection framework reports (pre 2018)
- Inspections of local authority children's services (ILACS)

In his update, Matthew shared the SIF inspections evidenced the growing positive impact of virtual schools on children's progress, in spite of diminishing LA budgets.

The focus on high quality PEPs and the tracking of progress were two of the Characteristics of strong support for Children's education identified.

Welfare Call Group are privileged to support many Virtual Schools with the ePEP and Attainment collection services that are key in supporting the children.

Looking forward, the key themes for ongoing inspections (ILACS) is that an Inspection is not a desktop exercise and that they will focus squarely on individual children's experiences and progress. A good LA understands the progress children make from their starting points, comparing to how they were prior to being Looked After, rather than all children. The virtual schools will need understand the impact of pupil premium.

The session was well received by all the delegates and Welfare Call Group would like to thank Matthew once again for his willingness to attend the forum.