

Autumn Newsletter

September 2018

welfare call LTD
LOOKED AFTER CHILDREN - CLIENT FOLLOW UP

Welcome back



Welcome Back! I hope that each of you had a wonderful break over the Summer and enjoyed the prolonged period of sunshine that we aren't accustomed to on these shores. It's really was a scorching hot summer; even up in South Yorkshire!

The great British summer, combined with the unexpected progress of the England football team has definitely provided a sense of renewed vigour and enthusiasm as we start the new academic year and begin to tackle the challenges ahead.

You will be pleased to know that it wasn't all sunshine and sangria for the team here. The summer break has provided us with some much needed thinking time; to reflect on the success stories of the last academic year, to evaluate what we could have done better and to layout our plans for the months ahead.

This newsletter will cover all of these areas, from welcoming a number of new customers to the Welfare Call community, to providing top tips on how to access our webinars on our new analytics solution and bringing additional expertise into the business to help improve the range and quality of services we provide.

I hope you enjoy this edition.
Salud!

October Webinars for e-PEP/Analytics



Join us for our bite size webinars on the 17th, 18th, 24th & 25th October to see how you can maximise the use of our ePEP & Analytics solutions to drive greater efficiency in the PEP process and also gain valuable insight to improve practice. Watch out for our emails or follow us on twitter for more info.

Top tips for Webinar access

We are keen to engage with our customers more frequently on product developments and see the use of webinars as the easiest and most accessible way of doing this. Please see top-tips from our Technical Services team on how to collaborate with us on these platforms.



Make sure your computer and web browser are up to date and your speakers / headphones are working.



Visit <https://support.logmeininc.com/gotowebinar> and do the system check.



Contact your IT support department and check that connections are allowed for GoToWebinar.



Try to ensure that you are not going to be disturbed for the duration of the webinar.



Join Welfarecall's test on the **Wednesday 10th October 2018** to ensure a smooth experience.

Forum bookings now live!

This year's forum events are going to be bigger and better than ever, with a number of exciting announcements, four insightful and discussion provoking electives and a number of excellent key note speakers from across the sector.



London Forum: Friday 9th November 2018

Venue: Woburn House, Tavistock Square,
Kings Cross, London, WC1H 9HQ



Leeds Forum: Friday 23rd November 2018

Venue: The Queens Hotel, City Square,
Leeds, LS1 1PJ

Visit www.welfarecall.com/forum to find out more and book your **FREE** place!



Follow us to stay tuned! @welfarecall

Free Events.
Book Now!



New customers



We are pleased to welcome back **Birmingham** and **Islington** to our attendance monitoring service and look forward to working with these Local Authorities again to help drive improved educational outcomes for their Looked After Children's cohort.

We'd also like to say a big welcome to **Poole** and **Wokingham** who have joined the Welfare Call community in the last academic year.

Finally following our keynote presentation at the Association of Directors of Education in Scotland (ADES) conference in November 2017, we are delighted to welcome **Aberdeen City Council** as our first Scottish customer. We are hoping they will be the first of many Scottish customers that we will work with over the next few years.

New Welfare staff



Jes is a qualified social worker with 15 years experience as a practitioner and manager in statutory child protection.



James will ensure each customer's needs are being met and they are maximising the benefits of our services.

Jes East

Jes is our most recent appointment and joined us on the 1st August 2018.

Jes has joined the newly formed Product Management team and will work alongside Andrew Henderson (Product Director) and Rebecca Fevers (Business Analyst) in developing our range of cloud solutions.

Jes is a qualified social worker with 15 years experience as a practitioner and manager in statutory child protection, residential social work (including therapeutic communities in the UK and USA), social work with looked after children, care leavers and youth justice. During the last 15 years he's been involved with practice-led performance management consultancy and management information system design across children's social care, family intervention, early help, youth justice, youth services, crime prevention, anti-social behaviour, leaving care and most recently special educational needs.

James Tame

James Tame will be joining the business on the 1st October as a Strategic Account Manager.

James will work alongside Steve Kurlandzki and Matt Mann in developing and managing a partnership plan between Welfare Call and each of our customers to ensure that each customer's needs are being met and they are maximising the benefits of our services.

James has been working in Strategic Account Management for 14 years across a range of industries, working with customers in both the UK and internationally. He joins us from his most recent position at the Office Depot.



Next newsletter... we'll give you an overview of the exciting changes we are making to Customer Services...