

## Contents



# Supporting children's services



IMPULSE Nexus is the next step on our education journey. We've redeveloped core modules and added new modules and functionality to help you deliver the best possible responses and outcomes for children and families using your services. We understand the complexity of working and communicating in multiagency environments and have developed IMPULSE Nexus to be uniquely accessible and as agile as possible to match the local demands that you face.

We've listened to customer feedback and reshaped IMPULSE into IMPULSE Nexus. We believe that IMPULSE Nexus is uniquely positioned to offer unparalleled flexibility to the education sector for schools, local authorities and parents/guardians. Via intelligent automation and specific rules matching for aspects such as data gathering, formatting and sharing, we can help support the vital work you contribute to your local authority community.

### Helping you improve outcomes in your education services



Supporting young people is one of society's most important roles. The experiences, opportunities and support we encounter in early life have a defining impact; it's an opportunity to continually learn to optimise distribution of resources to make a transformational difference.

It's a complex challenge, though. Each young person has a unique combination of needs and their own individual journey brings them into contact with any number of professionals, services and teams. If you're going to achieve better outcomes, you need to engage, discover, learn to see and communicate the whole story – that means you need to build, bring together and interpret the data that helps them. When you're handling a mounting workload in the face of relentless budget cuts, that's easier said than done. CACI's Children & Young People's Services help professionals working with children join up siloed working processes and systems to build that crucial view of the whole journey. We provide leading software solutions for local authorities, universal education services, youth offending teams, colleges and universities. Our compliant solutions focus on building a complete picture of each child's journey from 0-25+. We help you realise time efficiencies so you can move from ticking boxes to proactively taking action to make a difference. All our services are delivered by a knowledgeable and responsive team with frontline experience who really understand what you do.

We're proud to support many of the leading groups of professionals in education, youth justice, children's services and the third sector daily, as they find innovative new ways to engage with and improve the life chances of millions of children in the UK and Europe.

### Meet the team behind IMPULSE Nexus

We work closely with our users to ensure we help answer the real-world challenges practitioners face in a sustainable way. Many of us have previous experience working with children on the front line and we talk your language. You're the real expert, however, and we never forget that.

### Phil Lucy – Director & Project Sponsor

Phil is a member of the CACI executive board for solution delivery. He has over 25 years' delivery and consultancy experience within the technology sector and joined CACI in 1999. As head of the Children and Young People (C&YP) business unit, Phil leads on the operational management, consultancy, project delivery and customer care function of the C&YP business.

He has successfully managed some of CACI's biggest contract wins and assumes project sponsorship roles on much of C&YP's service delivery and support projects. Phil has a Prince2 and Business & Finance Diploma.



### Marc Radley – Strategic Director

Marc has a strategic development role in CACI involved in design and engineering of integrated enterprise information systems and implementing associated service redesign in local authority and multi-agency services. Marc leads on establishing CACI delivery partnerships, encompassing skills and experience in all aspects of children's and adult's services organisational development.

Marc has a hybrid background as a social worker and as an information systems designer. He is an established information systems designer and leader and has authored several nationally important information systems implemented over the last 28 years. He is a CQSW qualified social worker and has an MSc in IT and Management.

### Terry Pound – Head of Product

Terry is head of product and is responsible for the design of IMPULSE Nexus, working closely with the development and testing teams to ensure the product vision is recognised throughout the duration of projects. He previously led the test and quality assurance team at CACI; this included the delivery of the Youth Justice Board AssetPlus product into over 90 local authorities across the UK.

Terry has over 15 years' experience of software design, development, testing and release for local government including education and youth justice sectors. He has a degree in business studies and further qualifications in IT NVQ & PLSQL programming.



### Ruth Howcroft – Head of Engineering

Ruth is an experienced senior project manager and heads up the team that implements new projects and upgrades existing solutions. She has worked within the software sector for 23 years, across consultancy and solution design and delivery. She has worked with CACI from 2012 in delivery of complex transformational software solutions within children's services teams for local authorities.

Ruth is a certified PMP (Project Management Professional), ACP (Agile Certified Professional) and has a BA (Hons) Modern Languages. She is also a member of the Project Management Institute.



### Chantelle Brown – Implementation Consultant

Chantelle is part of the implementation and training team involved with the roll-out of new solutions. She has over nine years' experience as an implementation consultant in software solution training and customer support within both project delivery and ongoing support environments.

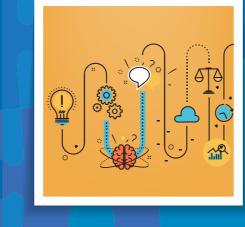
Chantelle's key skills include training course design and delivery, process analysis, documentation and project management. She has a BSc Business Information Technology.



#### Pam Reddy – Head of Customer Care and Delivery

Pam manages the implementation consultants in both their customer care and training delivery roles. Over her time with the company Pam has built long lasting and effective relationships with all our customers and works with her colleagues to ensure that all customers receive high quality advice and prompt issue resolution and training.

Pam understands the practice of both youth justice and education and understands the pressures of these demanding areas of work. She has worked with CACI for over 16 years, initially as a training and implementation consultant, then following promotion to customer care team leader and then delivery, customer care and consultancy manager. Pam has a BA in Education and an MA in Criminology.



### Fiona Young – Business Analyst

Fiona takes the lead on running the business process reviews (BPRs) of projects, ensuring that IMPULSE Nexus products continually meet your requirements. She has four years' experience of working as a business analyst on delivery of software implementation projects. She also has five years' project experience as a super-user and subject matter expert in in-house IT projects.

Fiona's key skills include facilitating customer workshops for requirements gathering, process analysis and solution design and providing documentation, training and customer support throughout projects. She has undertaken BCS courses in; business analysis foundation, requirements engineering, project management processes and modelling business processes.

### Terry Lovegrove – Implementation Manager

Terry is responsible for delivering IMPULSE Nexus training to all of our customers, as well as providing valuable implementation consultancy around best practice regarding processes. He joined CACI in 2017 as a project manager and lead implementation consultant for IMPULSE Nexus.

Terry has managed projects such as the delivery of end user training to over 100 IMPULSE Nexus users. He also managed the technical rollout of the software and stringent, detailed user acceptance testing. He was also responsible for the implementation of the IMPULSE Nexus Schools Portal within Birmingham City Council school admissions. This saw the IMPULSE Nexus Schools Portal software rolled out to over 400 schools. Terry is a yellow belt in Six Sigma Project Management and Certified in ITIL IT Service Management.



### Jim Wells – Hub Product Owner

Jim is responsible for product management for the hub and leads for all systems integrations. He has over 30 years' experience successfully delivering technology-based solutions to a variety of industries. The last 16 years have been spent creating innovative products for use in children's services as a developer, architect and product manager. His involvement with children's services started in late 1999 as co-founder of SoftSmart Ltd. and he developed one of the first SureStart solutions, now known as Children's Centres. A modern up to date version of the system is still in production today and has been part of the CACI product suite since 2008.

lim is conversant in a number of technologies and programming languages and is member of the C&YP design authority team which has the responsibility for deciding which technology future products, features and enhancements are developed. He has an OND in technology solutions, Java, C sharp, VBC, Javascript, C, C++, Python.





### Andy Baldwin – Hosting/Database Administrator

Andy is the lead hosting and database administrator, with over 12 years' experience as an IMPULSE Nexus database administrator. He has expertise across a range of platforms including Windows, Unix and Solaris.

Andy has a diploma in business and IT, MarkView Level III and implementation, business objects universe design X11r2, Oracle PL/SQL Programming 10g, Oracle Forms and reports 10g, Oracle Fundamentals DBA I & II, Oracle Backup and Recovery, various DBA courses.

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### Debbie Lenthall – Account Manager

Debbie is the account manager for our IMPULSE Nexus customers and has been in this role since 2003. Prior to joining CACI, Debbie worked within a local authority children's services team managing performance, therefore understanding the challenges you have to go through on a day to day basis. Her previous experience consists of working within an advisory role, consultancy, training, project management and software implementations.

Key skills include detailed product knowledge, customer care and an understanding of key processes and challenges within children's services. She has a CIPD Small Group Training qualification, post graduate diploma in business administration, leading high performance programme qualification.

### Marcus Le Brocq – Specialist Educational Consultant

Marcus is the lead contact from initial engagement to handover for each implementation stage through to go-live. He has 10 years' experience of working within both children's social services and education domains.

He also has a further 13 years' customer relationship management experience within ICT and Care services. Marcus has a BA(Hons) social policy, M Ed in teaching.



### Join the dots with **IMPULSE** Nexus



IMPULSE NEXUS is a single database application that allows your team to work more effectively, efficiently and collaboratively by using our centralised IMPULSE Nexus core record. This innovation gives you true insight into the journey of every child, by providing you with their personal history and their associated family/household information.

You can make this data readily and securely available to third parties and relevant professionals where necessary, too, with IMPULSE Nexus keeping you on the right side of data regulations. You can keep everything that you need securely in IMPULSE Nexus. No more external spreadsheets and manual searches.

IMPULSE NEXUS is web-based with mobile optimisation, a selection of portals, dashboards and standard reporting functionality all ensuring your full statutory compliance. The three main portals ensure a holistic view of each child is available to all concerned parties. The parent portal enables parents/guardians to submit admissions and appeals.

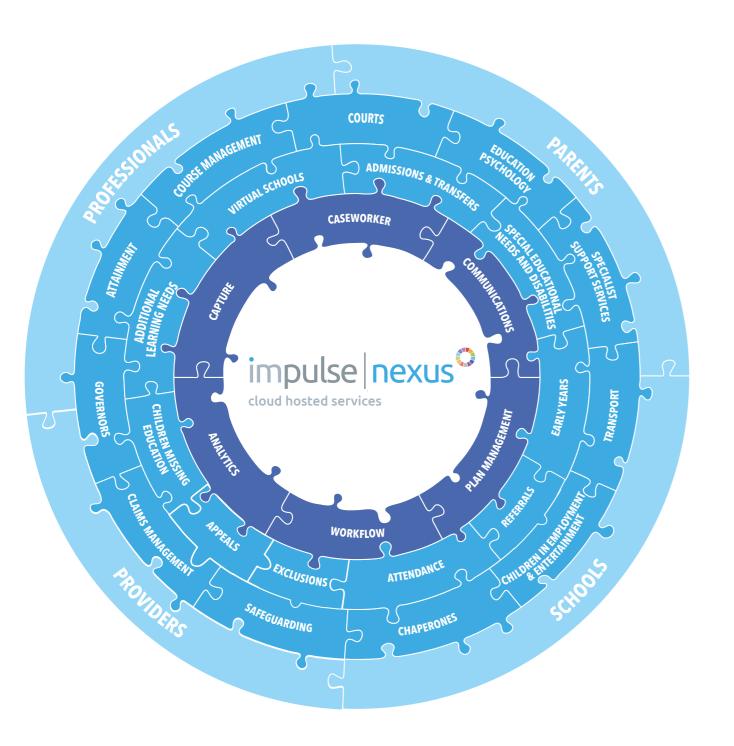
The school portal is the central record which contains all the information on the child's educational journey. The professional portal makes access by relevant third parties easy and secure.

IMPULSE Nexus broadens your view of every child's path through the education system by continually improving the integration of data from other agencies such as social care, removing the risk of potential blind spots and making sure you have visibility of everything you need to deliver the very best service possible.

Education services are central to every child's life. IMPULSE Nexus helps you to join the dots in every journey and use the wealth of data at your disposal to enhance and improve them.

### Helping you improve outcomes in your education services

IMPULSE NEXUS can be easily configured to fit your local service context. If you need individual modules to support your immediate service goals within a local standard framework, we can implement that for you. If you need all of IMPULSE Nexus to underpin your strategic education service goals, we can implement that for you, too.



# The modules

### Admissions and transfers

Administering the school admissions process is one of the most time intensive processes that schools and local authorities face. By providing secure portals, IMPULSE Nexus makes it easier, more accurate and more efficient, with a data trail easily accessible for any appeals. This module is configurable to your unique rules engine, providing transparency and ease of access to parents/ guardians, matching criteria with your rules and assigning places. For more information on how Birmingham City Council has used IMPULSE Nexus to administer admissions across its 400 schools, ou implementation consultant, Terry Lovegrove, wrote an article for The Educator magazine which you can <u>read here</u>.

### Additional Learning Needs

IMPULSE Nexus ALN is a multi-lingual solution designed to support the Welsh implementation of the ALN code. Working for children and young people from 0-25, it's designed to help with early identification and intervention, before providing ongoing support for each journey, ensuring correct provisions and support are in place. Information is easily exchanged and transferred throughout, keeping parents, schools and professionals fully aware of each young person's situation and requirements.

### Appeals

Designed to helps parents/guardians to lodge appeals and schools to administer them, IMPULSE Nexus's appeals module ensures a fair and transparent process for all. Covering admissions and exclusions, as well as SEND/ALN, this comprehensive module keeps all parties updated as to the process.







### Child protection

It is vital that schools are informed of each child's situation beyond the school gates. The child protection module provides reports of things such as allegations relating to a child so that schools are sufficiently aware of what's going. This module also helps schools to ensure that their teachers are appropriately trained as regards child protections policies.



### Соге

Acting as a definitive database and central database for every child in your services, IMPULSE Nexus's core module can be the central hub around which you cater for every child. All of their details, documents, records and achievements are stored here, with every touchpoint recorded. Gathering data from the parent, school and professional portal into one, this is the ultimate record of every child.

### Claims management

Making and processing claims for free school meals and uniforms can be a time intensive administrative task. IMPULSE Nexus's claims management module makes the process straightforward for parents/guardians and schools alike. Claims can be logged through the portal and verified automatically, reducing the need for manual intervention with accurate data pulled straight through into the system to resolve claims.



#### Early years

Syncing with Ofsted, IMPULSE Nexus's early years module helps nurseries and early years providers such as child minders to get assistance with early years grants and the early years census. Furthermore, it helps those looking for work in the early years sector. It's a comprehensive module and the first touchpoint for many children on the 0-25 journey, with data, where necessary, being able to be passe on to their first school.

#### Communications

Communicating is a vital part of the education process, for schools, parents and students alike. This module enables schools to define lists of recipients, contact details and contact preferences in one central record. You can set up your templates and use them to send out all of your communications.



### Educational psychology

Where it is deemed necessary that a student receives psychological support, IMPULSE Nexus's educational psychology module helps caseworkers and managers to access behavioural support for the student. All management referrals and work records are stored in the module, enabling the relevant professionals to keep a detailed and accurate record of each student requiring such support.



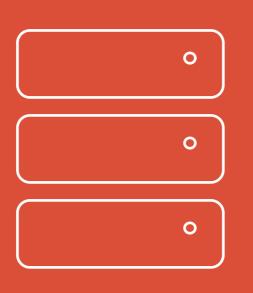
#### Governors

Local authorities need to keep track of school governors and how long they have been in situ for. Via the IMPULSE Nexus governors module, all school bodies and the personnel who comprise them are made transparent and easy to access, enabling schools and local authorities to be responsive to any changes and keep tabs on each board.



### Hub

Providing a central mechanism through which to match and share data into and from IMPULSE Nexus and other software providers. IMPULSE Nexus Hub is designed to easily work with any other provider and open data standards to create a central, federated view of each child. Information such as school census files, latest information from schools' management information systems and load joiner and leaver files from the Department of Education can be uploaded into IMPULSE Nexus via IMPULSE Nexus hub.



### Special Educational Needs and Disabilities (SEND) caseworker

Identifying SEND and providing ongoing support is made easier with IMPULSE Nexus's SEND module. All records can be stored within the module, accessible by schools and professionals alike to ensure that each child receives the requisite ongoing support for their needs. This module covers disabilities support, workflows, checklists, communications and appeals and tribunals.

### Social inclusion

Looked After Children (LAC) require specific monitoring by local authorities, including keeping track of their AM and PM school attendance, requisite educational provisions and their PEP. IMPULSE Nexus's social inclusion module helps you to do this by feeding data in a streamlined, automated way from register to local authority, and acting as joined-up record of outcomes for all LAC.

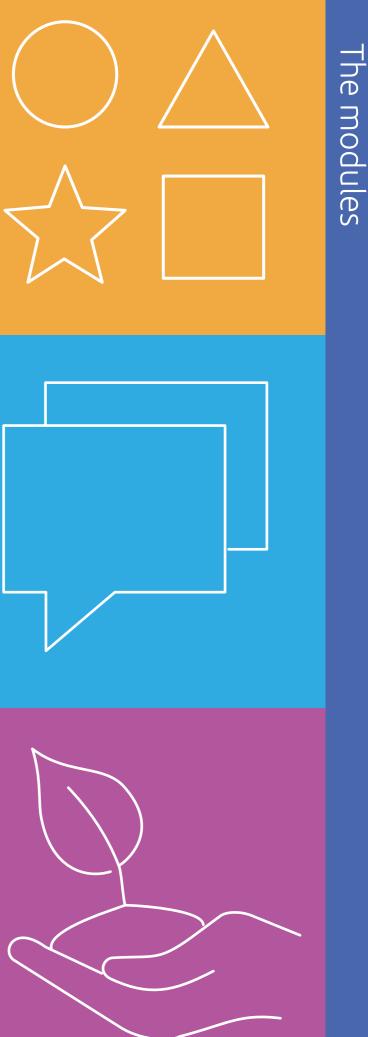
### **Results and tracking**

Monitoring each child's progress via exam results and reports from teachers is a vital aspect of keeping abreast of their educational journey. IMPULSE Nexus's results and tracking module acts as a central data repository for this information, maintaining a consistent, accessible and transferrable record of achievement and reporting.



### Specialist support services

Defining the support services that each SEND student needs is important for improving their educational outcomes. IMPULSE Nexus's specialist support services module helps you to do this by acting as a central location for the needs of each student, defining their required outcomes, ensuring fair educational access for them, supporting disabled students throughout their educational journey and maintaining a central, transparent record of their progress and outcomes.

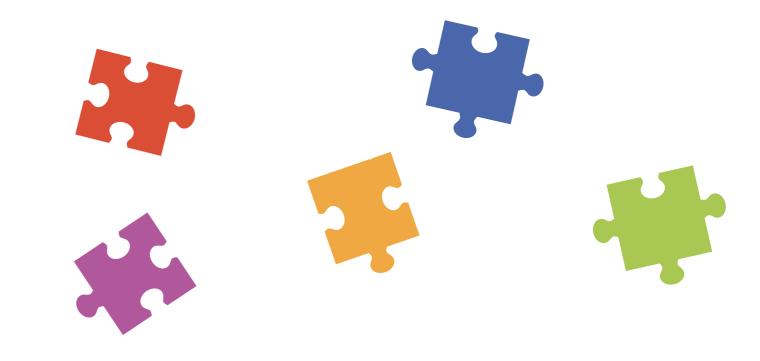


### **About CACI**

IMPULSE NEXUS is a market-leading software solution for the UK education sector. We've been in the education sector for over 20 years and our team is comprised of ex-education professionals who know and understand the industry. We speak your language.

By combing modules of IMPULSE Nexus with your existing solution and software provider(s), you can continue to focus on improving outcomes for the children in your service and we can help you. Our dedicated implementation team can cleanse your data, establish your rules in the system and get you up and running. Our training team is on hand to get your team up to speed and a dedicated account manager ensures that you get what you need out of IMPULSE Nexus.

There's a reason why we're trusted by so many local authorities across the UK.

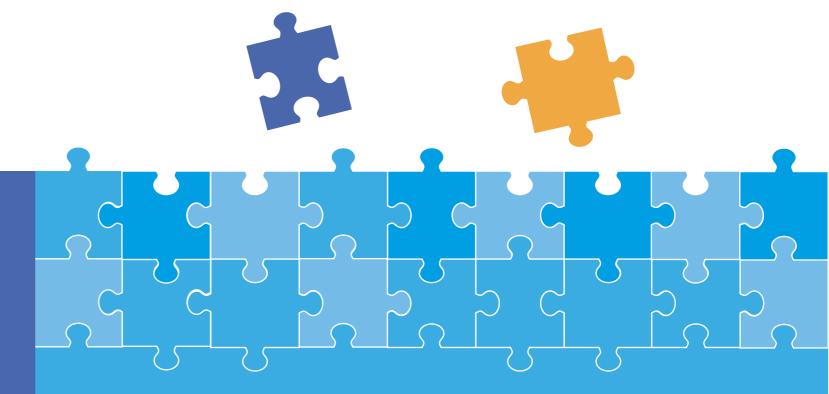


# impulse nexus cloud hosted services

### Get in touch

We'd love to hear from you. If you would like an informal chat about any area of IMPULSE

Web www.<u>caci.co.uk/impulse</u>



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