Education Systems Portfolio

NCCT42930

Strategic Objectives (forming part of the Statement of Requirements)

1. **Background**

This document forms part of the Statement of Requirements.

Bidders should ensure that their responses to the Form F questions in the Invitation to Tender consider and reference the strategic objectives defined below.

1. **Strategic Objectives**

Norfolk County Council requires a system that will provide its Children’s Services department with the end-to-end functionality as set out in the Statement of Requirements to enable and support the Council in meeting the strategic objectives defined below: -

1. **Ensure the most efficient and effective delivery of key statutory requirements** and enable inspection readiness
2. **Improve families and professionals experience and engagement:** Develop effective portals and communication channels for stakeholders, such as parents, schools, and NHS partners, to access and share information, track progress, and provide feedback. Incorporate the voice of the child and customer satisfaction measures in the system design and evaluation.
3. **Enables our goal of increasing education inclusion** to support more children in stay in mainstream education
4. **Promote High Educational Standards:** Ensure that the education system promotes high standards and the fulfilment of every child's potential, in line with statutory duties.
5. **Enable effective practice** with vulnerable children and children with SEND, their families and professionals, helping us to realise our core practice principles:
   1. Building trusted relationships with children, families and professionals
   2. Working with whole families and their networks
   3. Build on the strengths of families
   4. We are one children’s system working together so that children flourish
   5. We are always focused on achieving the best outcomes for children and young people
6. **Achieve efficiency savings and reduce duplication of work and data** by streamlining and simplifying processes and systems.
7. **Enables a single view of the child, family and schools -** Integrate data across Children's Services and children’s system in Norfolk through seamless data sharing and collaboration between different service areas, such as finance, social care, and schools, to provide a holistic view of the child and family and support multidisciplinary working.
8. **Align with Council Plans and Flourish Strategy**
9. **Ensure fair access to education**
10. **Optimise Resource Allocation:** Use information from the system to help allocate resources effectively to have the greatest impact for children and families
11. **Foster Innovation:** Encourage a culture of innovation and continuous improvement to maximise the benefits of technology
12. **Enhance System Functionality and Usability:** Improve the system's ability to meet the current and future needs of the education system by addressing functionality gaps, user-friendliness, training, and support issues.
13. **Automate Processes and Leverage AI:** Streamline and simplify processes such as payments, records, and reporting by using automation and artificial intelligence. Including the active management of users to take action and nudge behaviour.
14. **Support Strategic Decision Making and Reporting:** Provide reliable and timely data and analysis to inform strategic planning, resource allocation, and inspection readiness. Enable strategic modelling and scenario planning across multiple data areas and outcomes. Embed practice principles and FLOURISH outcomes in the system.
15. **Support the transformation and integration of Children's Services** and other partners through shared data and multidisciplinary working, for example SystmOne used by the Health system.
16. **Enable self-service reporting and dashboards** for users and stakeholders to access reliable and timely data and insights

Proposed paragraph -

NCC aims to procure a comprehensive, secure, user-friendly, and well-supported Education System. This system must enable children's services to efficiently manage daily operations in a collaborative way while enhancing the planning and delivery of better outcomes for the children and young people of Norfolk.

The system's extensive functionality must include:

* Robust Case Management with configurable workflows allowing the management and tracking of cases, providing the underlying functionality to support early intervention, support and prevention for children 0 to 5 and their families, educational psychology & specialist support, SEND placement and specialist placement, portage**,** assistive technology for education,early intervention, inclusion, support and prevention for children 3 to 16 and their families, children missing education, inclusion and exclusion,alternative education provision & medical needs alternative education, elective home education, virtual school education of children in care or previously in care, virtual school education of children with sensory impairment, child employment & entertainment licencing and Post 16.
* Ensuring children have a school placement through place planning, school admissions & transfers, SEND admissions & transfers, free school meals, fair access, and home to school transport.
* Facilitate the recording and tracking of school attendance, part-time timetables and fixed penalty notices
* Support for SEND planning and provision by providing functionality to support early identification of need, EHCPs, mediation & tribunals.
* Facilitating the management and booking of early years provider training
* Maintaining a disability register.
* Tracking and managing education funding to monitor costs associated with children, providers, and services.
* Integration with third-party systems to allow the sharing and receipt of data.
* Portals for self-service, to help drive collaboration, improved tracking and communication, efficiencies and improved service.
* Easy to navigate views of data captured and imported for a child or young person, organisation or organisational grouping
* Robust reporting functionality to allow us to meet our legislative, statutory and operational needs.