

# PROTECTING VULNERABLE CHILDREN

**HEDRA.**  
consortium

## PROTECTING VULNERABLE CHILDREN.

Hedra and its consortium partners help public service organisations to deliver measurably improved and more efficient services to customers by delivering effective technology based solutions and business consulting services. With our assistance, you can achieve your strategic objectives as an organisation and make a lasting difference to the lives of citizens.

*Protecting the vulnerable, particularly children and the elderly, is one of the most important services that the public sector provides.*

### The challenge

Social care is a priority for all County and Unitary local authorities. Protecting the vulnerable, particularly children and the elderly, is one of the most important services that the public sector provides.

Historically, the provision of social care has been complicated by the need for cooperation between social services departments and partner agencies and across local authority boundaries. This has resulted in fragmented service delivery, which in some cases has jeopardised the welfare and endangered the lives of children and young people.

In England, Government's response has been to launch a transformation agenda for Children's Services – Every Child Matters. This requires local authorities to undertake organisational and business process change to support a more joined-up approach to the delivery of children's care services. These changes often need to be enabled by new technology solutions.

The potential cost of inaction is high. Failure to deliver a transformed service which prevents abuse rather than dealing with the consequences of it can be extremely costly, not only in terms of resource but also in exposing vulnerable children to unnecessary risk. Failure to start implementing solutions to address the problem can also result in financial penalties as future funding may be withheld. Individuals as well as authorities are liable in the event of a failure in their duty of care.

It is therefore essential for local authorities to ensure that their internal structures are robust and efficient enough to address rapidly evolving requirements. This means engaging with experienced and credible suppliers who understand local authorities' individual needs and the social care environment.

## The solution

The most urgent requirement for local authorities is to implement the various phases of an Integrated Children's Service (ICS) that complies with Government's requirements in line with aggressive timescales. Some authorities will view this as a stand alone IT project; others will see it as part of a wider transformation agenda that can drive change across the organisation and achieve more far-reaching outcomes.

Hedra and Consortium partner CACI can offer a range of support options to address both types of requirement. These include:

- assessment of ICS readiness
- identification of options and approaches to deliver ICS
- implementation of a standard and fully DCSF compliant ICS solution
- integration of the new solution to support information sharing and coordinated service delivery
- change management to support implementation and adoption – including business process reengineering, organisational design and training
- management consultancy for successfully integrating children's social care and education departments
- provision of hosted collaboration systems to facilitate true multi-agency working.

## The benefits

Addressing children's services holistically, with teams and processes aligned and working together, can deliver significant benefits. A project that aims no further than providing compliance may miss the opportunity to bring wider ranging benefits to stakeholders. Benefits include:

- improved outcomes for children and young people
- greater financial efficiency
- better utilisation of staff
- risk avoidance
- improved staff morale.

## Why work with Hedra and CACI?

Hedra and CACI have played leading roles in some of the biggest and most complex public services change management programmes in the world. No other partner can offer our breadth and depth of experience, product range or quantity and quality of resource.

Hedra and CACI can deliver a fully DCSF compliant ICS system within extremely tight timelines which is supported by a full package of integrated social service and education modules.

## About the Hedra Consortium

The Hedra Consortium offers clients a full range of end-to-end solutions by bringing together nationally and internationally recognised service providers, each at the top of their field. The Consortium is led and managed by Hedra, the leading UK public services and solutions specialist. Consortium member CACI is one of the world's largest IT services and software integrators. The Hedra Consortium is an accredited Catalyst supplier.

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In addition to the solutions capability of the Hedra Consortium, Hedra plc offers the full range of management and IT consultancy services. Hedra is an accredited Catalyst supplier under the following consulting categories of Catalyst:

- business strategy
- organisational development  
(for central government, health, justice and education)
- outsourcing consultancy
- programme and project management consultancy
- procurement consultancy
- HR consultancy
- information systems strategy
- ERP consultancy.