



CASE STUDY

IMPROVING THE CAPITA ONE SEND SYSTEM

For the London Borough
of Southwark

OVERVIEW & BACKGROUND

To maximise its existing systems and avoid major new investments, Southwark teamed up with Futures to enhance its Capita ONE software. The project began with a full review of Capita ONE to identify "quick wins" - small changes with significant impact.

The most important improvements focused on SEND finance, enhancing financial reporting accuracy and system controls, thus saving money and avoiding the complexity of new software modules.

cont. "how we tackled it"

SYSTEM REVIEW AND QUICK-WIN STRATEGY

Futures brought in a subject matter expert to review the entire Capita ONE system and identify areas for improvement. This review led to several suggestions, including:

Improving data management to make it more consistent and reduce duplication.

Making the interface more user-friendly.

Prioritising SEND finance improvements for the biggest impact.

PROJECT GOALS

Southwark's main goals in partnering with Futures were to

Identify impactful improvements within the current system.

Enhance SEND finance management for accurate and reliable financial reporting.

Simplify workflows across Capita ONE, making tasks easier for staff.

Improve data quality, especially for SEND funding and finance requirements.

HOW WE TACKLED IT

Futures took a two-phase approach, starting with a thorough system review and then focusing on key developments.

HOW WE TACKLED IT

cont. "how we tackled it"

DEVELOPING THE SEND FINANCE SOLUTION

Futures provided a technical expert to implement the SEND finance upgrades, which included:

Customising Capita features to improve SEND financial tracking and controls.

Setting up automated financial reporting for real-time insights into spending and budgets.

Ensuring thorough testing and training for smooth operation and confident use by staff.



EXPERT ACTION PLAN

The optimised Capita ONE system, especially with the SEND finance enhancements, provided Southwark with several key benefits:

High-impact finance improvements without the high cost of new modules.

Better tools to manage and control spending, reducing the need for intensive audits and protecting the council's reputation.

Authorisation and record-locking processes to reinforce data accuracy and budget control.

Comprehensive reporting and forecasting tools, offering a clear view of current finances and future trends.

Increased financial accuracy and controls, ensuring compliance and transparency.

Personal budget tracking for guardians, with clear breakdowns of spend-to-date and remaining budget.

Data clean-up and integration, bringing all historical records into a unified system.

Efficient management of SEND bandings and costs, with easy updates and preserved history.

SCALABILITY FOR OTHER LOCAL AUTHORITIES

The SEND finance solution developed for Southwark is ready to benefit other local authorities.

Futures estimates a four-month timeline to roll it out to councils seeking cost-effective upgrades within the Capita ONE suite, allowing them to achieve better financial reporting, control, and efficiency without new software modules.

CONCLUSION

By partnering with Futures, the London Borough of Southwark unlocked the full potential of its Capita ONE suite. The targeted review and development approach delivered real value, especially in SEND finance, without the expense of new modules.

Now, with a scalable solution in place, other councils can benefit from these improvements to meet their own service and financial goals.