

# News Letter – December 2017



**Hello,**

**As Business Improvement Manager, I have been tasked with overseeing the implementation of a new way of managing all of the information and data that we receive, create and administer.**

**To do this we have chosen to use the phrase “Management of Information Systems” or “MIS” but in truth it isn’t just one system it’s a combination of ‘suites’ that support a single philosophy of ensuring a single ‘golden thread’ of information follows a child throughout their journey through the world of education in order to maximise the potential of matching their needs against the services that the authority offers**

**In very simple terms we need to have a single database of children that all teams use to deliver and administer the LA services that each child needs throughout their journey into adulthood.**

**As well as the ‘individual’ we (E&L) also deal with ‘institutions’ including schools, academies, colleges, special schools etc. It is also important that our interactions with these institutions are properly documented and made available across all teams within the business unit and across the authority as a whole.**

**We must share our interactions with these schools etc so that collectively we have a holistic view of their demands, pressures and achievements rather than ‘snapshots’ of our own individual team contacts. To do this we are also currently exploring the potential of collaborative systems that allow for this to be achieved, so ‘watch this space’ .....**

  
**Nick Lyle** B.Ed(Hons)

**Business Improvement Manager**

# The 'Team'

We are really fortunate to now have a small but dedicated team to ensure these services are more efficient and integrated making best use of new technologies and innovation allowing better access and information:

Louise Church is the MIS and Project Manager and will be striving to ensure that all of the systems, once implemented run smoothly and seamlessly, hopefully making your job easier, different but easier !

**Got a question about MIS ? Ask Louise at: [louisechurch@warwickshire.gov.uk](mailto:louisechurch@warwickshire.gov.uk)**

Phil Ransford has done a sterling job reviewing 'the project' after its handover from the previous project manager allowing us to see what we have achieved in terms of implementation over the past 12 months and what we need to do now to make sure we are all able to use 'Synergy' as soon as possible.

We also have the support of many others within the business unit and the Senior Leadership Team is very appreciative of all of your efforts. These efforts will continue over the coming months but as we move away from the implementation phase and in to 'activation' they should ease as the system becomes the cornerstone of how we collaborate and share information.

## **‘Synergy’**

**Over the last 12 months The Education and Learning (E&L) Management of Information System (MIS) has slowly filtered in to many areas of the Business Unit via the ‘Synergy’ system.**

**‘Synergy’ is a suite of modules designed to manage information and data by providing a practical, clear and reliable way of managing critical information around the education, safeguarding and care of children and young people.**

**The ‘Synergy’ suite of modules records and manages information based on a common dictionary of references such as name, date of birth, address etc, the type of personal information data (PID) that all processes and systems need in order to follow an individual throughout their journey with the local authority (LA).**





## **Synergy** (continued)

Each of the teams within E&L will have a designated 'super-user', part of whose job it is to agree what this common data dictionary is with all other super-users and then to 'bolt on' to this common dictionary with subject matter specific data relevant to their business area.

This data dictionary is critical to the systems ability to manage the information across all teams and wherever the child or young person makes contact with one of the relevant E&L services.

One of the teams priorities is to ensure all teams agree the contents of this common data dictionary .

Without this 'synergy' of information our ability to manage services is adversely effected leading to inaccuracy, duplication, repetition and errors which can unfortunately sometimes end up in individuals being harmed.

Collectively we must strive to minimise the risk of this happening and so it falls upon all of us to fully engage with 'Synergy'; agreeing datasets, testing new systems, reporting back on developments, liaising with super-users and making ourselves aware of the functions and capabilities of the systems in order to maximise opportunities to implement efficient ways of working that support our front line staff in delivering critical, core and statutory services to the best of their ability.

# Synergy (continued)

With the recent departure of several key individuals within the implementation project we have undergone a review of 'where we are' with its implementation across all of the relevant teams. Over the coming months, together with Servelec, the owners of 'Synergy', we will be aiming to implement the system/modules within the remaining teams:

- EPS
- ACE
- EMTAS
- STS/IDS
- Flexible Learning
- Children in Employment and Entertainment
- Free School Meals
- Document Download for Early Years/Admissions/FSM
- EIS (Module) For EPS
- Gateway Module for SEN/FIS/ACE/EMTAS/Exclusions/Schools
- Parenting Programme for Parents

And so, if you work in any of these areas, we will need your help to ensure everything goes as smoothly as possible. Its not going to be easy but anything of value requires effort to attain and in the medium to long term you will reap the benefits of the new system and our collective ability to maximise opportunities to:

- Support vulnerable members of our communities to be independent and safe<sup>1</sup>
- Ensure children and adults have access to quality learning throughout their lives<sup>1</sup>
- Support young people to access apprenticeships and employment<sup>1</sup>
- Support and coordinate other organisations to deliver services<sup>1</sup>

(<sup>1</sup> = OOP2020)

*Knowledge is of no value unless you put it into practice."*

Anton Chekov



INFORMATION

ANALYSIS



EFFICIENCY



PEOPLE

# MIS

MANAGEMENT  
INFORMATION OF  
SYSTEM



DATA



DECISION



EVALUATION



SOFTWARE