

Project management to Prince2 standards, from finalisation of requirements through testing, training and rollout, ensures timely delivery of a new case management system to help



## Background

Action for Children is a leading children's charity committed to helping the most vulnerable and neglected children and young people in the UK break through injustice, deprivation and inequality. It helps nearly 156,000 children, young people and their families across the UK through nearly 420 projects and also promotes social justice by lobbying and campaigning for change.

Action for Children is also the leading UK provider of family and community centres, children's services in rural areas, services for disabled children and their families, and services for young people leaving care. With a gross income of £200m it is one of the UK's 20 largest charities.

## Business Issue

Action for Children previously used a paper-based system called Aspire (Assessment, Planning, Intervention and Review) to ensure a consistent delivery process within Children's Services, but the full set of benefits of the system could only be realised through development of a computer system supporting the Aspire model and enabling the capture of other, project-specific data.

## The Challenge

To manage the bespoke development of a case management system (e-Aspire) to hold the details of all children in receipt of an Action for Children service. With over 4,500 users the system would be the largest and first major implementation of its type for the charity.

## Solution

DB Consulting project managed the delivery of the e-Aspire project from finalisation of requirements, through design, development and testing, to training and rollout.

Reporting to the Action for Children project board, DB Consulting's project manager was responsible for day-to-day running and financial control of the project. Project management to Prince2 standards was required, and included management of the third party development team, recruitment and management of the Action for Children testing and training teams, along with ensuring the suitable inclusion of existing Action for Children teams.

To ensure successful take-up, the training and implementation phase of the project involved extensive change management. There was also some sensitivity around the business process transformation required, which needed a calm, collaborative and supportive management style.

In addition to the core e-Aspire project, DB Consulting also took the lead in introducing e-Learning to Action for Children, running this parallel project from business case through analysis, design, development and testing to rollout and business-as-usual support.

## Results

Both the e-Aspire and e-Learning aspects of the project went live, to plan and within financial tolerances. DB Consulting then managed the training, rollout and change programme to ensure successful take-up.

## DB Consulting

DB Consulting works with ambitious, forward-thinking companies aiming to achieve strategic business objectives through the deployment of modern Information Systems.

We design, build and support software for companies operating in a wide range of industries, using technology products from Microsoft, Oracle, IBM and other leading software vendors.

## Contact Us

Nick Hill  
t: 01753 626625  
e: [nhill@dbgroup.co.uk](mailto:nhill@dbgroup.co.uk)