



Open Objects' **Family and Community Hub** is a complete online Directory solution. It is ideal for Family Information Services (FIS) to provide Service Directories and Activities, Advice and Guidance of all types for Children, Young People, Families, Parents, Carers and Service Practitioners.



### Services Directories made easy

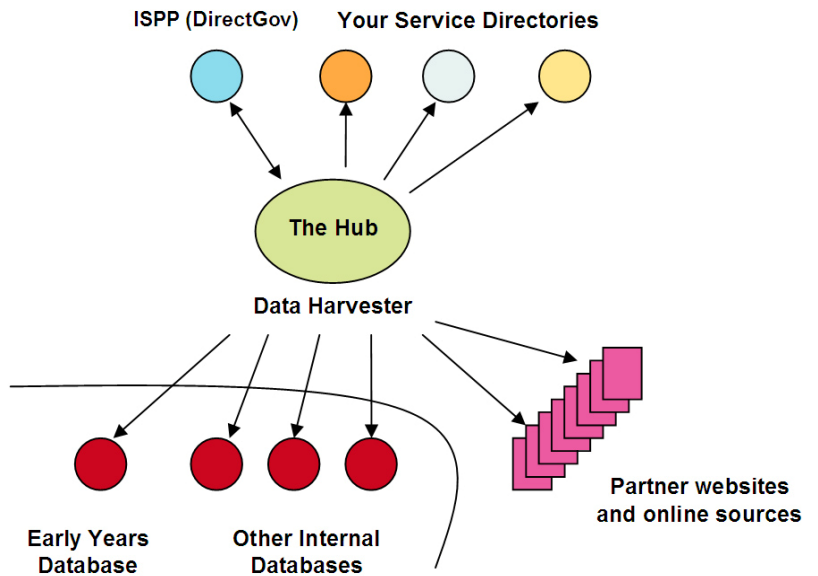
The Family and Community Hub enables you to deliver service directories on-demand. For example, Children and Youth services directories, Positive Activities websites, Local Events directories, Community Organisations and Clubs directories, Adult and Later Life directories - All can be delivered from a single Family and Community Hub. The Hub is a focal system into which you can collate and manage all of your public facing services information, advice and guidance.

### Information of all Types

The Hub is designed to handle a diverse range of information types without compromise;

- \* Services Information
- \* Events
- \* Positive Activities
- \* Publications
- \* Advice
- \* User Feedback
- \* Ratings and Reviews
- \* Contact and Enquiry Notes

Each record type has its own customisable style and format to exactly meet your requirements.



### New tools for new situations...

The increasing convergence between local authority information duties and growing push for more collaboration between agencies is requiring ever more from your online services directories. The Hub meets this challenge head-on with an information architecture which has been designed from the outset for shared working.

### Information Harvesting - a unique approach

The Hub incorporates unique Atelus™ data harvesting technology which is designed to automate many of your regular information update tasks. **It saves hours of regular manual checking of your information sources, by automatically watching for changes and updating your central Directories.** The harvester pulls information into your Directories from existing sources, such as websites and internal databases, chosen by you. It can watch partner websites for new Activities and Events and pull summaries of these into your Directory. It can also pull information in from any of your back-office sources (e.g. Early Years database, Youth Services database, Adult Social Care database etc).

### Wherever information resides it can be shared automatically into the Hub,

which dramatically extends your reach and scope. Your Directories become the definitive and up-to-date resources that they should be (without consuming huge amounts of your time).

### Create compelling Directory websites

The Hub enables you to present multiple different Directory views to meet the specific needs of each audience or target group. Interfaces can be styled and branded exactly how you want them, so users get the benefit of bright, compelling and relevant websites straight from the Hub.



# Family and Community Hub



## ISPP data bridge - Meeting the standard

The Hub incorporates a powerful ISPP data bridging area which enables you to meet the new requirements.

The DCSF's Information System for Parents and Providers (ISPP) project promises to join up family services information at a national level. To be ISPP compliant you will need to be able to feed information, such as your Childcare register, into the ISPP. In addition you can benefit from ISPP by drawing back information from the national system into your local Directories.

Open Objects' Hub will meet this requirement for you. Using the built-in ISPP data bridge you can manage all of the information and data exchanges from your Directories to the ISPP with ease. Uploads and downloads can be inspected and checked before committing, so you always retain full control over the information that passes in and out of your Hub. The Hub will track ISPP data exchange standards as they emerge so you can be sure that your information system will always be compatible.

## ISPP Controlled Vocabulary

In order that ISPP records can be easily searched, DCSF has developed a controlled vocabulary to be used for categorising the service records. There are nineteen top level categories covering subjects such as 'Babies', 'Childcare', 'Health' and 'Relationships' etc. Each top-level subject is broken down into a further two levels of sub-categories. In all there are around 400 service categories providing a comprehensive set of all service types that will be held on the ISPP. This means that that every record in your database needs to be assigned to the correct category. Rather than leaving this for you to do as a manual process Open Objects customers will be able to benefit from unique **ISPP Recommender** tool that is being integrated with the Hub. ISPP Recommender provides automatic classification of service records into their correct ISPP categories saving hours of painful manual effort.

## Involve and Engage

You can involve your service providers closely in your Directories if you wish by enabling them to securely login and update their own service information. You can also encourage the engagement of users to submit reviews, opinions and activities of their own. All submissions are

handled automatically by the Hub, and can be optionally held in queues for your approval. Records can be set to automatically expire, as well as to come up for review with email reminders issued automatically if required.

## Powerful Search, Browse and View

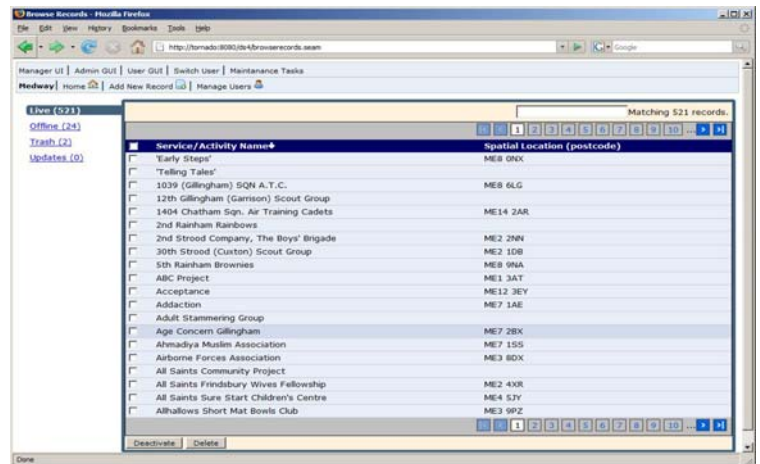
The Hub provides powerful Search, Browse and View functions so it is simple for users to find their way around. Signposting of key information is easy, and the Directories can also suggest associated resources to help guide users. Linking to location maps and filtering based on geographic location are built-in as standard features. All interfaces are designed to meet all standards for accessibility.

## Simple Administration

The Hub includes powerful tools designed for non-technical administrators. All aspects of your Directories are easily controlled. You can easily manage all records with built-in regular checks and alerts. Many routine processes are automated, so the Directories look after themselves, leaving you free to focus on your information.

## Off-the-Shelf

The Family and Community Hub is available for immediate deployment as an off-the-shelf solution. A complete package from initial set-up right through to 'go live' of your first Directory is available from Open Objects at a single flat cost. You can choose from single and multiple Directory licensing options. You will have access to your Hub within just a few days of ordering. The whole process to 'go live' could be completed in just a few weeks.



## Next Steps....

For a demonstration of the Hub please contact Open Objects. We will be happy to set-up your own admin area and an online demonstrator in the 'look and feel' of your choice. You'll be surprised how much can be achieved in just a short space of time.

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