G-Cloud 14 Service Definition document

S117

View **S117**

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Supplier overview

NECS provides services to public sector and healthcare organisations.

Our vision is to make life-changing improvements to patients living in the communities we serve.

We have more than 1,800 staff who work throughout England and Wales. Our customers include NHS England, NHS Providers, Integrated Care Boards (ICB), Local Authorities, Private Health Care Providers, universities and the private sector.
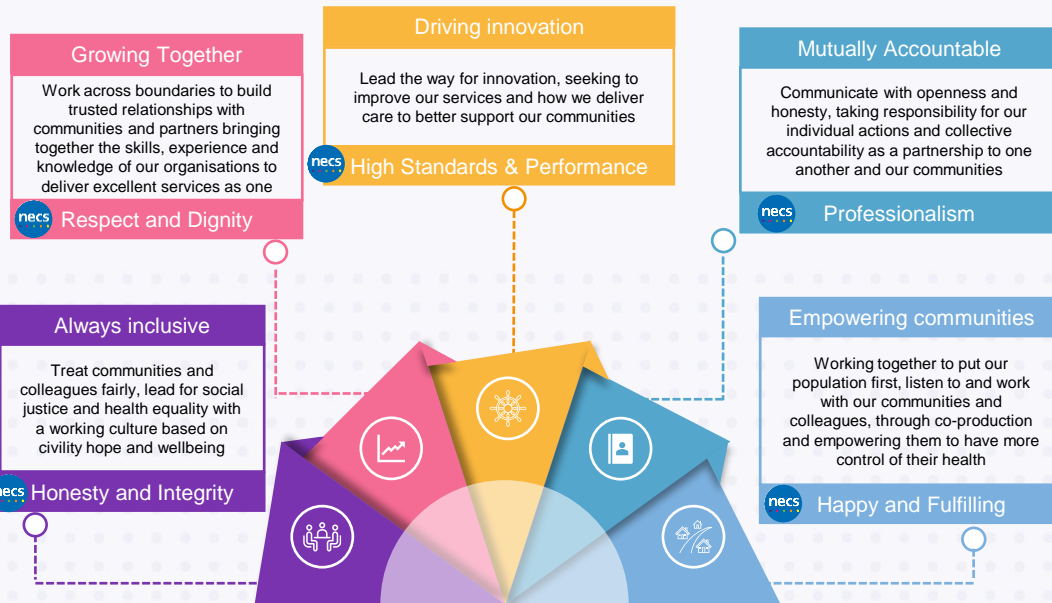
In the past year we have delivered 290 contracts for NHS England.

NECS has the following certification:
- ISO9001
- ISO27001
- Cyber Essentials Plus

NECS is proud to be part of the NHS

NECS values align with the NHS Constitution

Growing Together

Work across boundaries to build trusted relationships with communities and partners bringing together the skills, experience and knowledge of our organisations to deliver excellent services as one

Respect and Dignity

Driving innovation

Lead the way for innovation, seeking to improve our services and how we deliver care to better support our communities

High Standards & Performance

Mutually Accountable

Communicate with openness and honesty, taking responsibility for our individual actions and collective accountability as a partnership to one another and our communities

Professionalism

Always inclusive

Treat communities and colleagues fairly, lead for social justice and health equality with a working culture based on civility hope and wellbeing

Honesty and Integrity

Empowering communities

Working together to put our population first, listen to and work with our communities and colleagues, through co-production and empowering them to have more control of their health

Happy and Fulfilling

Service overview

An online browser-based tool providing an all-age register of people who are S117-entitled. This tool supports collaborative working across health and social care that ensures an improved understanding of the local population, assists commissioners in tracking individuals, identifies existing gaps in current service provision and enables individuals to remain well and supported.

S117 Register allows professionals to complete an online form to add / manage someone on the S117 register, reducing Personally Identifiable Data (PID) sent via email and manual collation of reports. This tool also allows for the register to be monitored more closely, accurately, and securely with only a single register being in existence.

The S117 Register is for individuals who have been in hospital under sections 3, 37, 45A, 47, or 48 of the Mental Health Act 1983. The proposed market for the S117 Register is health and social care staff, with the intent that it would be commissioned for them by Integrated Care Systems (ICSs) / Integrated Care Boards (ICBs) / Local Authorities.

This tool is for the use of internal staff who are interacting with patients only, not for the public, including mental health primary care and social care.

Core service functionality

Submit New Record Form	The submission form is intended for use by organisational staff responsible for maintaining the register of individuals entitled to S117 support. Authenticated users can add new individuals to the register as they are identified. The "submit new record process" includes duplicate record checks to prevent redundancy. If a new record matches an existing one based on the external system identifier, NHS Number, and Date of Birth, an error message alerts the user to the duplicate entry, along with a link to the existing record. Notifications of new submissions can be sent via email to the organisation's administration and support team. Additionally, users with appropriate permissions can access the "manage records" page, which provides a link to the manage multiple records page. This system ensures accurate and efficient management of S117 entitlement records while preventing duplicate entries.

Core service functionality

Manage Records	The 'manage records' page grants users' visibility into all current records stored within the system. Users with access to this page can update any records when necessary. Additionally, users may receive email prompts to update records they've added.
	Administrators possess full access to all records via the 'manage records' page and can update any record based on their permission settings.
	Both users and administrators have the capability to archive records from the register, typically done when an individual's S117 entitlement ends. Archiving a record involves filling out the S117 entitlement end date field. Upon completion, the system prompts the user to confirm the entitlement's end and the record's archiving. Archived records are removed from the active list and marked with an archived status, making them inaccessible for updates via the manage records page. However, they can still be accessed through downloading the archived record report.
	If enabled, the 'manage records' page offers a link to the manage multiple records page, providing users with efficient management capabilities for multiple records.

Core service functionality

Manage multiple records	The 'manage multiple records' page allows users and administrators to upload a .cvs formatted file which contains multiple records. Each row within this formatted file contains a record.
	The upload process reads each row of the file and checks the system to see if an existing record contains a matching external system identifier, NHS Number and date of birth. If it finds a matching record then this record is updated, any non-matching records are added to the system as new records. If the updated record data set contains an S117 entitlement end date, then this record is archived.
	The manage multiple records' feature is restricted and the permission must be granted by an administrator for a user to access it.

Core service functionality - Reporting

Reporting	The reporting dashboard allows administrators and reporting users to have an 'at-a-glance' view of the records held on the system. The dashboard shows: • the total number of records, • the total records by age group, • the total records by gender, • the total records per responsible local authority, • the total records per clinical commissioner, • the total records in or out of county, • the total records by place detained. The reporting dashboard can be filtered by organisation to show the 'at-a-glance' view for a single responsible local authority or clinical commissioner. The report/data download feature allows administrators and reporting users to download data into an Excel spreadsheet for: • All active records, • All archived records.

Core service functionality - Reporting

Reporting	The reports can be filtered to customise the amount of data within the report. The filters available are: • Gender • Age range • Ethnicity • Geographic location • Local Authority • Clinical commissioner • Out of County • Detained between dates • Discharged between dates • Section S117 Qualifying Administrators and reporting users, if required, can be restricted by Local Authority(s) or clinical commissioner(s) to allow access to only those records for those areas.

Core service functionality

Help and Support	The 'help' page contains all system documentation for users, reporters, and administrators. This is available online on the system and downloadable as user guides in .pdf format. The 'help' page also contains the request help function. The user can enter their request into the request help form. This form is sent to the system administrators via email. If the system administrators are unable to help and support, then the request is passed to the Digital Applications Service Desk.
User Account management - Change password	The change password function allows the user, reporter, or administrator to update their password. All users are sent a randomly generated password when the account is created, then they are asked to change it when first logging in.

Core service functionality

Administration – Manage users	This allows administrators to manage users and their permissions. Administrators can add users, reporters, and system administrators. Each user is assigned a role within the system, and each user can have their access to data restricted by organisation if required. Administrators can remove user accounts.
Administration – Manage data lists	System administrators can manage all the data lists options available on the submit new record form and the outcome form. New options can be added, existing options can be updated, and individual options can also be archived.
Administration – Manage email templates	This allows for administrators to manage the content of email notifications that are sent from the system. It also allows for notifications to be directed to different people / teams. Notifications can also be disabled if not required.

Core service functionality

Administration – Manage page content	This allows for administrators to edit page titles and text content on the 'home' page and the 'submit new record' page to customise the system and provide guidance to users based on their own organisational processes / requirements.
Administration – Manage application settings	This contains configuration settings for the system. The default support email address and consent form toggle can be managed here.

Objectives, values and benefits

The S117 Register tool will:

- Replace manual and disparate reporting processes across organisational systems.
- Increase efficiency and save money through being a single source of reporting truth.

The S117 Register provides:

- A single source of reporting truth.
- Processes currently run from multiple Excel spreadsheets.
- Tighter controls over data and visibility.

Ordering and invoicing (including trial/demo options)

Standard purchase order arrangements apply to all undertaken activity.

For clarity, the Agreement Date is the date on which the G-Cloud Services 14 Framework Agreement is signed by the customer. The invoice payment period and terms begin on the Agreement Date.

On-boarding and service deployment

The implementation of S117 will be led by the customer. This will be wholly supported by dedicated S117 implementation and training personnel. A task and finish group comprising all stakeholders will be set up at the first implementation meeting. By signing up to use S117, customers are signing up to:

- A non-exclusive, non-transferable licence, without the right to grant sub-licences, to use S117 internally within their own organisations for the purpose of internal data analysis, processing and reporting requirements, and for no other purpose.

- Where named staff or other third parties are permitted to access the System, this will always be by prior arrangement between the customer and NECS.

- Customers are not permitted to grant or enable access to S117 to third parties without the prior consent of NECS.

Estimated deployment to live would be four weeks. This could be shortened depending on customer resourcing and availability to test. Detailed plans are drawn up with each customer to meet their specific needs.

Technical and client-side requirements

The platform can be accessed via any modern web browser using the latest version released (or one prior the latest version - see details below) and does not require installation of any additional software on the end user's machine or the organisation's network. We recommend the minimum bandwidth internet connection should be 2mbs, with a recommendation of 5mbs or higher.

- Android and Apple are supported – must be latest release or one prior to the latest version

- Acceptable browsers: Chrome, Firefox, Android Browser, IOS Safari, Edge

NECS shall not be liable for any failure to perform any of its obligations if such failure is due directly or indirectly to the failure by the customer to maintain its internet connection or hardware or software appropriate for use of S117.

Off-boarding and service termination

In the case of off-boarding of the region, the data is exported and transferred securely to the appropriate organisation in line with the local policies and arrangements.

In the case of off-boarding of a provider organisation, the retention and deletion of their data will need to be discussed and agreed with the region considering information governance and legal requirements.

Data assurance, security and governance

The data held within the S117 System is protected to the highest information governance standards, with tight security, strictly controlled access based on the role and privileges of each user, and a highly resilient and reliable technical infrastructure. Data is encrypted to NHS standards.

NECS are a data processor for the data in the system. The deploying organisation is responsible for setting up and managing their own local data sharing agreements if they want to share system data with other organisations.

Data quality assurance is the responsibility of the deploying client.

S117 has the potential to affect patient outcomes and thus is required to be compliant with DCB0129. NECS as the manufacturer of the product are responsible for creating, maintaining and reviewing the product's compliance with DCB0129. DCB0129 documentation and the Clinical Risk Management File (CRMF) for S117 can be viewed on request.

S117 requires deploying organisations to be compliant with DCB0160. Customers and distributors of the product would be responsible for creating, maintaining and reviewing the product's compliance with DCB0160, using their own resources unless otherwise negotiated with NECS. As the manufacturer, NECS are not responsible for this compliance but can assist customers with the process as a separate service.

Data assurance, security and governance

All live data is held within a hosting provider's data centres based in the UK. Data is processed within the UK based hosting provider and stored securely within the data centre. The hosting provider has implemented appropriate controls to protect customer networks from compromise, eavesdropping or intrusion. The hosting provider performs security monitoring of infrastructure, regular automated vulnerability scanning of internal infrastructure and strong network security and segregation controls.

Service migration and system updates are carried out as a managed procedure during out-of-hours periods, normally overnight on a Friday. When it is a planned update, the data is restored and fully tested over a weekend to guarantee business continuity.

Service support

Support services are automatically included in the S117 service fee. Support material is published and managed through the S117 system.

Service desk support is in place to provide a single point of escalation for users where issues cannot be resolved locally. As a standard offering, escalation technical support will be provided between 08:30hrs to 17:30hrs, Monday to Friday (excluding national holidays) via email and phone. The core functions of support provided are listed on the following pages. These functions and the core support hours can be extended and customised to meet our customers' requirements subject to contractual arrangement.

Any scheduled system maintenance that is to take place between the hours of 8.00hrs and 18.00hrs Monday to Friday would be notified to the customer a minimum of two weeks prior to the event. This would occur only in exceptional circumstances.

Services and support to the customer will be agreed prior to implementation and service delivery phases.

Service training

Basic deployment training is included as part of the S117 service fee.

The customer may request additional training at any time during the life of the agreement. Additional training not included as part of deployment is outside the scope of the standard pricing for S117 (see Pricing Document) and will be chargeable.

When considering additional requests, the following matters shall be agreed in writing by the parties:

- The scope of the training services.

- The estimated charges.

- The timetable for the completion of the additional training sessions.

Customer responsibilities

- The customer is responsible for maintaining and confirming their own information governance processes and policies are adequate and will ensure NECS personnel are made aware, in advance where possible, of any impact or restriction local variations may introduce to NECS delivery of the S117 service.

- The customer shall keep confidential S117 and limit access to those of its employees and agents who use S117.

- Without prejudice to the foregoing, the customer shall take all such other steps as shall from time to time be necessary to protect the confidential information and intellectual property rights in S117.

- The customer shall be responsible for maintaining as confidential the passwords issued to the customer for access to the customer's data within S117.

- The customer shall only permit its authorised employees and agents to use S117.

- The customer shall keep confidential information of a confidential nature received from NECS as a result of discussions leading up to the use of S117 or pursuant to the terms of its use and shall not disclose data in the System to any third party or permit access or use of the System by unauthorised third parties, without the prior written consent of NECS.

- The customer shall be responsible for providing all relevant data in accordance with the agreed data extract schedule.

Customer responsibilities

- It is the responsibility of the customer to provide (or under specific agreement make accessible) all data required to populate the S117 Dashboards. Detailed data definitions and specifications will be provided to the customer.

- If training is required, the customer will be responsible for ensuring that personnel can be allocated the necessary time to do this.

- The customer shall inform NECS of any changes which may affect reference data, for example change of name for CCG or GP Practice.

- The customer shall inform NECS when a user no longer requires access to S117.

- The customer shall not assign, transfer, sell, lease, rent, charge or otherwise deal in or encumber S117 nor use on behalf of or make available the same to any third party save that in appropriate circumstances NECS may grant permission to sub-licence S117 to third parties which NECS has previously approved in writing and which third parties have undertaken equivalent obligations as to confidentiality and use of S117 as are set out in these terms and conditions.

- The customer shall not copy or reconstruct the whole or any part of S117.

- The customer shall not modify, merge or combine the whole or any part of S117 with any other software or System without obtaining the prior consent of NECS.

- The customer shall bring to NECS attention any potential information governance risks including but not limited to those specific provisions surrounding person confidential data.

For more information please contact:

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