

# G-Cloud Service Definition

NEC Local Welfare Provision SaaS

Crown  
Commercial  
Service  
*Supplier*

# G-Cloud NEC Local Welfare Provision SaaS

## Service Definition

This Service Definition is relevant to Authorities responsible for the provision of Local Welfare.

The NEC Local Welfare Provision Standard G-Cloud Service is available as:

- NEC Local Welfare Provision Software as a Service (SaaS).

## Overview of G-Cloud Service

Local Welfare Provision (LWP) replaced the provision of Community Care Grants and Crisis Loans for living expenses in March 2013, and responsibility was devolved to Local Authorities in England and the devolved Governments of Wales and Scotland.

NEC Software Solutions (NEC) Local Welfare Provision SaaS enables you to create and process applications for Local Welfare Provision administration and fulfilment under the legislative regime. We provide a flexible framework of services for you to administer the fund, whilst maintaining management control throughout the whole process. The NEC Local Welfare Provision SaaS can be branded to reflect your choice of scheme name.

This cloud-based service is made available to users over the Public Services Network (PSN). Each Authority can only access their own Local Welfare Provision Service, and those authorities may share information with others if they choose, for example to support collaboration or prevent fraud. This multi-tenanted service, with comprehensive data ownership permissions, allows searches beyond the borders of an individual Authority. This enables you to check if an applicant has claimed Local Welfare Provision from another participating Authority.

A pre-determined set of questions can be configured, enabling the intelligent workflow to prompt the next appropriate question. Relevant, related data may be imported from local systems, such as housing benefit applications, to provide users with online detail to help determine entitlement.

You can use the service to set your own policy in terms of determining decisions and to manage applications to your Local Welfare Provision Fund. In line with your specific requirements, the service we provide can be grant-based and cashless (based on vouchers, payment cards and arrangements with local companies). NEC Local Welfare Provision SaaS enables this option through a standard output file, in addition to the core facility to enable cash payments.

## Service Management

NEC Service Management will be delivered by the Client Services Management (CSM) Team. The CSM Team will be responsible for the ongoing relationship and, where necessary or applicable, will provide assistance with reporting, incident escalation and continual service improvement.

## Service Constraints

The Local Welfare Provision SaaS provides for the creation of user profiles and therefore the management and administration of user access. Customisations are achieved through changes to the configuration; however, we have ensured users cannot apply customisations that would result in breaches of statutory process. The configurable parameters ensure maximum flexibility and will allow you to set local policy for decisions, to determine the levels of authority and the levels of access that individual users hold.

## Service Migration

Rather than off-boarding, where you want to migrate the data contained within NEC Local Welfare Provision SaaS to another service being provided by a third party, or wish to migrate data contained within an existing service into NEC Local Welfare Provision SaaS, service migration services can be utilised. To provide these services, we will carry out a scoping study which will be charged in accordance with the SFIA rate card. Any recommendations following the scoping study will be priced on a fixed price basis utilising the SFIA rate card.

## Ordering and Invoice Process

If you wish to order these Services, a G-Cloud Order Form will need to be completed and signed by both parties.

## Request a Demonstration

We will be pleased to demonstrate the NEC Local Welfare Provision SaaS to you. Please email [frameworks@necsws.com](mailto:frameworks@necsws.com) to request a demonstration.



 07852 936231

 [frameworks@necsws.com](mailto:frameworks@necsws.com)

 [necsws.com](https://necsws.com)

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1st Floor, Bizspace, iMex Centre, 575-599 Maxted Rd,  
Hemel Hempstead HP2 7DX - 01442 768445

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