Care Leavers App from focusgov
Service Definition – GCloud 15

The Care Leavers App is being used by local authorities throughout the UK to support young people leaving care. Available on both iOS and Android, the App can be customised with local information and advice to provide a valuable resource that care leavers can access on their phones and tablets on a 24/7 basis.

The App can also be integrated with our Digital Community Platform to provide true two-way interaction between care experienced young people and the local authority – including secure messaging and digital surveys.

The design, content and branding of each App can be customised by each local authority and we undertake co-production with young people as an important part of each project. Sections of the App have been designed to function without an internet connection, so that once installed, users are able to browse and search content without needing Wi-Fi or using phone contract data.

Content on the App is updated through a web-based administration facility, for which we can provide training and online help, and can be published in multiple languages.

The Care Leavers App is provided by This is Focus Ltd, trading as focusgov.
This is Focus Ltd is ISO9001, ISO27001 and Cyber Essentials certified.

Overview
The Care Leavers App can be used to: o Publish a digital local offer, raising awareness of the support that care leavers can get. o Reduce social isolation amongst care experienced young people, through promoting local events and services. o Highlight the discounts and offers available to care leavers from local and national businesses. o Provide local and regional opportunities for work, education and training, including a real-time feed of apprenticeship vacancies from Gov.uk o Provide care leavers with advice and support around their wellbeing, including access to a Mental Health Hub, developed in partnership with leading charity The Mix. o Engage with young people through unlimited digital surveys, social-media style discussion groups and secure messaging. o And do all this in over one hundred languages. Alongside these benefits for young people, the App creates time and cost savings for local authorities by digitalising current processes and significantly increasing engagement between the local authority and the young people being cared for.

Functionality

Local Offer

- Publish a Local Offer digitally, ensuring it is available on young people's devices on a 247 basis.
- Ensure young people are aware of entitlements, benefits, housing offer, leaving care grants / setting up home allowances, Staying Put / Staying Close schemes.
- Update with new content at any time through our secure content management system.

Events Calendar

- Care leavers have told us social isolation is a big problem: promote local events and activities to reduce this.
- Searchable via keyword and location, see maps of venues where activities are taking place and get travel directions.
- Young people can set reminders about events they are interested in.

Directory of Services

- Help raise awareness amongst young people about local and national services that are available to support and help them.
- Searchable via keyword and location, see maps of services, get travel directions.
- Help young people see service 'front doors' before they attend them.

Regional Apprenticeships Feed

- An automated feed, updated nightly, of regional apprenticeship opportunities from the National Apprenticeship Service on Gov.uk. No need for any administrative effort.
- Provides care leavers with new vacancies on their device, daily. Vastly increasing awareness of opportunities in their neighbourhood.
- Links through to the NAS website so that young people can apply online.
- Thousands of opportunities currently available throughout the UK.

Discounts and Offers

- Promoting offers and discounts for care experienced young people from local and national businesses and organisations.
- Also used to publicise council tax exemption.
- Supported by push notifications.

Mental Health Hub

- Providing care leavers with advice and support for their mental wellbeing, on their devices, available to them 24/7.
- Created in partnership with The Mix, the UKs leading digital charity for 16 to 25 year olds.
- Over 250 articles across subjects such as anxiety, depression, eating disorders, stress and self-esteem.

- Written by expert advisers and practitioners from The Mix and updated with new articles every six months.
- Searchable via keyword and can be translated into multiple languages.

Further Education Hub

- Information for care experienced young people looking to continue their education.
- Provided in partnership with UCAS, NNECL, Become and the Student Loans Company.
- Tips about applying for universities, finance and funding and alternative pathways.

Budget Planner

- An easy-to-use planner for App users to make a quick evaluation of their day-to-day finances.
- Download figures as a PDF that can be emailed, or saved locally.
- Can be used across multiple languages.

Push Notifications

- Notifications are key to alerting App users to new and updated content, such as an upcoming event, a new discount / offer or important update from the local authority.
- Push notifications can be sent at any time, on both iOS and Android.
- Manageable through the administration system.
- Include ‘deep linking’ to specific articles and resources.

All content in the App can be published in over one hundred languages, via machine translation, giving the potential for significant savings in translating information and advice for care leavers.
App users choose a default language during the installation process but can change language at any time, through the ‘Settings’ section.
Typically we recommend each local authority choose no more than twelve languages to include in order to preserve App performance, and match local demographics.

Digital Community Platform

The functionality of the Care Leavers App can be expanded with the inclusion of the Digital Community Platform which consists of three main components:

Surveys

- Creation of unlimited digital surveys that young people can take through the Care Leavers App. Create multi-question surveys or one question polls.
- Add start and expiry dates to surveys, send notifications and reminders to encourage young people to participate.
- Make surveys 'open to all' or 'invite only', share surveys on a Group basis.
- Build surveys with single or multiple choice and free text answers.
- Results available immediately to view and download in the administration system.

Discussions

- A social-media style discussion area where articles and resources can be shared, liked, commented on.
- Discuss and share resources on a Group basis, share files, documents, links, videos and photos.
- Contributors can reply, share, like, comment.
- All activity moderated and secure to provide safeguarding, 'report this post' tools available to all users and built-in blockers for offensive comments.

Secure Messaging

- A safe, encrypted and familiar messaging service for local authorities to stay in touch with young people.
- Secure Messaging is an optional feature of the Digital Community Platform.
- Provides secure communication between the local authority and young people, it is not a tool for young people to connect to other young people.
- Data is secure and within local authority control: avoid information governance and security concerns with tools such as WhatsApp and Facebook Messager.
- Supports private one-to-one and Group conversations.
- Send encrypted files and documents such as pathway plans and meeting minutes.
- Out of office / holiday messages and forwarding.

Onboarding
Typically a project is completed within three to six months, dependent on a number of factors including the availability of content and the level of co-production required. A topline timeline for onboarding a Care Leavers App is outlined below: *Month 1* Kick off meeting: meet the team and confirm project requirements. Site mapping meeting: confirming App structure and sections. Design co-production: designing and branding the App with care experienced young people. *Month 2* Create the brand and design of the App and start to look at content. Setup the administration system. *Month 3 and 4* App build and integration of any bespoke development, community platform. Content management system training. *Month 5* Initial testing against UAT plan. Ongoing testing. *Month 6* Launch plan. Submission to App stores.

Ongoing Services

A full Service Level Agreement is issued for all contracts.

Technical Support is provided during UK business hours:

- Monday to Thursday 9am – 5.30pm.
- Friday 9am – 5pm.

Out of hours and weekend support is not available at this time.

We operate a helpdesk where queries and support requests can be raised by email and telephone.

Account management services are included as part of the SLA and comprise of:

- Day to day contact point for help, advice and queries.
- Promotion of new Apps amongst care leavers.
- Content strategy to drive user engagement and App usage.
- Monthly remote review meetings, analysing App performance.
- Annual in-person meeting.
- Reporting and KPI reporting.

Administration Interface

The administration system used to manage content on the App is hosted by a third party in a UK-based datacentre.

Local authorities are issued with logins and can access the administration system 24/7.

Security and Data Protection

This is Focus Ltd are ISO9001, ISO27001 and Cyber Essentials certified.

We follow secure development practice including regular vulnerability scanning, peer review and automated testing of code prior to deployment.

Data is encrypted in transit using TLS v1.2 and sensitive data at rest is encrypted over two layers using AES256.

Our infrastructure is subject to regular penetration testing using OWASP-compatible services and additional security checks are undertaken on a quarterly basis as part of ISO27001 operational procedures. Servers are further protected by software

firewalls and third party infrastructure protection services.

Data Back Ups

Full back-ups take place daily from multiple locations and our standard retention is as follows:

- Daily for the last 31 days.
- Weekly for the last 12 weeks.
- Monthly for the last 12 months.

Back-up retention can be individually configured if required permitting GDPR compliance. We work towards an RTO of 24 working hours.

Ordering Process

A valid purchase order number is required to commission the Care Leavers App. DPIA information and certifications can be supplied on request.

A full Service Level Agreement will be issued as part of any contract.