

More Days **Studio**

Service definition

1. Service overview

More Days Studio is a cloud-based activity planning and wellbeing support platform designed for care and community settings, including use by local authorities and their delivery partners. The service helps teams plan, deliver and review meaningful activities more efficiently, while capturing insight to support continuous improvement and more personalised activity planning.

The service is delivered as Software as a Service (SaaS) and accessed via a web browser. It does not require local installation or specialist infrastructure.

2. How the service works

More Days Studio supports the end-to-end activity lifecycle, from planning through delivery and review. Users can:

- plan and schedule activities using structured workflows and templates
- create and manage activity content using guided tools
- record participation and outcomes following delivery
- review activity data and insights through dashboards and reports

The platform uses structured data models to support consistency and insight over time. AI-assisted features are used to support content generation and planning efficiency. All outputs are reviewable and editable by users, and professional judgement remains with the activity team.

User access is controlled through role-based permissions, allowing different levels of access for administrators and standard users.

3. Onboarding and offboarding

Onboarding

Users are supported to get started through remote onboarding. This includes access to online documentation, guidance materials and optional remote training sessions. Training can be tailored to different user roles and focuses on core workflows such as activity planning, delivery and outcome review.

Ongoing support is available via email during UK business hours.

Offboarding

At the end of the contract, our technical team can export data for buyers. Guidance on data export is included as part of the standard service. Following confirmation of successful export, buyer data is securely deleted in line with data retention and sanitisation policies.

4. Service levels and support

More Days Studio includes standard support as part of the service. Support is provided via email during UK business hours, Monday to Friday, and covers general enquiries, technical issues and guidance on using the platform.

The service is designed to be available on a continuous basis, excluding planned maintenance. Planned maintenance is scheduled outside core UK working hours where possible and communicated in advance. No formal percentage uptime SLA or service credits are provided as standard, though service levels can be agreed contractually where required.

5. Service constraints and customisation

The service is delivered as a browser-based SaaS and requires an internet-connected device with a modern web browser. Support is provided remotely; onsite support is not included.

Buyers can customise the service through configuration options, including templates, workflows, content libraries, outcome tracking fields and user permissions. Customisation does not require bespoke development or code changes.

6. Hosting and data

More Days Studio is hosted in a public cloud environment using managed infrastructure provided by a third-party cloud provider. Data is stored and processed in the United Kingdom.

The service does not require connection to public sector networks such as PSN or HSCN. Buyers do not select hosting regions; hosting is centrally managed by the supplier.

7. Security and governance

Access to the service requires user authentication via individual accounts. Role-based access controls restrict access to management functions and data. Administrative access is limited to authorised supplier staff.

The organisation follows documented information security policies covering access control, data protection, vulnerability management, incident management and secure development practices. Responsibility for information security sits with a named board-level role.

Vulnerability management, protective monitoring and incident management are handled through supplier-defined processes. Security incidents are prioritised based on severity and escalated through defined reporting structures.

Audit information relating to buyer user activity is available through reports and dashboards. Audit information relating to supplier actions is provided on request via the support team.

8. Business continuity and resilience

The service is designed to be resilient through the use of managed cloud infrastructure. Core services are monitored to detect and respond to availability or performance issues. Data is stored on resilient storage designed to protect against hardware failure.

Physical datacentre security, power resilience and disaster recovery capabilities are managed by the cloud provider. Further technical details can be made available to buyers on request.

9. Accessibility

The service interface and documentation are designed to meet WCAG 2.2 AA accessibility standards. The interface has been tested using assistive technologies including screen readers, keyboard-only navigation and browser accessibility tools.

Accessibility considerations are applied across user-facing interfaces and reviewed as part of ongoing platform updates.

10. Exit, data access and portability

At the end of the contract, our technical team can export data for buyers. Data is provided in commonly used, non-proprietary formats such as CSV and PDF.

Audit data and system logs are retained for at least 12 months to support investigation and assurance. Following contract end and confirmation of successful export, buyer data is securely deleted using cryptographic erasure and data deletion processes. Physical equipment disposal is managed by the cloud provider using third-party destruction services.