



Social Care Training & Knowledge Transfer

ESTABLISHED

2016

REFERRALS

100
%

WORD OF
MOUTH

SECTOR
EXPERIENCE

200+

YEARS
COMBINED

CERTIFIED

CE+

CYBER ESSENTIALS

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PART A SERVICE-SPECIFIC INFORMATION

A1 SERVICE SUMMARY

Service Name

Social Care Training & Knowledge Transfer

Service Description

We train social care and education staff to actually use systems confidently, not just complete a course. Blended delivery - classroom, virtual, floor-walking, e-learning - tailored to how adults learn and how social care and education teams work. When Kent needed large-scale training across Adults, we delivered. When Croydon needed 700+ staff trained during remote working, we adapted.

This isn't generic IT training. Our trainers understand social care and education workflows because they've configured these systems. They know why the system works the way it does, not just which buttons to click. RBKC: 600 staff trained across Bi-Borough Mosaic Children's. Redbridge: 239 practitioners with high satisfaction scores.

Training is where implementations succeed or fail. A perfectly configured system is worthless if staff can't use it confidently. We build the capability that turns system deployment into operational transformation.

G-Cloud Classification

CATEGORY	DETAIL
G-Cloud Lot	Lot 3: Cloud Support
Service Category	Sector-Specific: Social Care (F-208-000-000)
Framework Reference	RM1557.15

Scope Boundaries

This service includes:

We deliver full training programmes, targeted interventions, and knowledge transfer - whatever you need.

Full Training Programme

End-to-end training delivery for social care and education system implementations. Core case management, finance modules, reporting tools, portals, and specialist areas. Training needs analysis, materials development, blended delivery (classroom, virtual, e-learning, floor-walking), assessment, and evaluation. Go-live support and early life coaching.

Release & Refresh Training

System upgrades, new functionality rollout, refresher training for existing users. Targeted sessions to bring staff up to speed without full programme overhead.

Specific Components

Pick the elements you need:

End-User Training: Practitioners, managers, business support - role-based training tailored to how each group uses the system

Finance Training: Billing, payments, client contributions, provider management, financial assessments - for finance teams and practitioners

Reporting Training: Power BI, SQL basics, native system reporting, self-service dashboards - building analytical capability

Portal Training: Citizen portal, provider portal - for internal teams managing external users

Super User Development: Building your internal expertise - advanced training, troubleshooting skills, first-line support capability

Train-the-Trainer: Equipping your team to deliver training independently - trainer skills, materials, ongoing coaching support

Back Office & Admin Training: System administration, configuration basics, user management, security roles - for IT and business support teams

Training Materials Development: Bespoke guides, quick reference cards, e-learning modules, video tutorials - branded to your organisation

Training Environment Management: Sandboxed training environments with realistic data, scenario setup, environment refresh

Floor-Walking Support: Go-live and early life presence - on-site support answering questions, building confidence, catching issues early

Knowledge Transfer: Structured handover to internal teams, documentation, capability building so you're not dependent on us

Platforms: Mosaic, Liquidlogic (LAS, LCS, EHM), Synergy, Capita One, ContrOCC, Provider Portal, Finance Modules

This service does not include bespoke software development, ongoing managed service operations, or 24/7 production support unless explicitly agreed in the call-off contract.

A2 FEATURES

Key capabilities that differentiate this service:

Large-Scale Delivery Kent: large-scale training across Adults over a multi-year partnership. RBKC: 600 staff trained across Bi-Borough Mosaic Children's. Croydon: 700+ staff trained during remote working. We have the capacity and methodology to train at scale without compromising quality.	Flexible Delivery Models Classroom, virtual, 1:1 for special needs - we adapt to your requirements. When Croydon needed 700+ staff trained during remote working, we pivoted to fully virtual delivery. Face-to-face for complex workflows, virtual for dispersed teams, 1:1 for staff who need additional support. We design around how your teams work.	Experienced Trainers Our trainers have configured these systems - they understand why it works the way it does, not just which buttons to click. Social care and education domain expertise combined with adult learning methodology. Trainers who've done this before, across multiple councils and platforms.
Blended Learning Classroom sessions for complex workflows, e-learning for basic navigation, floor-walking for go-live support, quick reference guides for ongoing use. LMS integration for tracking completion and compliance. Digital booking	Train-the-Trainer Building internal capability, not dependency. We develop Super Users who can support colleagues, deliver refresher training, and maintain materials. Structured knowledge transfer that leaves your organisation self-sufficient, with our	Measurable Outcomes 90%+ satisfaction scores aren't vanity metrics - they indicate whether staff feel confident to use the system. Redbridge: 239 staff trained with high satisfaction. We measure outcomes that matter and adjust delivery based on feedback, not assumptions.

systems to manage session scheduling at scale.

ongoing support available when needed.

A3

BENEFITS

90%+
EFFICIENCY

Consistently high satisfaction scores across training programmes. Staff leave confident to use the system, not just having completed a course.

100%
SAVINGS

All our work comes through referral and reputation. We don't cold call, we don't bid competitively against incumbents. Councils find us because other councils recommend us.

CAPABILITY
SATISFACTION

Train-the-trainer, super user development, knowledge transfer. We build your internal capability so you're not reliant on us long-term.

A4

PLATFORM EXPERTISE

PLATFORM	EXPERTISE LEVEL	EXPERIENCE
Liquidlogic Training	Expert	Redbridge (239 staff), Croydon (700+), Torbay. LAS, LCS, SystemC Finance, Provider Portal training across all modules.
Mosaic Training	Expert	Kent (Adults, multi-year partnership), RBKC (600 staff Bi-Borough Children's), Ealing. Adults, Children's, Finance, Provider Portal - all Mosaic modules.
Education System Training	Expert	Portsmouth Synergy training, Enfield SEND training. Education service-specific content for admissions, SEND, early years, attendance.

A5

CASE STUDY

CLIENT SUCCESS

LB Redbridge

Challenge: London Borough implementing Liquidlogic LAS and ContrOCC across Adult Social Care. 500+ practitioners needing comprehensive training on new case management and finance systems before go-live.

Solution: Full training programme including eLearning, classroom sessions, super user development, and training materials. Blended approach tailored to different user groups - practitioners, managers, finance teams.

Outcome: 239 practitioners trained in Sprint 2 alone with high satisfaction scores. Super users certified for ongoing support. Staff confident to use new systems from day one.

CLIENT SUCCESS

LB Croydon

Challenge: London Borough implementing new Liquidlogic system during COVID-19 pandemic. 700+ staff to train. No office access. Go-live deadline unchanged. Required entirely new approach to training delivery.

Solution: Virtual-first training programme. Enhanced materials for self-directed learning. Remote floor-walking via screen share. Video tutorials for common workflows. Extended support hours during go-live.

Outcome: 700+ staff trained during pandemic. Go-live achieved September 2020. Users confident despite unprecedented circumstances. Virtual delivery approach documented and reused for subsequent implementations.

PART B COMPANY-WIDE STANDARDS

B1 ABOUT BETTERGOV

Better Group Limited trading as BetterGov is a specialist consultancy supporting UK public sector digital transformation since 2016.

“
We build capability, not dependency
”

— BetterGov

BetterGov works alongside internal teams to build capability and reduce dependency, ensuring services can be sustained after engagement completion. We measure success by what organisations can do independently, not by how long they need us.

How our values inform our delivery



Why BetterGov?

- **Public Sector Specialists** Deep expertise in Local and Central Government
- **100% UK-Based** All delivery staff UK-based with security clearances
- **Outcome-Focused** Success measured by results, not activities
- **Standards Aligned** GDS, DSS, DSSW, Technology Code of Practice

Our Services

- Digital Transformation
- Cloud Services
- Programme & Project Management
- Systems Implementation

- Technology Consulting
- Capability Building
- Service Design
- User Research

B2

DELIVERY
APPROACH

■ Operating Model

■ Delivery Mode

- Agile delivery (Scrum/Kanban)
- PRINCE2 Project Management
- ITIL-aligned service management
- Transparent milestone tracking

- Remote-first with secure tools
- On-site for critical workshops
- Hybrid as required

Risk Management

We actively identify common failure modes in cloud support engagements - unclear scope, data access delays, dependency risk, stakeholder availability - and address them through early scoping checkpoints and formal risk ownership. Problems are surfaced early, not discovered late.

Tooling & Frameworks

CATEGORY	DETAILS
Project Management	Azure DevOps, Jira, Confluence, Our own tools
Collaboration	Microsoft Teams, SharePoint, Miro, Power BI, Our own tools
Methodologies	Agile, PRINCE2, ITIL

Security clearances: BPSS standard on all staff. SC and DV available on request. Associates and subcontractors are vetted to the same security and quality standards as permanent staff.

B3 SERVICE MANAGEMENT

Every engagement has a dedicated Engagement Lead and Director oversight.

■ Governance

- Clear roles and accountability
- Proactive risk management
- Formal change control

■ Reporting

- Weekly/fortnightly status
- Governance meetings
- Lessons learned reviews

We maintain a live risk register with named owners. Escalation triggers are defined at engagement start, not discovered during crisis.

Escalation Matrix

LEVEL	OWNER	RESPONSE
First	Project Manager	Resolve within agreed timelines
Second	Account Director	Intervention within 24 hours
Executive	Director	Immediate action on critical issues

B4 SECURITY & COMPLIANCE

CE+ CYBER ESSENTIALS	ICO REGISTERED	ISO 9001/27001 Aligned	UK DATA CENTRES
■ Data Residency All customer data stored exclusively in UK-based data centres.		■ UK GDPR Full compliance with technical and organisational measures.	
B5	AI & AUTOMATION		

AI and automation are used only to support analysis and operational efficiency. All decisions, recommendations, and outputs are reviewed and owned by named consultants. There are no autonomous actions.

**Intelligent Analytics**

AI-powered dashboards support insight generation - human analysts interpret and validate findings

**Process Automation**

RPA reduces manual effort by up to 60% - all automation is auditable and reversible

**AI Strategy**

Advisory services for responsible AI adoption aligned with government frameworks - governance first, capability second

Our AI Principles

AI is optional - never required for service delivery

Human-led decision making on all outputs

Governance and explainability before deployment

No autonomous actions without explicit approval

B6**SERVICE LEVELS****■ Response Targets**

SERVICE	TARGET
Enquiry	4 working hours
Proposal	5 working days
Mobilisation	10 working days
Critical escalation	4 hours

Maximum quarterly credit cap: 15% of fees.

Service levels are monitored by the Engagement Lead and reviewed as part of regular governance, with trends and corrective actions shared transparently. We track what matters, not what's easy to measure.

■ Service Credits

PRIORITY	RESPONSE	CREDIT
P1 Critical	4 hours	5%
P2 High	8 hours	3%
P3 Medium	24 hours	2%
P4 Low	48 hours	1%

Support Tiers

TIER	AVAILABILITY	INCLUDES
Standard	Mon-Fri 09:00-17:30	Email, phone support
Extended	Mon-Fri 07:00-21:00	+ Priority escalation
24/7	24 hours, 7 days	+ Critical incident response

B7**ONBOARDING & EXIT****■ Mobilisation**

- Kick-off and scoping
- Access provisioning
- Risk and compliance checks
- Team familiarisation

■ Exit & Handover

- Deliverable sign-off
- Knowledge transfer
- Data export
- Deletion confirmation

Exit planning begins at engagement start. Knowledge transfer is structured to avoid single points of failure. Default retention: 90 days post-closure for audit purposes, then secure deletion. Trial service available: one-day consultancy sessions for prospective customers to evaluate our approach before commitment.

B8**CUSTOMER RESPONSIBILITIES**

- Timely system and data access
- Documentation and approvals
- Data ownership, GDPR, and IP (Customer retains ownership of all deliverables unless otherwise agreed)

- Named decision-maker
- Prompt query responses
- Third-party coordination

B9**TECHNICAL
REQUIREMENTS**■ **Prerequisites**

- Stable internet connection
- Modern browser (Chrome, Edge, Firefox)
- MFA capability

■ **Constraints**

- Third-party dependencies
- Scheduled maintenance windows
- Bandwidth for large data transfers

B10**TRAINING & KNOWLEDGE
TRANSFER**■ **Included**

- Onboarding sessions
- User documentation
- Handover knowledge transfer

■ **Optional Add-Ons**

- Advanced workshops
- Change management support
- Continuous learning programmes

B11**SOCIAL
VALUE****Our Commitments**

- **Net Zero 2035** Carbon reduction plan aligned with government targets
- **Living Wage** Accredited Real Living Wage employer
- **TOMs Framework** Social value measured and reported transparently
- **SME/VCSE Priority** Local and diverse supply chain engagement

B12**REPORTING & KPIS**■ **Monthly**

- Milestone progress
- Risk and issue status
- Resource utilisation

■ **Quarterly**

- Project health assessment
- Benefits realisation
- Lessons learned

Reporting outputs are designed to support internal governance, audit, and assurance requirements. Reports can be shared directly with finance, procurement, and oversight teams without modification.

B13**PRICING****Time & Materials**

SFIA-aligned day rates

Fixed Price

Milestone-based payments

Outcome-Based

Performance-linked fees

Detailed SFIA rate card provided as separate PPG upload.

B14**ORDERING & INVOICING**

Orders placed via Public Procurement Gateway (PPG) using Contract Award Service.

TERM	DETAIL
Billing	Monthly in arrears or milestone-based
Payment Terms	30 days (Public Sector Payment Policy)
Payment Method	BACS transfer

All invoices include detailed breakdowns by deliverable and resource, suitable for finance review and audit trail requirements.

B15 BUSINESS CONTINUITY

MEASURE	TARGET
Recovery Point Objective (RPO)	Up to 24 hours
Recovery Time Objective (RTO)	24-48 hours for critical services
DR Testing	Annual minimum (ISO 22301 aligned)

B16 DATA PROTECTION

Full compliance with UK GDPR and Data Protection Act 2018.

■ Technical Controls

- Encryption in transit and at rest
- Access controls and audit logs
- Regular security assessments

■ Governance

- Designated Data Protection Officer
- ICO registration maintained
- Breach notification procedures

B17

ACCESSIBILITY

WCAG 2.1 AA Fully compliant	WCAG 2.2 Patterns adopted in all new deliverables	Formats HTML, PDF, large print, Easy Read
B18	CONTACT US	

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Digitally Driven, Socially Empowered

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