



Mobiess: NHSC-21 - Cleaning Audits/Inspections

Service Definition

G-Cloud 15 Lot: Lot 2b – Software as a Service (SaaS)

Solution overview

Mobiess provides a structured mobile auditing platform that operationalises NHS Cleaning Standards 2021 and supports compliance with regulation 12 of the Health and Social Care Act. The platform removes administrative friction by enabling room-level and element-level inspections, capturing environmental hygiene, asset cleanliness and cleaning efficacy within a single, unified workflow. Audits, evidence capture, corrective actions and reporting are managed in one environment, enabling healthcare organisations to maintain high assurance standards while eliminating paper processes and reducing operational overhead.

Real-time reporting, star-rating outputs and integrated corrective action management provide immediate visibility of performance and risk. The solution supports both blended and unblended scoring, aligns directly with NHSC cleaning principles, and integrates with CAFM systems to ensure remedial actions are routed accurately. Offline functionality, photographic evidence capture and detailed analytics ensure that inspection teams can validate, evidence and continuously improve cleanliness outcomes across all functional risk categories.

Key features in scope

Compliance with NHS Cleaning Standards 2021 and Health and Social Care Act regulation 12

Room-level, element-level and asset-level audit capability

Support for efficacy audits and six functional risk categories

Blended and unblended scoring with automated star-rating outputs

Photographic evidence capture with markup and notes

Corrective-action creation, allocation, scheduling and tracking

Integration options for Estates, Nursing, Cleaning teams and CAFM systems

Real-time dashboards, reports and NSHC-21 analytics

Offline data capture with secure local storage

Paperless workflow reducing administrative time and cost

Key benefits

- Supports demonstrable compliance with NHS Cleaning Standards 2021 and Regulation 12 of the Health and Social Care Act through a clear, auditable inspection framework.
- Reflects real-world use of spaces and support risk-based decision-making.
- Ensures consistent assessment across clinical and non-clinical environments.
- Removes subjectivity and aligns results to NHS guidance.
- Captures photographic evidence with mark-up and notes, strengthening audit defensibility and supporting service improvement.
- Ensures issues are identified, allocated, tracked and resolved.
- Integrations enable coordinated working and accurate task routing.
- Analytics provide immediate visibility of performance and risk.
- Offline data capture with secure local storage allows inspections to be completed in all locations regardless of connectivity.
- Eliminates paper-based processes, reducing administrative effort

Security, hosting and integration principles

Full details of the service's security, hosting and data protection arrangements are published on the Digital Marketplace service listing. The key principles are summarised below:

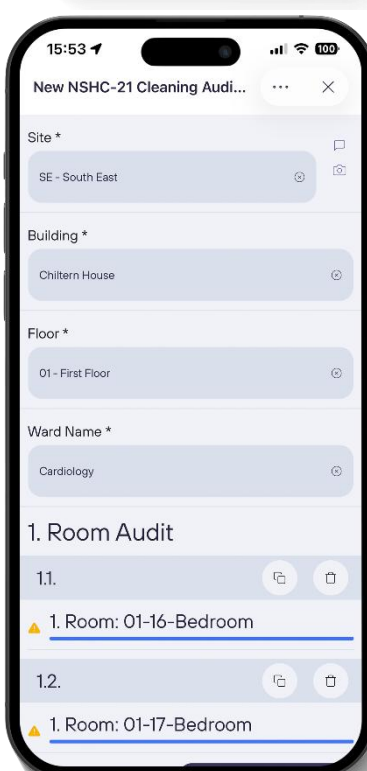
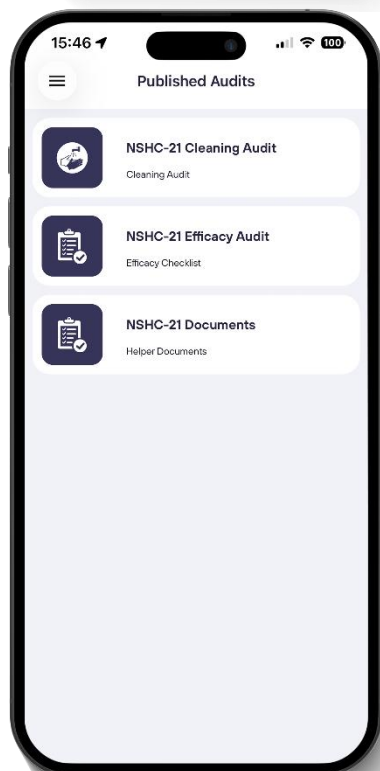
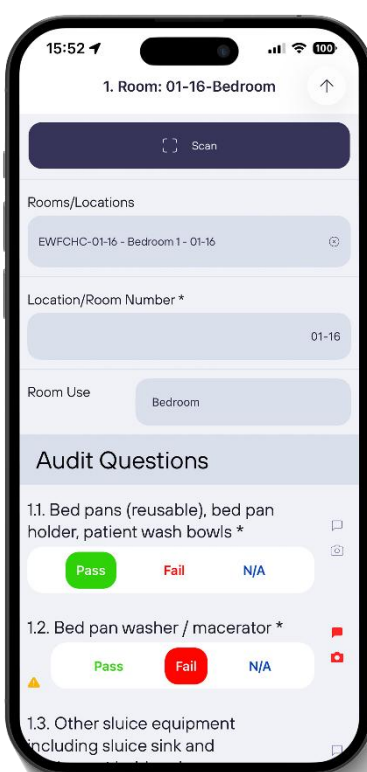
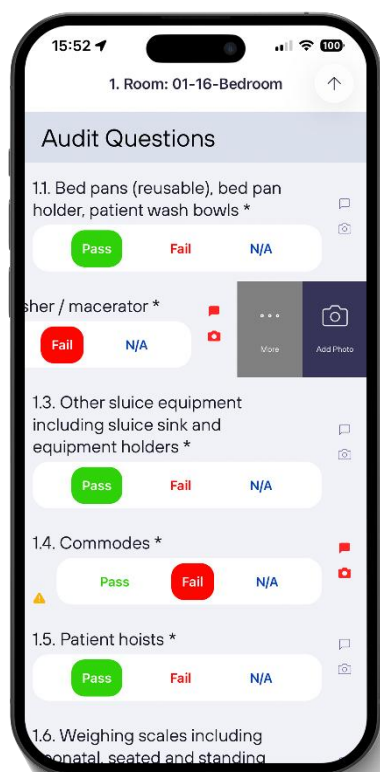
- The service is provided as a fully hosted cloud Software as a Service (SaaS) solution and does not require on-premise infrastructure or local installation.

- The core application services and customer data processing are hosted within the United Kingdom, using Microsoft Azure cloud services hosted in UK.
- For the purposes of data protection legislation, the Buyer acts as Data Controller and Mobiess acts as Data Processor in respect of personal data processed by the service.
- As Data Controller, the Buyer is responsible for determining the appropriate data classification and for ensuring that the service is used in accordance with applicable data protection and information assurance requirements, including device management where applicable.
- The service supports integration with third-party systems via standard application programming interfaces (APIs).
- Configuration of integrations and any custom integration work is delivered as optional professional services.
- The subscription does not include bespoke integration development unless expressly stated in the Call-off Contract.

Evidence of lot capability



Functionality Screenshots





Company background

Formed in 2009, Mobiess Ltd is a UK-based specialist provider of independent mobile workforce and data collection solutions, delivering configurable, best-of-breed mobile applications across facilities, asset and compliance management. Its platform supports organisations in digitising inspections, audits, surveys and work order processes, improving data quality, operational control and workforce productivity.

Mobiess solutions are deployed across the UK by hundreds of public and private sector organisations, integrating with leading CAFM and IWMS platforms to provide vendor-agnostic mobility without lock-in. Developed in close collaboration with customers, the software is highly configurable, allowing workflows, forms and rules to be adapted rapidly to changing regulatory, operational and asset management requirements.

Now part of the Bellrock Group, Mobiess benefits from group-wide investment, scale and domain expertise while retaining its specialist focus on mobile technology, integration and field-based data capture for complex estates and service environments.



The Mobiess team

Mobiess Ltd is a specialist provider of independent, mobile-first data collection and workforce solutions, with deep expertise in facilities management, compliance, inspections and large-scale asset surveying. The team brings decades of collective experience across CAFM and IWMS environments, with a strong focus on integration, data integrity and operating at scale across complex estates in both public and private sectors.

Mobiess works directly with customers and partners at a technical and operational level, providing developer-led engagement rather than intermediary-led delivery. This ensures rapid requirements capture, precise integration and solutions that evolve in line with regulatory, operational and asset management demands.



In the field, nothing
beats Mobiess.

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