



G-Cloud 15 Service Definition Document

Connected Toolkit and Formulate For Continuing Healthcare & Continuing Care

**Giving Integrated Care Boards visibility and control of their CHC and CC
spending through fair, consistent and needs-led distribution of funding**

Service details

Connected Toolkit and Formulate for Continuing Healthcare & Continuing Care

- England's only digital needs-led funding framework for CHC and CC indicative budgets.
- Giving ICBs visibility and control of their CHC and CC spending through fair, consistent and needs-led distribution of funding.
- Supports both notional and direct payment Personal Health Budgets.

Product overview

- Cloud-based software platform to complete forms/calculations.
- Real-time indicative PHB calculations for children (CC) and adults (CHC).
- Clear and concise form questions to drive the calculation.
- Allocation Summary output accompanying estimated budget (breakdown by health/care domain).
- Quality Assurance output to help ensure accuracy of data.
- Self-service analytics dashboards and data export facility for additional analysis.
- Full data audit of every form and every calculation.
- Remote updates to algorithm configuration as things change.
- Specialist support with configuration and implementation.

Product benefits

- Digitise PHB workflows to replace existing fragmented systems.
- Gain control of CHC/CC spending through unparalleled accuracy levels.
- Use an all-age approach (similar tools for CC and CHC).
- Reduce inequity (allocate similar funding for individuals with similar needs).
- Comply with national indicative budget requirements (PHB Quality Framework 2023).
- Avoid 'reinventing the wheel' (tried and tested solution).
- Be equipped for different situations (covers all levels of need).
- Align with the government's Algorithmic Transparency Recording Standard.
- Measure change in need over time and forecast future need.

Implementation at a glance

- Implementation time:
 - Get up and running within 3 months.
- Stages of implementation:
 - Setup software environment.
 - Local requirements specification.
 - Connected Funding model builds for CHC and/or CC.
 - User Acceptance Testing.
 - Users complete online learning and go-live.
 - Post-go-live analysis.

System requirements and data security

- Requirements:
 - Web-based – no local installation.
 - Modern browser with reliable HTTPS connection required.
 - Two-factor authentication (optional).
 - Word/PDF reader required for document exports to attach into local case management system.
- Security:
 - Encrypted in transit and at rest.
 - All data stored in the UK; managed UK-based services.
 - Audit trails.
 - Business continuity and disaster recovery aligned to ISO-based controls.

Support, SLAs and availability

- Service desk: Monday to Friday 09:00–17:30 UK time.
- Response targets:
 - P1: Notify within 1 hour and restore within 24h
 - P2: First response 4 hours.
 - P3: 1 working day.
 - P4: 3 working days.
- Guaranteed 99.99% availability, measured monthly, excluding planned maintenance and force majeure events.
- Included in contract:
 - Local configuration updates annually.
 - Product data insights.
 - Online learning resources.

Commercials and trials

Commercials:

- Licensing by ICB population served.

Try before committing longer-term:

- 2-week free trial using our DEMO system:
 - A low-effort way to explore functionality using our DEMO system

Responsibilities

Imosphere:

- Configure platform.
- Build CHC and/or CC models using local configuration decisions.
- Provide online learning resources.
- Support testing and go live.
- Provide ongoing support.
- Facilitate collaboration across ICB.

ICB:

- Nominate a project lead.
- Agree local rates and configuration decisions and keep these up to date over time.
- Carry-out UAT
- Measure success criteria/ROI (initially and over time).
- Agree updates to local ways of working.
- Contribute to best practice community.

Exit and data return

- On contract end – supplier will:
 - Export and supply customer data.
 - Disable system access.
 - Securely delete customer data (other than data to be held in line with retention policy).
 - Confirm deletion.
- Optional migration/export services may be explored on request.

Related services

- Other Imosphere toolkits to support setting of funding:
 - Adult Social Care.
 - SEND.