



G-Cloud 15 Service Definition Document

Connected Toolkit for Adult Social Care

Empowering citizens. Enhancing efficiency. Sustainable savings.

Service details

Connected Toolkit for Adult Social Care

- England's only modular toolkit integrated into local authority case management systems – linking people, practice and funding:
 - **Connected Community:** Self-assessments empowering citizens with tailored advice, proactive support, and a stronger voice.
 - **Connected Practice:** Integrated best-practice assessment tools for strengths-based working, proactive prevention, and greater efficiencies.
 - **Connected Funding:** Accurate, data-driven funding decisions for financial clarity, consistency, and fairness.
 - **Connected Insights:** For using data to forecast, plan, and evidence impact.
- Developed alongside multiple councils with continuous improvement since 2009.

The Connected Toolkit is used by an active community of forward-thinking LAs, building a **smarter future** for adult social care services.

Product overview – Connected Toolkit

Connected Community and Connected Practice

- Forms suite for case management systems co-designed with people with lived experience.
- Strengths-based, trauma-informed and proportionate – supporting the full care pathway:
 - First contact, prevention and Care Act assessment.
 - Personal Budget setting, support planning, commissioning and Direct Payment uptake.
 - Review and reassessment.

Connected Funding and Connected Insights

- Locally configurable based on an LA's rates and preferences.
- Unparalleled accuracy levels leading to more sustainable spend.
- Includes built-in data checks and produces an estimated budget breakdown by care domain.
- Analysis of usage data made available to service leads to inform future planning.

The overall Connected Toolkit is aligned with Care Act principles, the CQC assurance framework and the Algorithmic Transparency Recording Standard.

Real-world outcomes

- **Improved citizen experience:** Meaningful, person-centered conversations focused on outcomes.
- **Reduced practitioner burden:** Fewer handoffs, duplication, and rekeying.
- **Faster decision-making:** Clear eligibility guidance and indicative budgets speed up resolution.
- **Better outcomes:** Earlier identification of needs, clearer plans, more appropriate care.
- **Supports sustainability:** Live data enables forward planning and investment in prevention.
- **Assurance ready:** Provides CQC evidence of embedded strengths-based practice and fair budget setting.
- **Carer support:** Proactive and holistic tools to identify and support unpaid carers.
- **Consistency and fairness in decisions,** reducing postcode variation.
- **Better integration across the care journey,** ensuring the citizen's voice is heard at every stage.

Return on Investment

- **Demand Reduction:** Connected Community can reduce new support requests by ~25%, saving ~8,600 practitioner hours annually by avoiding unnecessary contacts and assessments.
- **Stronger Outcomes, Lower Costs:** Strengths-based working can reduce the number of citizens needing Personal Budgets by ~5%, resulting in ~£32.2 million in savings over five years, surpassing national trends.
- **Top-Performing Local Authorities:** LAs using Imosphere rank in the top third nationally for key quality of life measures, including self-directed support and direct payments for both people receiving care and unpaid carers.
- **Preventative Savings:** Identifying unpaid carers at risk of burnout can help prevent an additional ~£38 million in costs over five years, protecting vital unpaid support valued at ~£127 million annually.
- **Efficiency in Care Packages:** Reviews of double-handed care find potential to save ~£5.4 million over five years by reducing inappropriate second carer support through training and adaptations.
- **Reduced Delays:** Using Connected Funding can cut care planning delays by ~50%, accelerating the transition from assessment to actual care plans and improving outcomes.
- **Mitigating Preventable Spend:** Faster care planning can avoid ~£10 million in additional costs over five years tied to delays causing worsened health and higher package costs.
- **Financial Control:** Active use of Connected Funding can help limit gross expenditure growth to ~2.47% annually, equivalent to about ~£2 million in savings per LA per year, compared to much higher increases without the tool.
- **Operational Efficiency Savings:** Streamlining care package moderation can save councils up to ~£39,221 per year, enabling resources to be better used for frontline services.

Implementation at a glance

- Implementation time:
 - Get up and running with forms and estimated budgets within 3 months.
- Stages of implementation:
 - **LAS/Mosaic:** Installation of pre-built Connected Practice/Community forms into CMS / Citizen Portal.
 - **Other CMS:** Local build of Connected Practice/Community forms into CMS / Citizen Portal; Connect to SOAP web service or enable hosted software portal (depending on technical solution).
 - Local requirements specification.
 - Connected Funding model build.
 - User Acceptance Testing.
 - Users complete online learning and go-live.
 - Post-go-live analysis.

Technical options (Connected Funding)

- **Option 1: Fully embedded in your hosted CMS**
 - Pre-built Connected Practice forms and Connected Funding run inside LAS (System C) or Mosaic (Access Group).
- **Option 2: CMS + web service calculator**
 - Connected Practice forms built into and used within your CMS.
 - Estimated Budget calculation via SOAP web service to Connected Funding (results returned to CMS).
- **Option 3: Hosted Portal**
 - Connected Practice forms in your CMS.
 - Estimated Budget calculation via direct user login to Connected Funding software (document exports for updating CMS).

System requirements and data security

Applies only for LAs using (or linking to) the Connected Toolkit software to access Connected Funding (Options 2 and 3 on 'Technical options' slide).

- Requirements:
 - Web-based – no local installation.
 - Modern browser with reliable HTTPS connection required.
 - Two-factor authentication.
 - Word/PDF reader required for document exports to attach into local case management system.
- Security:
 - Encrypted in transit.
 - All data stored in the UK.
 - 99.9% service availability target.
 - 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:
 - Product enhancements to continue alignment with national policy and best practice.
 - Local configuration updates.
 - Product data insights.
 - Online learning resources.

Responsibilities

Imosphere:

- Support specification of local requirements.
- **LAS/Mosaic:** Deliver pre-built forms.
- **Other CMS:** Provide specifications and build guidance / configure software platform.
- Provide online learning resources.
- Support UAT and go live.
- Conduct post go live data analysis.
- Provide ongoing support.
- Facilitate collaboration and benchmarking across LAs

Local authority:

- Nominate a project lead.
- **LAS/Mosaic:** Facilitate install of pre-built forms.
- **Other CMS:** Build forms into CMS.
- 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

Applies only for LAs using (or linking to) the Connected Toolkit software to access Connected Funding (Options 2 and 3 on 'Technical options' slide).

- 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

- SEND Genie Toolkit - EHCP Genie and Funding Genie for special educational needs pathways.
- Connected Toolkit for NHS Continuing Healthcare and Continuing Care to support budget-setting for PHBs.

Customer Testimonials

“We chose Imosphere’s tools because of their strengths-based approach, which prioritises preventative care options and seamlessly transitions to follow-up assessments when necessary.”

Business Implementation Officer

“We need to ensure our systems are able to meet our changing and developing needs. By choosing [The Connected Toolkit], we aim to have a clear and more open resource allocation system for all. It also gives reassurance and speed to social workers and other professionals, because they have a tool which provides consistency and demonstrates clarity to customers.

Service Improvement Officer

“As technology forms a key part of our new strategy for adult social care, the self-assessment tool will prove vital in helping us capture what individuals are looking to achieve and the support they are likely to need - including determining an appropriate level of care and support funding for people with eligible needs.”

Transformation Manager - Practice and Culture

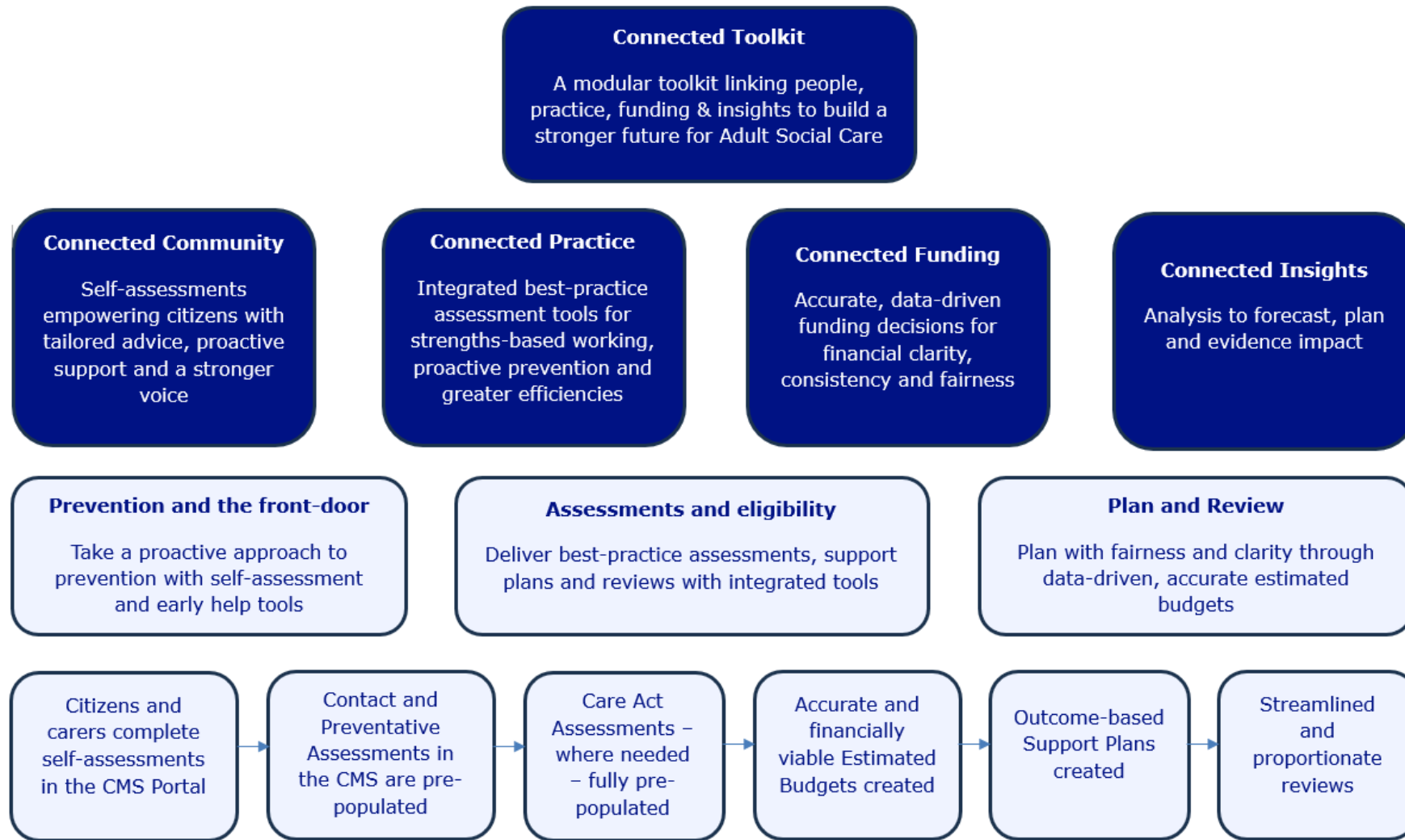
“Working with Imosphere on this project has been an incredibly positive experience. The implementation process was straightforward, and the support from the Imosphere team has been excellent. It’s early days, but the tools have already enhanced our ability to conduct strengths-based assessments and manage indicative personal budgets accurately. This implementation marks a significant step forward in our commitment to providing high-quality, citizen-focused care.”

Head of Mental Health and Whole Life Disability



Appendix 1

Connected Toolkit Modules



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