

SERVICE DEFINITION
WRITTEN FOR THE DIGITAL MARKETPLACE G-CLOUD 15

Novoville

SHARED WORKS (FOR RETROFIT)

Retrofit. Reimagined.

Improve the customer experience, delight your government clients, and save time internally on coordination and reporting with our plug-and-play platform designed to help you focus on delivery while cutting down on back-office complexity.

Wrong place, I'm after your Shared Repairs Platform.



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Overview

Novoville Shared Works is a PAS2035-aligned digital platform designed to support the planning, coordination, and delivery of repairs, maintenance, and retrofit programmes at scale. It is used by local authorities, housing associations, and delivery partners to manage multi-stakeholder retrofit activity through a single, structured system.

The United Kingdom faces a significant challenge in improving the condition and energy performance of its housing stock. Many homes are energy-inefficient, difficult to maintain, and costly to upgrade, particularly where data is fragmented across multiple systems and delivery partners. Publicly funded retrofit programmes add further complexity through compliance, reporting, and coordination requirements.

Shared Works addresses these challenges by providing a single digital environment in which retrofit activity can be planned, tracked, and governed end-to-end. The platform supports the full lifecycle of a retrofit programme, from assessment and data capture through to planning, procurement, delivery tracking, and programme-level reporting.

A key problem faced by commissioning bodies is the fragmentation of data and responsibility across assessors, designers, contractors, managing agents, and residents. This fragmentation leads to duplicated effort, inconsistent information, delays in delivery, and limited visibility over programme progress and outcomes. Shared Works is designed to reduce this friction by enabling all authorised stakeholders to work from a shared, structured source of truth, with role-based access controls and clear auditability.

The platform supports a holistic approach to home improvement by treating properties as long-term assets rather than isolated projects. It enables the capture and reuse of property-level data over time, supporting better decision-making, improved sequencing of works, and reduced duplication of surveys and assessments. This approach is particularly valuable for area-based schemes, housing portfolios, and programmes seeking to deliver retrofit at scale.

From a supply-side perspective, Shared Works helps delivery partners operate more efficiently by standardising workflows, reducing manual coordination, and providing clearer visibility of upcoming work. This supports participation by a broader range of contractors and consultants, including small and medium-sized enterprises, while maintaining programme controls required by public-sector commissioners.

Shared Works is designed to support compliance with PAS2035 processes and integrates with existing industry standards and data sources, including EPC data and recognised building assessment methodologies. It does not replace regulated assessment or certification tools, but complements them by providing a system for coordination, planning, and programme oversight.

In summary, Novoville Shared Works provides commissioning bodies with:

- a single platform to coordinate multi-stakeholder retrofit programmes,
- improved visibility and control over delivery and performance,
- a structured property-level data model to support long-term asset management,
- and a scalable digital foundation for delivering repairs, maintenance, and retrofit schemes efficiently and consistently.

Product Description

Summary of core capabilities

Novoville Shared Works is a configurable SaaS platform that enables public-sector bodies and their delivery partners to design, manage, and operate repairs, maintenance, and retrofit programmes through a single digital system.

At its core, Shared Works provides:

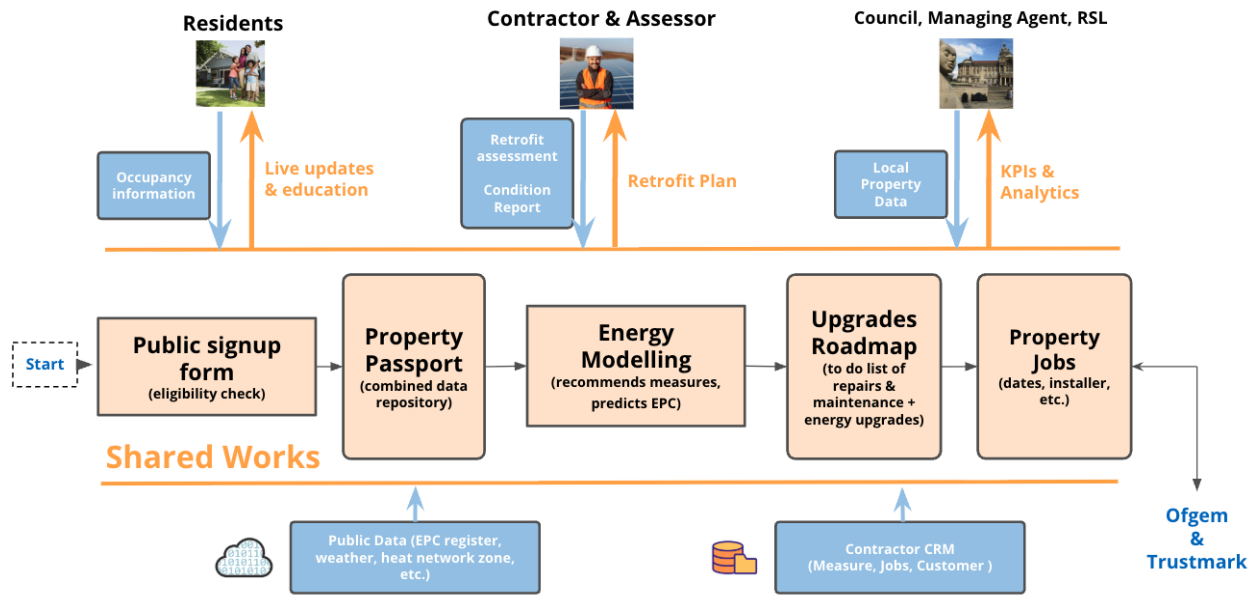
- a structured, role-based environment for multiple stakeholders to collaborate,
- a configurable workflow engine to reflect local programme rules and funding requirements,
- a property-level data model (building passport) to support compliant planning and delivery,
- energy modelling,
- tools to plan, approve, procure, and track works,
- and programme-level analytics covering delivery progress, approvals, and outcomes.

The platform is designed to be adapted to different programme types (e.g. ECO, WHLG, SHDF-style schemes, area-based pilots) without requiring bespoke software development. Configuration is achieved through controlled customisation of workflows, data capture, communications, and permissions.

High-level overview of Shared Works



Shared Works



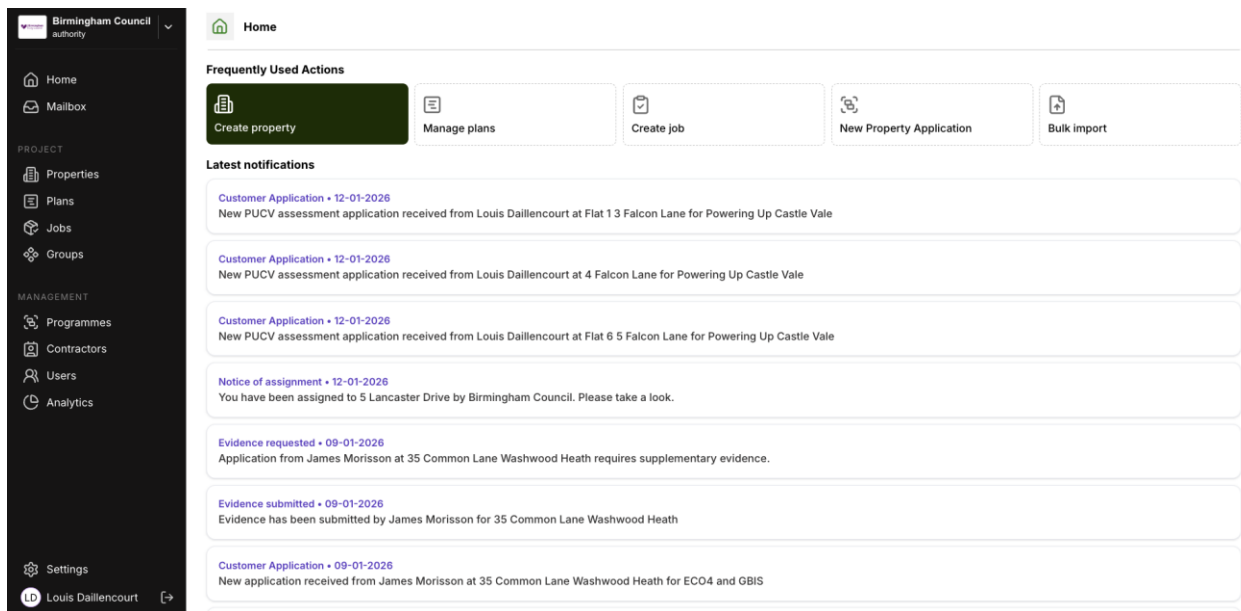
Core platform components (included as standard)

The following capabilities form part of the standard Shared Works service.

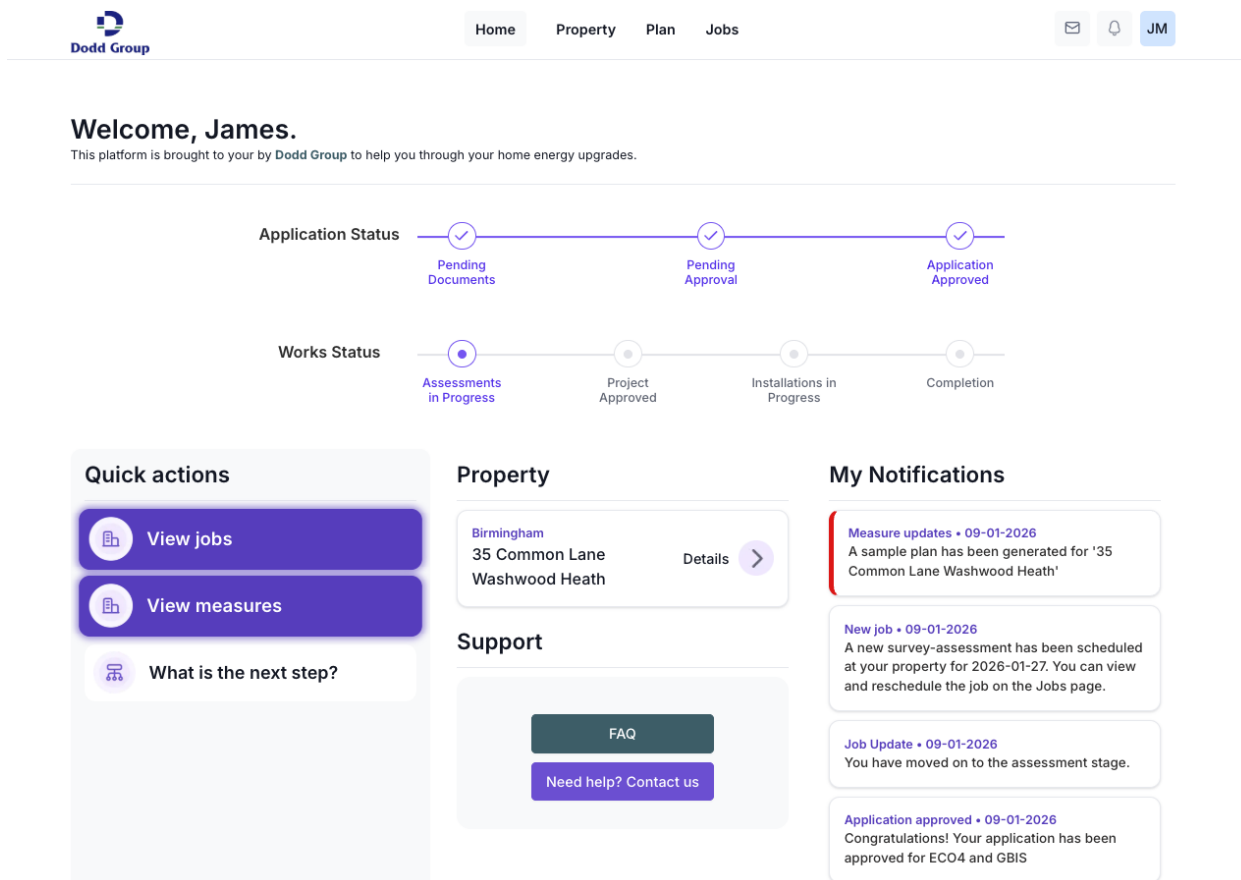
1. Web-based application with role-based access

Shared Works is delivered as a secure web application accessible to authorised users, including:

- local authority and housing association officers,
- programme managers and coordinators,
- assessors and surveyors,
- retrofit designers,
- contractors and installers,
- residents or property owners (where appropriate).



View of council and contractor landing page.



View of resident landing page.

Each user is assigned one or more roles. Roles determine:

- which data can be viewed or edited,
- which actions can be taken.

This ensures appropriate separation of responsibilities, clear accountability, and auditable decision-making.

The screenshot shows a user interface for setting permissions. On the left, under 'User role:', there is a dropdown menu currently set to 'External'. To the right, under 'Has access to programmes', there is another dropdown menu with 'Select...' chosen. A dark green 'Save' button is positioned between the two dropdowns. A list of program names is displayed below the 'Has access to programmes' dropdown, including 'Warm Homes: Social Housing Fund', 'Warm Homes: Local Grant', 'Boiler Upgrade Scheme', 'Windows and Doors', 'Able-to-fund', 'Capital Works', 'Furnbow pilot', and 'Fire testing'.

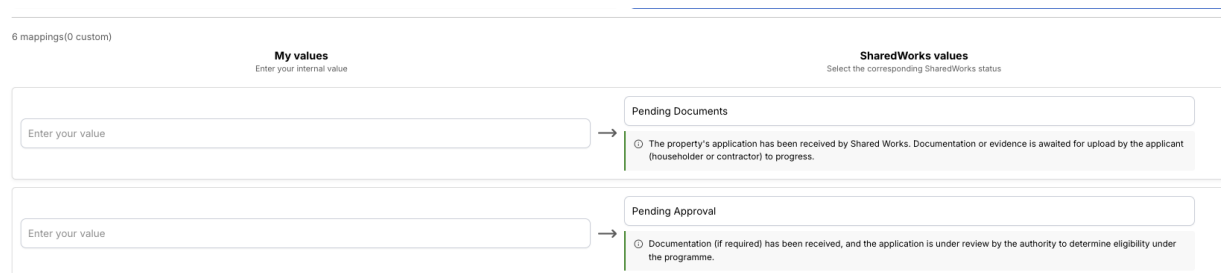
User permission setting

The screenshot displays a web application interface. On the left, a sidebar titled 'SECTIONS' contains a list of categories: 'Property address', 'Basic information', 'Tenure information', 'Household information' (which is highlighted with a lock icon), 'Community information', 'Energy information', 'Heating information', 'Financial information', 'Significance survey' (with a lock icon), 'Single survey' (with a lock icon), and 'Survey information' (with a lock icon). The main content area is titled 'Household information' and features a large light blue box with the text 'You don't have access to this data!' and 'Go ahead and request access from the homeowner'. A purple 'Request access' button is located at the bottom right of this box.

Data permission management

2. Configurable workflow and user journeys

Shared Works includes a workflow engine that allows programmes to be structured into defined stages, reflecting local processes and funding requirements.



Workflow mapping

Workflows can include:

- assessment stages,
- eligibility or technical checks,
- approval and sign-off points,
- procurement and delivery stages,
- completion and post-install stages.

Each stage can be configured with:

- **custom stages** (stage names, ordering, and dependencies), For instance,
 - **DESNZ Approval stage:** “Property is only available for DESNZ batching once residents have approved the Measures Proposal”.
- **custom “proceed to next step” guidance text** shown to users,
- **mandatory or optional data requirements**,
- **approval rules and role-based permissions**.

This allows Shared Works to reflect real-world programme logic rather than forcing programmes into a fixed, generic process.

3. Data capture through configurable forms

Shared Works supports structured data collection through in-platform forms.

Forms can be configured to:

- capture different types of survey or assessment data,
- support programme-specific eligibility criteria,
- collect evidence required for compliance or reporting,
- vary by role (e.g. assessor vs contractor vs resident).

Forms can include validation rules, mandatory fields, and conditional logic, helping to improve data quality and reduce rework.

4. Automated communications and triggers

The platform supports **event-driven automation** to reduce manual coordination.

This includes:

- **custom email templates**, tailored to programme tone and content,
- **custom triggers** based on workflow events (e.g. stage change, approval, request for action),
- targeted communications to specific roles or user groups.

This functionality allows commissioning bodies to ensure consistent, auditable communication with delivery partners and residents, while reducing operational overhead.

5. Property logbook (Building Passport)

Each property managed within Shared Works has an associated building passport that acts as a structured, long-lived record.

The building passport supports:

- fabric and condition data,
- energy systems and installations,
- occupancy and use information (where appropriate),
- documents such as EPCs, certificates, warranties, surveys, and reports.

Data fields include metadata such as:

- source and confidence level,
- version history,
- access permissions.

This enables reuse of data across assessments and projects, supporting a long-term asset-based approach rather than repeated one-off data collection.

6. Planning and decision-support tools (Smart Plan)

Shared Works includes tools to support planning and sequencing of works following assessment.

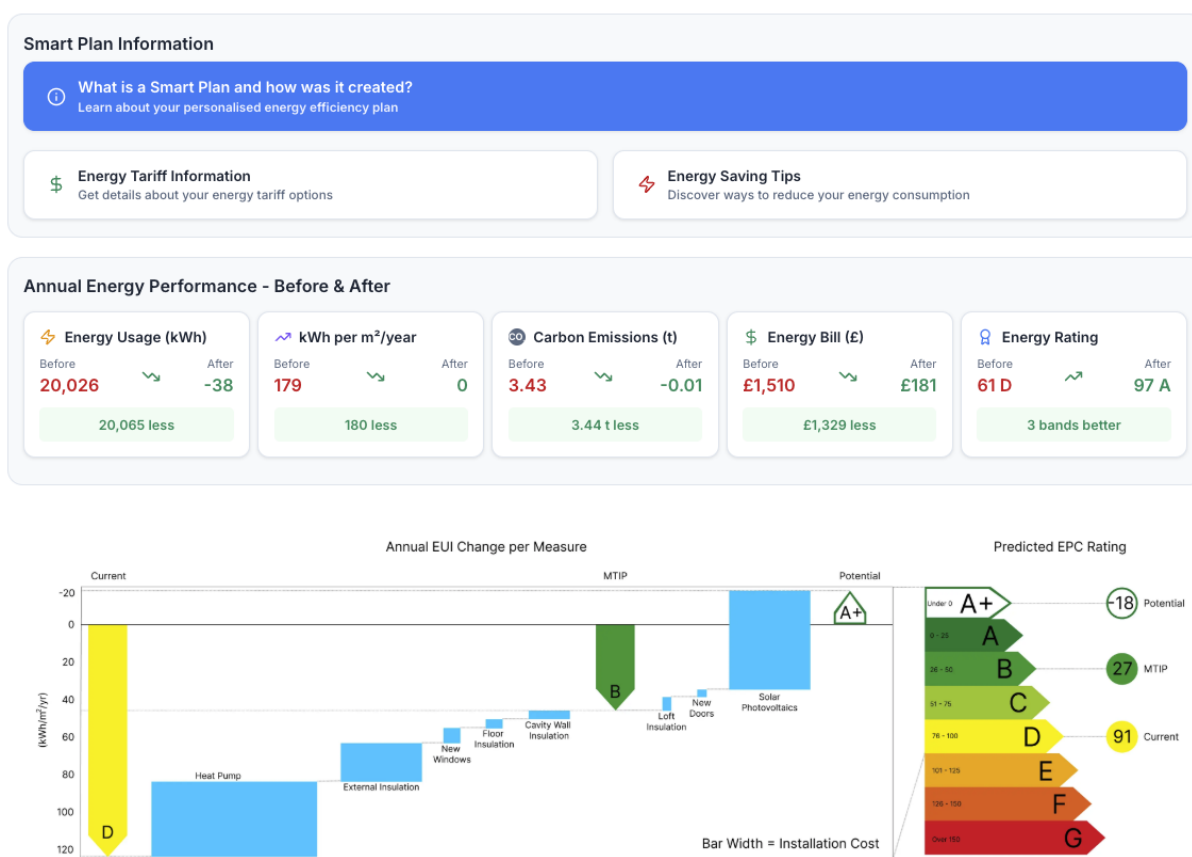
The Smart Plan:

- brings together fabric repairs, maintenance, and energy efficiency measures,
- supports grouping of measures into projects,
- embeds PAS2035-aligned risk and confidence considerations,

- supports discussion and coordination between assessors, designers, and commissioners.

The Smart Plan informs decision-making but does not replace regulated roles or statutory approvals. The Smart Plan does not replace regulated assessment or certification tools (such as EPC or SAP software); it is used to support professional judgement and commissioning decisions by structuring recommendations, risks, and options for review and approval within the programme workflow.

Where enabled, energy modelling outputs are generated following assessment and are visible only to authorised professional users and commissioners as part of measure review and approval unless visibility is toggled for the resident.



Contractor and local authority view of the Smart Plan

Possible upgrades to your building

These are suggestions for the types of upgrades that would be suitable for The High and make it more energy efficient.

Who can make these improvements?

-  Building Management - improvements that need to be organised by your building or housing association
-  DIY - improvements you can make yourself in your own home

Impact levels

-   Low Impact
-   Medium Impact
-   High Impact

Building fabric (walls, roof, windows, doors, etc.)

Flat roof insulation Phase 1

Element: Roof

Savings Impact  **Carbon Impact** 

Estimated Cost
£60,000

Energy Saving
13%

Insulation added to the building's roof. It helps retain heat in winter and keeps the heat out in summer.

[Find out more](#)

Internal wall insulation Phase 1

Element: Walls

Savings Impact  **Carbon Impact** 

Estimated Cost
£7,000

Energy Saving
18%

Insulation that is added to the inside of a wall to help keep the heat in.

[Find out more](#)

Resident view of the Smart Plan

7. Procurement and delivery tracking

Shared Works supports progression from planning into delivery by enabling:

- allocation of works to approved contractors,
- upload and review of quotes,
- tracking of job status and milestones,
- storage of delivery evidence and completion documentation.

For public-sector programmes, contractor access and visibility can be restricted to framework-approved suppliers.

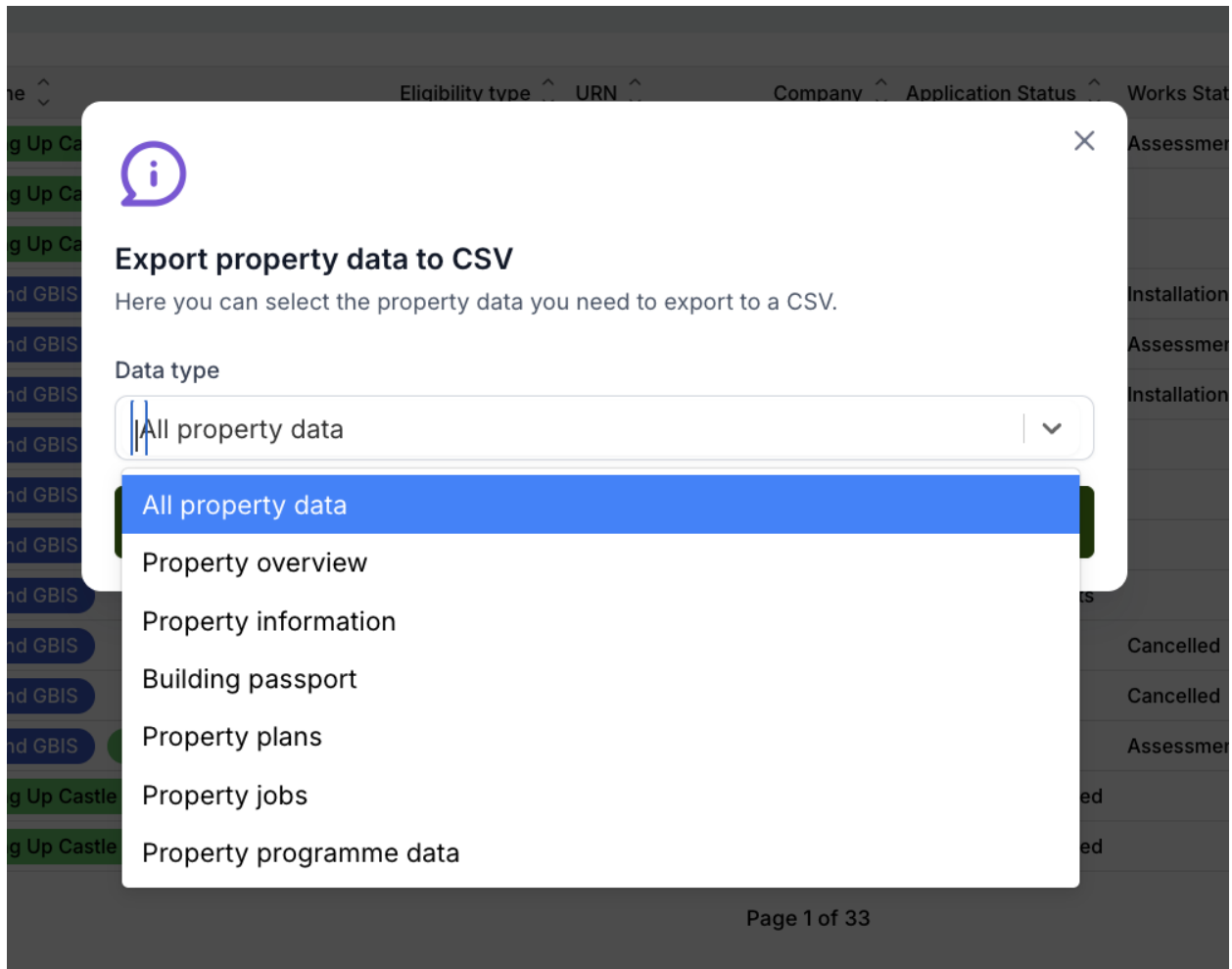
8. Programme analytics, monitoring and reporting

Programme analytics and management information provide commissioning bodies with visibility over delivery performance, including:

- the number of properties at each programme stage and progression over time;
- approval and completion rates, with identification of bottlenecks;
- volumes and types of measures proposed, approved, and installed;
- aggregate energy and carbon impact metrics where enabled;

- resident engagement indicators such as approval and response rates.

Data can be exported or integrated with other systems via file upload or API, subject to programme configuration, including CSV-based exports suitable for spreadsheet or business intelligence tools.



Data Export

Cancelled stage

Total properties that have been in Cancelled work status

1289

Average amount of time spent at Cancelled status (in days)

18

+11.3% since last week

The % that have moved from Assessments in Progress to Cancelled

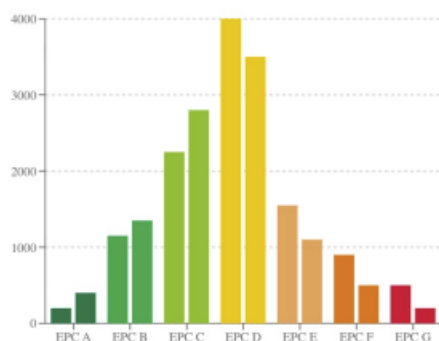
9%

Number of properties that reached this stage over time

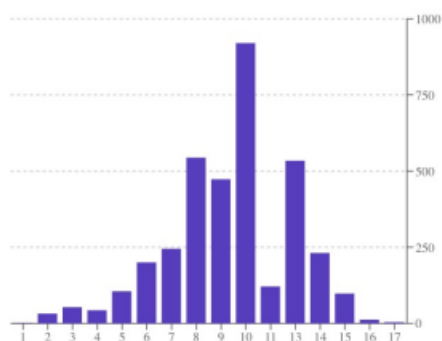


Energy analytics

EPC histogram



Properties by SAP Improvement Score



Average SAP improvement (score)

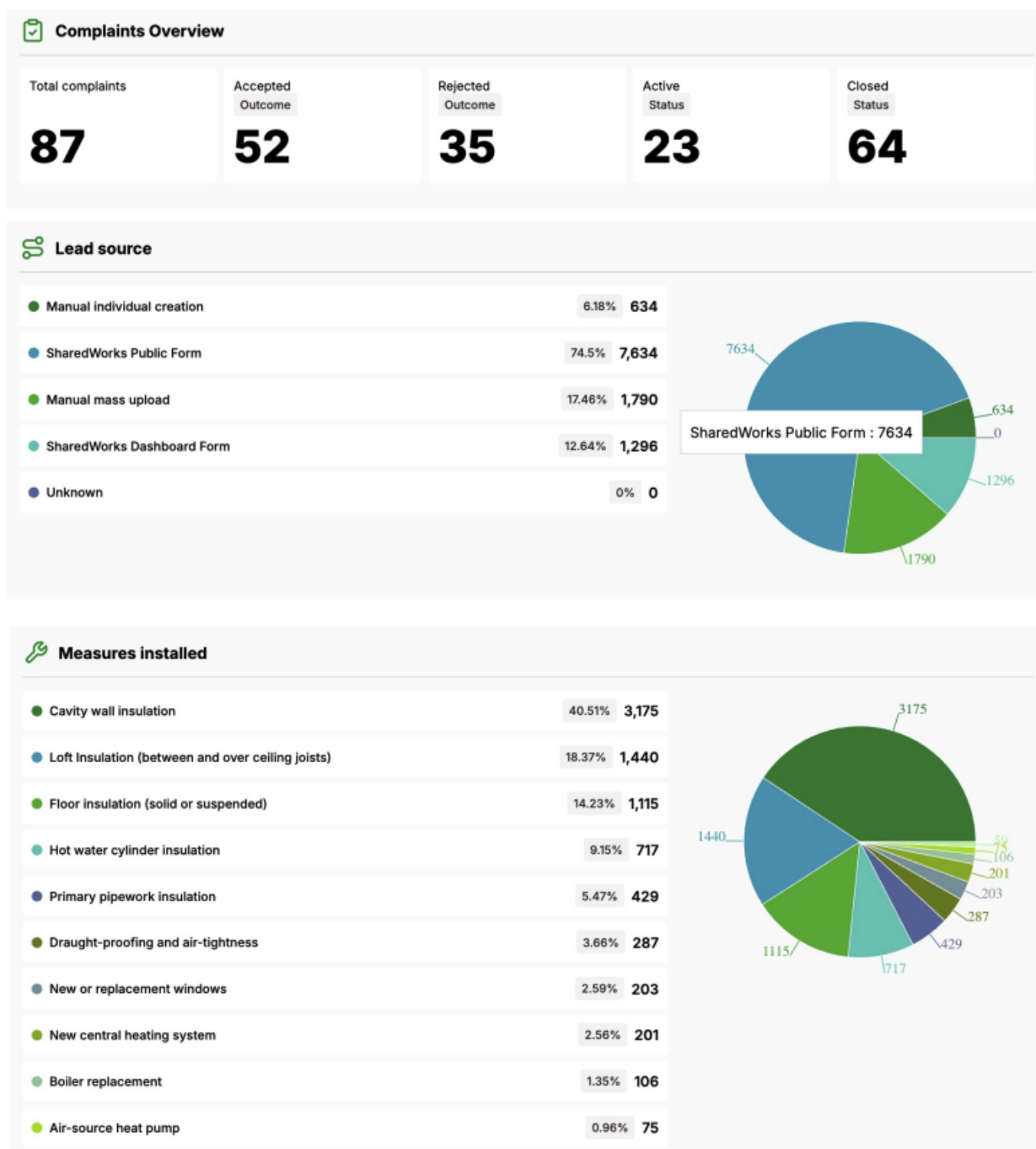
9

Tons of Carbon Saved p.a

25328

Average annual bill saving (in £)

1,429



Example programme dashboard showing property progression, approvals, delivery status, and outcome metrics

Configurable elements (within the standard service)

The following elements are configurable as part of the Shared Works service and do not require bespoke development:

- workflow stages and sequencing,
- custom forms and data fields,
- custom email templates and automated triggers,
- role definitions and permissions,
- required documents and evidence per stage,
- guidance text and user prompts,
- local branding and programme content.

Configuration is carried out during mobilisation and can be refined over time as programme needs evolve.

Optional and programme-specific elements

Depending on programme requirements, the following may be included or excluded:

- integration with external systems (e.g. data warehouses, contractor ERPs),
- bespoke reporting or analytics views,
- migration of historic programme data,
- extended onboarding, training, or change management support.

These elements are scoped and agreed with the client during mobilisation.

Resident access and engagement (included where required by the programme)

Shared Works provides optional, role-restricted access for residents or property owners where programmes require direct engagement, consent, or evidence capture. Resident access is designed to support delivery efficiency, improve data quality, and reduce administrative overhead for councils and delivery partners.

Resident access can be enabled or disabled at programme level and tailored to tenure type, funding rules, and local policy.

What residents can access

When enabled, residents can securely access a limited, role-appropriate view of Shared Works that includes the following components.

1. Smart Plan (resident view)

Residents can view an accessible version of the Smart Plan for their property, showing:

- proposed measures and their purpose,
- high-level expected outcomes (e.g. comfort, efficiency, disruption considerations),
- sequencing of works where relevant.

The Smart Plan view is informational and explanatory. It does not expose technical modelling inputs or internal decision-making data reserved for professionals.

Where enabled, proprietary energy modelling outputs (through Scene connect subprocessor) are used to inform measure selection and sequencing within the Smart Plan but do not constitute regulatory assessments.

2. Building passport (read and contribute)

Residents can view relevant parts of their property's building passport, including:

- key property information,
- completed assessments and reports,
- installed measures and warranties (where applicable).

Where permitted by the programme, residents may also:

- upload documents (e.g. manuals, guarantees, photos),
- provide contextual information about property use or issues.

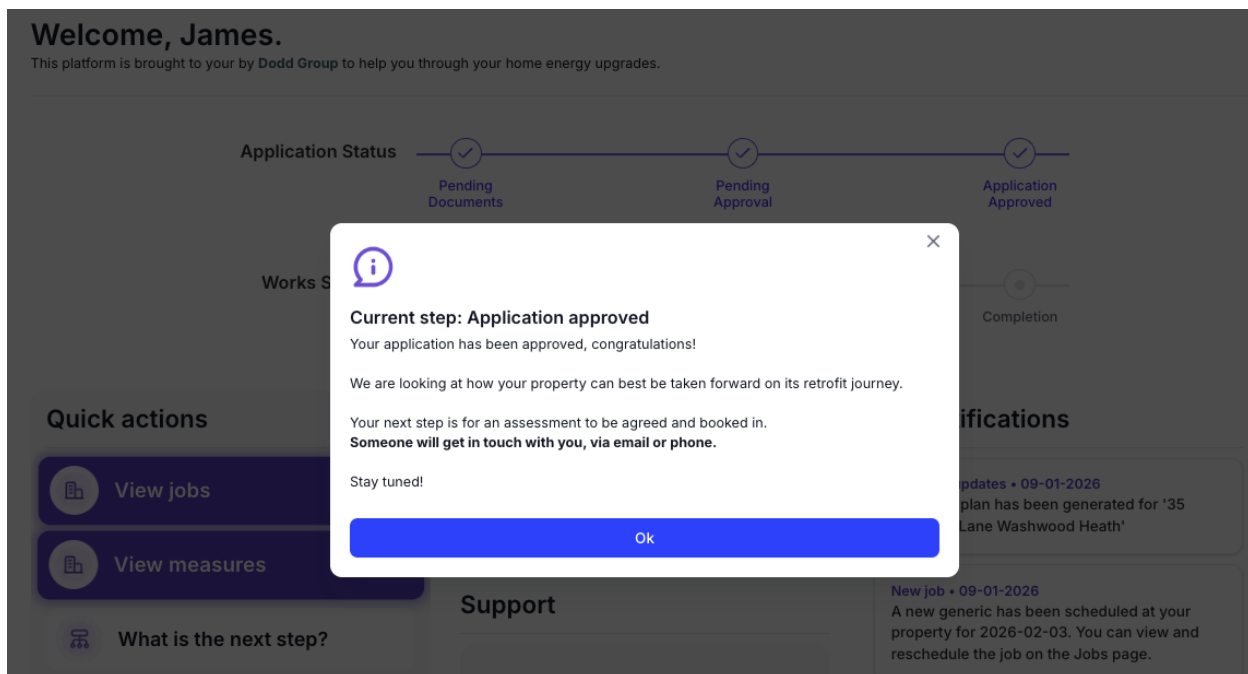
All resident-submitted information is clearly marked with source and confidence metadata.

3. Clear next steps and guidance

Residents are guided through the process via:

- **custom “proceed to next steps” text**, tailored to the programme and stage,
- clear explanations of what is happening, what is required from them, and when,
- visibility of current status (e.g. awaiting approval, survey scheduled, works in progress).

This reduces inbound queries and avoids confusion caused by fragmented communications.



Resident status + next action screen.

4. Approval and consent

Where required by the scheme, residents can:

- review proposed measures,
- provide explicit approvals or acknowledgements,
- confirm consent at defined stages.

Approvals are logged with timestamps and linked to the relevant workflow stage, providing an auditable record for commissioners.

5. Uploading evidence and documentation

Residents can upload supporting information, such as:

- photographs,
- proof of access,
- consent forms,
- additional documents requested by delivery partners.

Document requirements can be enforced through configurable rules, ensuring that required evidence is collected before progression.

6. Education and support materials

Residents have access to programme-specific educational content, including:

- explanations of the retrofit or improvement process,
- plain-English descriptions of measures,
- guidance on disruption, timelines, and aftercare.

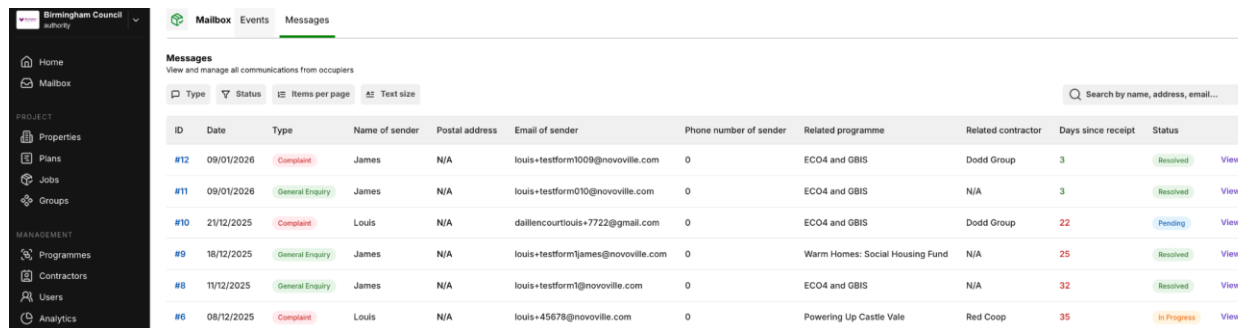
This content is configurable and can be aligned with local communications policies and funding requirements

7. Queries, complaints, and FAQs

Shared Works provides structured channels for residents to:

- submit questions or queries,
- raise issues or complaints linked to a property or job,
- access FAQs and help content. This content is controlled by authorities and/or contractors.

This ensures communications are logged, traceable, and visible to the appropriate delivery partners, reducing reliance on unmanaged email or phone correspondence.



The screenshot shows the Birmingham Council Mailbox interface. On the left is a dark sidebar with navigation links: Home, Mailbox, PROJECT (Properties, Plans, Jobs, Groups), and MANAGEMENT (Programmes, Contractors, Users, Analytics). The main area is titled 'Mailbox' with tabs for 'Events' and 'Messages'. Below the tabs, there's a search bar and filters for Type, Status, Items per page, and Text size. A table lists messages with columns: ID, Date, Type, Name of sender, Postal address, Email of sender, Phone number of sender, Related programme, Related contractor, Days since receipt, and Status. The table contains 8 rows of data with various message types like 'Complaint' and 'General Enquiry'.

ID	Date	Type	Name of sender	Postal address	Email of sender	Phone number of sender	Related programme	Related contractor	Days since receipt	Status
#12	09/01/2026	Complaint	James	N/A	louis+testform1009@novoville.com	0	ECO4 and GBIS	Dodd Group	3	Resolved
#11	09/01/2026	General Enquiry	James	N/A	louis+testform010@novoville.com	0	ECO4 and GBIS	N/A	3	Resolved
#10	21/12/2025	Complaint	Louis	N/A	dallencourt@louis+7722@gmail.com	0	ECO4 and GBIS	Dodd Group	22	Pending
#9	18/12/2025	General Enquiry	James	N/A	louis+testform1james@novoville.com	0	Warm Homes: Social Housing Fund	N/A	25	Resolved
#8	11/12/2025	General Enquiry	James	N/A	louis+testform1@novoville.com	0	ECO4 and GBIS	N/A	32	Resolved
#6	08/12/2025	Complaint	Louis	N/A	louis+45678@novoville.com	0	Powering Up Castle Vale	Red Coop	35	In Progress

Council view of incoming queries or complaints

What this service does not include

Shared Works is provided as a configurable SaaS platform. Unless explicitly agreed in writing, the service does **not** include:

- provision of regulated assessments or certifications (e.g. EPCs, SAP calculations),
- acting as a programme delivery agent or managing contractor performance,
- financial services, lending, or direct grant administration,
- resident-facing marketing or outreach activities beyond platform communications,
- operation or maintenance of Client-owned IT infrastructure.
- acting as Retrofit Coordinator or taking on PAS2035 duty holder roles.

Regulated professional activities and operational decisions remain the responsibility of the Client and its appointed delivery partners.

Benefits for commissioning bodies

Resident access within Shared Works helps commissioners to:

- reduce manual communication and case handling,
- improve data completeness and auditability,
- ensure consistent messaging across programmes,
- capture approvals and evidence in a structured, compliant way,
- improve resident experience without introducing unmanaged channels.

Resident access is fully governed through role-based permissions and can be adapted or restricted depending on programme needs.

Project Scope

Project scope and deployment

Deployment of Novoville Shared Works follows a structured, low-risk mobilisation approach designed to support public-sector programmes of varying scale and complexity. The platform is deployed as a configurable SaaS service rather than a bespoke system, enabling rapid rollout while accommodating local programme requirements.

Deployment is typically delivered across three phases:

1. mobilisation and configuration
2. integration and controlled launch
3. live operation and support

1. Mobilisation and configuration

This phase focuses on configuring Shared Works to reflect the client's programme rules, governance model, and delivery approach. It does not involve custom software development.

Key activities typically include:

- confirmation of programme objectives and success measures,
- definition of user roles, permissions, and approval responsibilities,
- configuration of workflows, stages, and decision points,
- configuration of custom forms and required data fields,
- configuration of document requirements and permissions,
- configuration of automated communications, triggers, and guidance text,
- agreement on resident access scope (if applicable),
- alignment on reporting and analytics requirements.

Where relevant, Novoville works with the client to map existing programme processes onto Shared Works, ensuring continuity with established practices while reducing manual steps.

This phase establishes a clear operational baseline before any live data is introduced.

2. Integration and controlled launch

Once configuration is agreed, Shared Works is prepared for live use within the client environment.

Activities in this phase typically include:

- creation of a programme-specific instance of Shared Works,
- application of local branding and programme content,

- setup of users and role-based access,
- onboarding of delivery partners (e.g. assessors, contractors),
- integration with external systems where required (via file upload or API),
- optional migration of existing programme data,
- validation of workflows and permissions using representative test data.

Deployment usually proceeds through a **controlled launch**, allowing programme teams to validate configuration and processes before scaling.

This may include:

- a limited live or pilot phase,
- validation of reporting outputs,
- refinement of guidance text, communications, or forms based on early use.

3. Live operation and support

Following launch, Shared Works is used as the live system for programme delivery.

During live operation:

- programme teams manage properties, works, and stakeholders through the platform,
- delivery partners interact with Shared Works according to their assigned roles,
- residents engage where enabled by the programme,
- data is captured, reused, and reported through a single system.

Novoville provides ongoing support as part of the service, including:

- access to the helpdesk and ticketing system,
- resolution of technical issues in line with the agreed SLA,
- account management support,
- guidance on configuration changes as programmes evolve.

Configuration changes (e.g. updates to workflows, forms, communications, or permissions) can be introduced during live operation without disruption, allowing programmes to adapt to policy changes, funding requirements, or delivery learning.

Scope boundaries and assumptions

- Shared Works is delivered as a configurable SaaS platform; bespoke feature development is not included unless explicitly agreed.
- Configuration is limited to platform-supported options (workflows, forms, permissions, communications, content).
- Integration with third-party systems is supported via defined interfaces but may require coordination with external providers.

- Resident access is optional and enabled only where required by the programme.
- Regulated assessments, certifications, and statutory approvals remain the responsibility of the appropriate qualified professionals.

Commercial model overview

Shared Works is provided as a subscription-based Software-as-a-Service (SaaS) offering. Pricing is structured to reflect the scale and duration of the programme being delivered and typically takes account of factors such as the number of properties in scope, programme complexity, and required configuration and onboarding support. The standard service includes access to the Shared Works platform, configuration during mobilisation, ongoing support, and service management. Any optional or programme-specific services (such as data migration, integrations, or extended training) are scoped separately where required.

Full pricing is published transparently on the Digital Marketplace in accordance with G-Cloud requirements.

Support and service management

Novoville provides structured support and service management as part of the Shared Works SaaS service. Support is designed to ensure platform availability, enable effective day-to-day use, and allow programmes to evolve over time without requiring bespoke development.

Support levels

Shared Works includes a single, standard support tier suitable for public-sector deployment.

Support includes:

- access to an online helpdesk and ticketing system,
- telephone support during UK business hours (09:00–17:00, Monday to Friday, excluding UK Bank Holidays),
- monitoring and response to critical availability issues outside standard hours,
- incident management in line with the agreed Service Level Agreement (SLA).

Support covers:

- platform availability and performance issues,
- defects or unexpected behaviour within the Shared Works platform,
- user access and role-related issues,
- guidance on correct use of platform features.

Service requests and configuration changes

In addition to incident support, Shared Works supports ongoing service requests related to configuration and programme operation.

Configuration changes supported within the standard service include:

- updates to workflows and stages,
- changes to forms, data fields, and validation rules,
- updates to automated communications and triggers,
- changes to user roles and permissions,
- updates to guidance text, content, and documentation requirements.

These changes are managed through the support process and implemented within agreed timescales, subject to platform capabilities. Configuration changes do not involve bespoke software development and are applied in a controlled manner to avoid disruption to live programmes.

Where requested changes fall outside supported configuration options, Novoville will advise on alternatives or formally scope additional work if appropriate.

Service Level Agreement

Novoville provides service levels appropriate for a public-sector SaaS platform supporting live programme delivery. Full SLA terms are provided as part of the contract documentation.

Support hours

Standard support is available Monday to Friday, **08:00–16:30 (UK time)**, excluding UK Bank Holidays. Critical availability issues are monitored and escalated outside standard hours.

Incident priorities and response times

Priority	Description	Response time
Level 1	Complete service outage	within 4 hours
Level 2	Major functionality failure	within 24 hours
Level 3	Degraded functionality	within 48 hours
Level 4	Minor issues or queries	within 5 working days

Resolution targets

For issues within Novoville's control:

- Level 1: **48 hours**
- Level 2: **72 hours**
- Level 3: next standard release cycle
- Level 4: prioritised as agreed

Availability

Shared Works is delivered as a cloud-hosted SaaS service with a target availability of **99.9% uptime**, measured annually and excluding notified planned maintenance.

Account management and escalation

Each public-sector client is assigned a designated account manager who acts as the primary point of contact, coordinates support and service requests, and manages escalation where required.

Scope

SLA commitments apply to the Shared Works platform and services operated by Novoville. Dependencies on third-party systems or client-managed infrastructure may affect resolution times.

Account management

Each public-sector client is assigned a designated account manager. Account management typically includes:

- acting as the primary point of contact for the client,
- coordinating support and configuration requests,
- supporting onboarding of new users or delivery partners,
- advising on best practice use of the platform,
- supporting programme changes arising from policy or funding updates,
- periodic service reviews as agreed with the client.

Account management focuses on ensuring that Shared Works continues to support the client's operational and governance needs over the life of the programme.

User support and guidance

Shared Works includes access to user guidance and documentation to support effective use of the platform, including:

- in-platform guidance and help text,
- written user guides and reference materials,
- structured onboarding support during mobilisation.

Where appropriate, additional training or onboarding support can be agreed during mobilisation or introduced during live operation.

Information security, accessibility, and assurance

Novoville Shared Works is designed, operated, and supported in line with recognised public-sector standards for information security, cyber security, and digital accessibility.

Information security management

Novoville operates an Information Security Management System (ISMS) that is **certified to ISO/IEC 27001**.

This certification covers the design, development, deployment, configuration, hosting, and support of cloud-based software systems, including Shared Works. The ISMS is subject to regular independent audit and ongoing surveillance.

ISO 27001 certification provides assurance that Novoville has formal controls in place covering:

- risk management,
- access control,
- incident management,
- data handling and confidentiality,
- business continuity and operational security.

Cyber security assurance

Novoville is **Cyber Essentials accredited**, covering the organisation as a whole.

Cyber Essentials certification demonstrates that appropriate technical controls are in place to protect against common cyber threats, including:

- secure configuration,
- access control,
- malware protection,
- patch management,
- boundary firewalls and internet gateways.

This accreditation is maintained through regular reassessment.

Digital accessibility

Shared Works is **fully compliant with WCAG 2.2 Level AA**.

Accessibility compliance has been independently assessed using a combination of automated and manual testing, including testing with assistive technologies such as screen readers and keyboard navigation. The assessment covered the Shared Works government platform, resident platform, and associated application forms.

Where accessibility issues were identified during audit, remediation actions were implemented and verified to ensure conformance with WCAG 2.2 AA success criteria. Accessibility is treated as an ongoing requirement and is embedded within product development and quality assurance processes.

This ensures that Shared Works can be used effectively by a wide range of users, including residents, delivery partners, and public-sector staff with accessibility needs.

Evidence and documentation

Supporting evidence, including:

- ISO 27001 certification,
- Cyber Essentials certification,
- WCAG 2.2 accessibility conformance documentation,

is available to buyers on request and can be provided as part of procurement due diligence.

Hosting and infrastructure

Novoville Shared Works is hosted on **Amazon Web Services (AWS)** cloud infrastructure.

The platform is deployed using AWS services that are widely adopted across the UK public sector and support high availability, resilience, and security best practice.

Cloud hosting model

Shared Works is delivered as a multi-tenant SaaS application hosted within AWS. The hosting environment is managed by Novoville and forms part of its ISO/IEC 27001-certified Information Security Management System.

Key characteristics include:

- hosting within AWS data centres located in the UK
- logical separation of customer data within a shared infrastructure,
- encrypted data storage and encrypted data in transit,
- controlled administrative access with audit logging.

Availability, resilience, and scalability

AWS infrastructure supports:

- elastic scaling to accommodate changes in programme size and usage,
- high availability through redundant services and failover mechanisms,
- routine backup and recovery processes.

This enables Shared Works to support both pilot deployments and large-scale, multi-authority programmes without changes to the underlying hosting model.

Security responsibilities

Novoville operates Shared Works under the **shared responsibility model** defined by AWS:

- AWS is responsible for the security of the underlying cloud infrastructure,
- Novoville is responsible for application security, configuration, access control, and data protection within the platform.

This model is reflected in Novoville's ISO 27001 controls and Cyber Essentials accreditation.

GDPR and Data Protection

Shared Works is operated in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Roles and responsibilities

For the purposes of data protection legislation:

- the **Client** (typically a local authority or housing association) acts as the **Data Controller**, and
- **Novoville acts as a Data Processor**, processing personal data on the Client's behalf in order to deliver the Shared Works service.

Novoville processes personal data strictly in accordance with the Client's documented instructions and does not determine the purposes or lawful basis of processing.

Data subjects and data types

Depending on the scope of the programme, Shared Works may process personal data relating to:

- residents or former residents,
- client employees,
- contractor employees.

Processed data may include:

- identifying and contact information,
- property and household information,
- programme-specific eligibility or situation data,
- supporting documentation uploaded as part of programme delivery.

Where required by the programme, limited **special category data** (for example health-related evidence submitted by residents) may be processed under the Client's instructions and lawful basis.

Processing purposes

Personal data is processed solely for the purpose of operating Shared Works as a housing improvement and retrofit management platform, including:

- managing programme workflows,
- coordinating delivery partners,
- capturing approvals and evidence,

- supporting reporting and audit requirements.

Shared Works does not make automated decisions that produce legal or similarly significant effects on data subjects. Modelling and profiling outputs are provided as recommendations for Client review and decision-making.

Location of processing and data residency

Shared Works is hosted using Amazon Web Services (AWS), with all client data hosted in the **UK**.

There are:

- no routine international data transfers,
- no requirement for access to client infrastructure or networks.

Client data is backed up within the cloud environment to support availability and resilience.

Technical and organisational measures

Novoville implements appropriate technical and organisational measures to protect personal data, including:

- role-based access control,
- encryption of data in transit (TLS 1.2 or above) and at rest (AES-256),
- vulnerability management and patching,
- regular security testing,
- change management and controlled release processes.

These measures form part of Novoville's ISO/IEC 27001-certified Information Security Management System.

Sub-processors

To deliver the service, Novoville uses the following sub-processors:

- **Amazon Web Services (AWS)** for cloud hosting,
- **Scene Connect** for building and energy modelling services.

All sub-processors are subject to appropriate contractual and security controls.

Data subject rights and client support

As Data Controller, the Client is responsible for responding to data subject rights requests.

Shared Works supports this by enabling Clients to:

- access and export personal data,
- correct or update personal data,
- restrict or delete data where lawful,
- support subject access and erasure requests.

Novoville will provide reasonable assistance to Clients to support compliance with data protection obligations, including responding to rights requests and DPIA-related queries.

Personal data breaches

Novoville will notify the Client of any suspected or confirmed personal data breach **within 24 hours of discovery**, enabling the Client to meet its regulatory notification obligations.

Data exit and retention

On termination or expiry of the contract, the Client may request an export of its data from Shared Works in a commonly used, machine-readable format.

Following confirmation that data export has been completed, Novoville will securely delete or anonymise Client data from live systems within an agreed timeframe, subject to any legal or regulatory retention requirements notified by the Client. Backup data will be put beyond use and overwritten in accordance with standard retention cycles.

Confidentiality Statement

This document is provided by Novoville Limited for information purposes only and is intended solely for use by the recipient in connection with the evaluation of the Shared Works service.

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