

Better Futures – G Cloud 15 Pricing Document

1. Better Futures Summary

Better Futures is a secure comprehensive outcomes-monitoring and support planning tool used by housing support providers and local authorities throughout the UK. It enables support workers to create, update, and track individually tailored support plans through a unique scoring system. Beyond individual support planning, the system aggregates data to help services demonstrate and report on the wider impact and outcomes of their work.

The Better Futures framework is built around five key themes:

Accommodation: Housing and stability of tenure.

Health: Access to physical and mental health services, including addictions support.

Safety & Security: Domestic abuse, legal matters, harassment, risk management, and digital safety.

Social & Economic Wellbeing: Life skills, financial management, leisure, social engagement, and self-esteem.

Employment & Meaningful Activity: Skills development, training, education, job seeking, employment retention, and participation in meaningful activities.

2. Better Futures Core Components:

- Better Futures Support Plan
- Core Client Fields
- Client Case Notes (outside of support plan)

3. Optional Modules:

- CAFE (Client Access Front End): Allows clients to access and interact with their records.
- Offline Forms: Supports remote working and synchronisation upon reconnection.
- SMS Send & Reply: Enables direct and automated client messaging (e.g., appointment reminders).

4. Premium Add-ons:

- **Rent Accounts Expansion**
 - Manages rent accounts, payments, and adjustments for client placements.
- **Online Forms**
 - Digitises forms such as referrals, assessments, reviews, or incident reports for online data capture and reporting fully integrated with Better Futures.

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- **Address Compliance**

- Tracks property and safety compliance tasks (i.e. certificates, inspections, and other regulatory items).

Together, these components create a flexible, secure, and customisable platform for monitoring outcomes, managing compliance, and supporting effective service delivery.

5. Pricing Structure

The pricing for Better Futures has a standard fee and per user per year fee for the core components. In addition to the standard fee is a one-time on-boarding fee (see Pricing Notes). Optional modules and premium add-ons are available (see pricing tables).

5.2 Core Better Futures Pricing

Component	Description	Price
Standing Charge	Annual base fee	£1,000 + VAT Per Year
Per System User	Annual fee per user (client user excluded)	£32 + VAT Per Year
Set Up Fee	On-boarding fee covering registration and remote set up	£600 + VAT

5.3 Core Better Futures Optional Modules

CAFÉ Setup	One-off optional setup for CAFÉ functionality	£750 + VAT
Offline Forms Setup	One-off optional setup for Offline Forms functionality	£380 + VAT
SMS Send & Reply	Per SMS fees payable in advance Minimum order 1,000 SMS Credits	£890 +VAT Per 1,000 SMS Credits

5.4 Better Futures Premium Add-ons

Feature	Monthly Fee	Details
Online Forms (SMALL) & Form Report	£120 + VAT	Referrals, checklists, reviews, etc.
Online Forms (LARGE) & Form Report	£195 + VAT	Needs & Risk Assessments, Incidents, etc.
Address Compliance	Set-up fee + Tiered below	Scales with your address count.

Rent Accounts Expansion	Set-up fee + Tiered below	Scales with your address count.
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5.5 Address Compliance Tiered Pricing – Set up £1,380 + VAT

Address Count	Monthly Fee	Equivalent Per Address
Up to 30	£100 + VAT	£3.33
31–60	£150 + VAT	£2.50
61–100	£200 + VAT	£2.00
101–150	£160 + VAT	£1.60

5.6 Rent Accounts Tiered Pricing – Set up £1,380 + VAT

Address Count	Monthly Fee	Equivalent Per Address
Up to 30	£100 + VAT	£3.33
31–60	£150 + VAT	£2.50
61–100	£200 + VAT	£2.00
101–150	£160 + VAT	£1.60

6. Better Futures Pricing Notes

- Minimum contract term of 24 months is required.
- App-Based Two Factor Authentication is included as standard.
- Additional components are charged on top of the standing charge and per system user fees.
- The additional components cannot be used if the standing charge and per system user fees have not been paid within the required timeframe or is not renewed.
- Online forms are based on single-sided A4 pages, using Arial font, size 12, with 1.5-line spacing.
- A small online form is based on an original template of up to four (4) single-sided A4 pages.
- A large online form is based on an original template of up to ten (10) single-sided A4 pages.
- Online forms exceeding ten (10) single-sided A4 pages are priced on request.
- Standard payment terms are annual in advance.
- The onboarding fee will be added to your first invoice.
- This is the standard Better Futures platform, providing a consistent set of features, functions, and options for all customers. With the exception of optional custom forms and reports, the standard Better Futures platform is not configurable on a per customer basis.

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- The Better Futures Outcomes Framework can be fully integrated within your own dedicated CDP systems, allowing you to tailor broader workflows and use cases to meet local or organisational needs. For more information, please see our other listings on the G Cloud listing on the Digital Marketplace or contact us directly at enquiry@cdpsoft.com.
- Registration and onboarding are completed by CDPSoft remotely. Other Professional Services are subject to the fees noted in below.
- Prices exclude VAT, charged at the prevailing rate (and travel and subsistence where required).

7. End-of-contract data extraction (optional)

At any time up until 30 days after the termination of the Agreement upon request and payment of the relevant charges, for preparing the data, we will prepare a single copy of the Oracle database containing all data owned by the buyer (with proprietary stored procedures removed). We will provide the extract within 15 days of such request on a USB data storage media or streamed to a secure file transfer location supplied by the Buyer. Where collection the copy of Oracle database in person is agreed, a duly authorised representative of the Buyer must collect the extract. Any other data migration assistance is chargeable at the day rate noted in the Pricing Document.

£6,250 plus VAT for a single copy of the Oracle database.

This is an optional service, where buyers do not purchase this service, all data is securely erased following termination or expiry of the Agreement.

8. Additional services (optional)

CDPSoft provide range of additional services that are available based on the day rates below. Where required, customers may wish to instruct CDPSoft to carry out or support them in carrying out services.

Examples include but are not limited to:

- 8a) On-boarding/Off-boarding (including data migration, interfaces and integration).
- 8b) Customer specific documentation.
- 8c) Customer specific Forms and/or Reports.
- 8d) Training.

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9. Additional services pricing structure

The pricing structure for CDPSoft's Additional Services is based on the level of expertise, knowledge and skill required. CDPSoft provides a range of additional services available at full-day rates between £990 and £1,800 plus VAT. Minimum purchase is half a day.

10. Additional services pricing notes

- Pricing is exclusive of VAT, which will be charged at the prevailing rate.
- A Working Day is 6 hours exclusive of travel and lunch.
- A Working Week is Monday to Friday, excluding national holidays.
- Where applicable, time for preparation, analysis, review and evaluation for CDPSoft to supply the Services will be charged in Units of Working Days.
- The minimum order quantity is half a day.
- All prices exclude VAT, charged at the prevailing rate.
- All services are carried out remotely unless otherwise agreed.