



Cinnamon Family Hub

Service Definition

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Overview

Cinnamon Digital Applications is a British company based in Milton Keynes in north Buckinghamshire. Our mission is to provide digital products that transform the way you work.

We have more than twenty-five years' experience working in UK healthcare and specialise in core technologies including:

- Web based software applications
- Windows applications
- Cloud based platforms

Cinnamon Family Hub is designed specifically to meet the needs of rapidly changing public services.

We are 100% confident that using our software generates cash savings from efficiency improvements in your service as well as greatly improved services for patients, parents, carers, children, families, and schools.

Background

Cinnamon Family Hub is a configurable, cloud-based platform that supports local authorities and delivery partners to record, manage and evidence activity delivered through Best Start Family Health Hubs.

The service provides a single, auditable system to manage hub locations and outreach settings; record engagement with families, children and young people; capture reasons for contact; deliver structured assessments; coordinate multi-agency activity; and track follow-up actions and recorded outcomes.

It supports delivery across multiple hubs, community venues, and outreach services while maintaining consistent records at family, child and service level.

Cinnamon Family Hub supports local authorities to evidence delivery by providing full visibility of access, engagement, and multi-agency involvement.

The platform enables providers to understand who is accessing services and why, while tracking the specific interventions and outcomes recorded across populations and places.

Benefits

Our software is custom made for all NHS services. It will generate significant benefits and operational efficiencies including:

- **Clear Visibility of Hub Activity**
Provides auditable visibility of who accessed the hub, why and what support was delivered.
- **Evidence of Outcomes**
Supports recording of outcomes at individual, family, and service level.
- **Reduced Administrative Tasks**
Replaces paper forms, spreadsheets, and duplicate data entry with structured digital workflows.
- **Improved Data Quality**
Uses structured fields and validation to improve accuracy and completeness of records.
- **Consistent Delivery Across Multiple Hubs**
Supports standardised recording and oversight across all Family Health Hub locations.
- **Improved Access and Engagement**
Self-booking reduces barriers to access and automated confirmations and reminders help reduce missed appointments.
- **Early Identification and Prevention**
Structured assessments and automated triage flags support earlier identification of emerging needs.
- **Supports Multi-Agency Working**
Role-based access enables secure collaboration between health, local authority and partner services.
- **Reporting Ready**
Provides structured, exportable data to support performance monitoring and service assurance.
- **Inspection and Governance Support**
Full audit trails and access logs support internal governance requirements.

Features

Cinnamon Digital will provide a complete application to support family hubs including:

- **Multi-Hub Location Management**
Supports management of multiple Family Health Hub locations, spoke venues and outreach settings within a single system.
- **Structured Family and Child Records**
Links parents, carers, and children within a single family record, supporting consistent data across services.
- **Reason for Contact Recording**
Structured capture of why families accessed the hub using configurable contact categories.
- **Activity and Delivery Method Tracking**
Records the type of activity delivered and whether it was hub-based, outreach or digital.
- **Automated Triage Flags**
Uses rules-based logic to highlight safeguarding concerns, long-term conditions and mental health risks.
- **Role-Based Multi-Agency Access:** Secure, governed role-based access controls to support use by multiple service partners.
- **Action and Follow-Up Tracking**
Logs actions, referrals, advice given and closure outcomes in a single auditable workflow.
- **Dashboards and Audit Trails**
Provides real-time service dashboards and full audit trails for governance and inspection readiness.

Pricing

Cinnamon Family Hub is fully managed by us and hosted on our servers. This means there is no requirement for local infrastructure or development time from IT teams or your local information department.

All fees include the licence to use the applications, installation service, hosting and set up. There is no hidden cost or reliance upon consultancy services.

Software can be purchased directly or through the government digital marketplace known as the g-Cloud framework.

Hosting and Maintenance

Cinnamon Family Hub is supplied using the software as a service (SaaS) model. There is no requirement for any local hosting including servers, CALs or other Microsoft licencing. The applications are hosted in the Microsoft Azure UK Data Centre.

This model means that we can keep costs lower and reduce the impact on busy Trust IM&T and informatics teams.

Our hosting model includes:

- **Hosting:** includes server provision and scaling, backups, uptime performance monitoring, server updates, security.
- **Maintenance:** includes updates, security patches, bug fix, query resolution, software-related performance issues, installation of new code/scripts, software support, testing, upgrades, migration and development.

The application is licenced to the customer. Users are unlimited.

The applications can be used in all default browsers including those shown below. For the application side we suggest use of Microsoft Edge or Chrome on Windows 11 devices.

- Microsoft Edge
- Firefox
- Chrome
- Safari 9+

Deployment

We will manage the full deployment of our software into your team and will agree the timescales with you.

We guarantee to fully deploy our software within 4-6 weeks. In most cases we would expect to deliver this more quickly given the time pressures on local teams.

The table below shows the key deliverables for implementing the solution and anticipated time required for each element. Dates would be dependent on the final date a contract is agreed.

	Jan-19				Feb-19			
	6	13	20	27	3	10	17	24
Requirements meetings								
Register URL domain								
Local configuration								
Branding								
Reference Data								
School List								
Deploy to Test								
Trust Testing								
Snagging								
Deploy SSL and security								
Deploy to Live								
Complete staff training								
Go live								

Support

We will provide ongoing support to all customers via our dedicated applications support helpdesk. This is available:

- Monday to Friday 09:00 to 17:00

Customer staff can contact our helpdesk directly to resolve issues or for advice and guidance. There is no requirement for desk-to-desk or interim arrangements. We prefer to liaise directly with operational staff so that issues are resolved quickly and effectively.

All calls to our helpdesk will be logged in our service desk application. In agreement with the customer, they will be assigned a priority and resolved according to that status.

We will find a resolution to the issue and agree a timescale with the end user or the customer representative. We will never charge to fix bugs with the system or technical issues with our hosting services.

All customers will receive the very latest versions of our applications at no additional cost during the term of the agreement. This includes the introduction of new features and bug fix upgrades.

Contact Details

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