

Digital Transformation & Support for Hosted Social Care & Education Systems

Service Definition: G-Cloud 15 – Lot 3

1. Introduction

Local authorities increasingly deliver critical social care and education services through hosted and Software-as-a-Service (SaaS) platforms, including social care case management systems, SEND and education systems, reporting solutions and associated integrations. These platforms are typically vendor-managed, with defined configuration models, release cycles, security controls and data architectures. These systems play a critical role in supporting safeguarding assurance, statutory confidence, inspection readiness and the delivery of improved outcomes for children, families and adults.

This service provides digital transformation and support services to help local authorities adopt, stabilise, optimise and govern services delivered through hosted platforms. It supports authorities to realise the benefits of hosted solutions while managing the operational, data, reporting, assurance, and change impacts that accompany them.

Services are delivered as defined, outcome-based pieces of work aligned to statements of work and buyer requirements under G-Cloud 15 Lot 3.

2. Service Overview

The service supports local authorities operating hosted social care and education platforms, as well as those transitioning from on-premise solutions to hosted or SaaS models, including systems supporting:

- Adult and children's social care.
- Early help and family services.
- SEND and EHCP processes.
- Education, admissions and related statutory functions.

Typical platforms include hosted solutions such as Liquidlogic, Mosaic, Synergy and comparable systems, alongside associated data, reporting and integration services.

The service focuses on the delivery, improvement and governance of services operating on hosted platforms, helping authorities maximise their investment in core social care and education systems while supporting safeguarding oversight, inspection readiness and effective performance management.

The service is delivered independently of software suppliers. While maintaining strong, constructive working relationships with platform vendors, delivery is focused on supporting the best outcomes for the authority.

All services are delivered as defined, time-bound pieces of work under an agreed Statement of Work. This service does not include ongoing system administration, managed service provision, BAU helpdesk activity, operational delivery or delegated statutory decision-making. The local authority retains full ownership and responsibility for its systems, data and live service operations at all times.

All Futures personnel follow secure onboarding and offboarding processes and operate under role-based access controls. Where required, Futures may process personal or sensitive data strictly on behalf of the authority, with access minimised, time-limited and granted only where explicitly authorised. Futures does not host or independently store customer data; all data access and processing is undertaken within the authority's secure environments, systems and governance arrangements.

Delivery aligns with cloud shared responsibility principles, recognising the respective roles of platform vendors, the authority and Futures. Futures provides advisory, delivery and enablement support only and does not take responsibility for operating, hosting or administering customer cloud platforms.

3. Health Checks & Discovery

Purpose:

To establish a clear, evidence-based understanding of how existing systems and services are supporting statutory delivery, and to identify priorities for improvement.

Activities:

- Review of current systems, configuration and usage, including how effectively they support safeguarding oversight, management assurance and inspection requirements.
- Assessment of service performance, data quality and reporting.
- Review of integrations and information flows.
- Discovery sessions with operational and technical stakeholders.
- Identification of risks, constraints and improvement opportunities.

Outcomes:

- Shared understanding of current strengths and weaknesses.
- Clear definition of problems to be addressed.
- Prioritised improvement themes to inform options and planning.

4. Options Analysis, Business Case & Procurement Support

Purpose:

To support informed decision-making and secure approval for change through proportionate analysis, business case development and procurement support.

Activities:

- Options appraisal and impact assessment.
- Service, process and data design options.
- Benefits identification and value assessment.
- Risk, dependency and affordability analysis.
- Support for framework call-off and procurement approaches.
- Mobilisation and readiness planning.

Outcomes:

- Clear, evidence-based options.
- Decision-ready business case material (scaled to need).
- Agreed delivery and mobilisation approach.

5. Implementation & Delivery Support

Purpose:

To support the effective implementation or improvement of digital systems and services through clearly defined delivery workstreams.

Typical Delivery Workstreams:

Implementations and major service changes typically require a combination of the following specialist workstreams. Support can be provided for all, or a selected subset, depending on in-house capacity and maturity:

- Programme and Project Management – planning, governance, dependency management and reporting.
- Change Management – stakeholder engagement, communications and adoption support.
- Business Analysis – requirements definition, process design and translation into system configuration.
- Configuration Leadership – design, governance and assurance of system configuration.
- Data Migration – migration strategy, data preparation, migration testing and cutover support.

- Testing & Assurance – test strategy, coordination of UAT and quality assurance.
- Reporting & Data – statutory, operational and performance reporting design and delivery.
- Training & Enablement – training needs analysis, training delivery and user support.

All configuration, data and workflow activity undertaken by Futures is time-bound, project-specific and delivered in accordance with an agreed Statement of Work and the authority's governance arrangements. Futures does not provide ongoing system administration, managed service or operational ownership of customer systems.

6. Digital Enablement & System-Adjacent Innovation

This element of the service provides digital enablement support that complements and extends core system-related activity and can be delivered either as part of wider system implementation, improvement or stabilisation work, or as a standalone, defined piece of support where appropriate.

It supports local authorities in developing and delivering digital capability that enhances the value of their core social care and education systems, including hosted case management platforms and associated data, reporting and workflow services.

The focus is on practical, system-adjacent digital enablement, ensuring that wider digital tools, platforms and approaches are aligned to statutory services, safeguarding assurance, inspection readiness and organisational priorities.

Scope of support may include:

- Digital strategy and road-mapping linked to core systems and services.
- Portals and digital front doors integrated with case management platforms.
- Data, insight and reporting enablement for safeguarding and inspection readiness.
- Automation and productivity tooling using low-code and workflow platforms.
- AI-enabled productivity and insight (for example, summarisation, transcription and drafting), implemented with clear governance and controls.
- Use of existing cloud platform capabilities to build sustainable internal capability.

Any use of AI or automation is implemented only within buyer governance, proportionality and oversight, and does not replace statutory decision-making or operational casework responsibilities.

7. Transition to BAU & Operational Readiness

Purpose:

To ensure services are stable, supported and ready for sustainable business-as-usual operation.

Activities:

- Operational readiness and go-live support.
- Support model and escalation design.
- Handover to operational teams.
- Performance and service monitoring setup.

Outcomes:

- Stable BAU operation.
- Clear ownership and governance.
- Reduced reliance on external support.

Support focuses on readiness for the defined transition period. Responsibility for BAU operations and live service management remains with the local authority and its system suppliers. This service does not provide ongoing operational support.

8. Post Go-Live Support & Optimisation

Post go-live support is limited to short, defined pieces of optimisation or assurance work delivered under an agreed Statement of Work. It does not constitute a retained, ongoing or continuous support service.

9. Knowledge Transfer & Handover

Embedding capability within local authority teams through structured knowledge transfer, documentation and mentoring.

10. Delivery Approach & Governance

Services are delivered through defined statements of work aligned to buyer

requirements, with governance proportionate to the size and complexity of each engagement. Support can be provided across individual workstreams or end-to-end, depending on local capacity.

11. Social Value

Social value is delivered through structured knowledge transfer, skills development and clear documentation that enable local authority teams to operate, maintain and continuously improve their systems. Delivery supports resilient digital operating models, improved data quality that underpins safeguarding and inspection readiness, and reduced reliance on external resources over time.

Where appropriate, digital simplification and reduced duplication also support more efficient, inclusive and lower-impact ways of working.

12. Ordering & Engagement

Services are available via G-Cloud 15 Lot 3 call-off and are defined through agreed statements of work.

13. Summary

This service supports local authorities to adopt, stabilise, improve and govern hosted social care and education systems, including associated digital enablement that maximises the value of those platforms and supports statutory delivery.