

Service Definition: Real-Time Surveillance (RTS)

1. Service Overview

Real-Time Surveillance (RTS) is a secure, cloud-based electronic case management and real-time surveillance service designed to support the secure sharing, management and analysis of multi-agency safeguarding and public health information.

The service enables public sector organisations to collaborate effectively on complex and sensitive cases, supporting action tracking, bereavement support, meeting management and real-time reporting. RTS is designed to support a range of safeguarding and public health use cases, including suspected and attempted suicides, drug and alcohol related deaths, homeless mortality, LDIS, non-fatal overdoses and drug placement reviews.

RTS is designed to operate at scale and is suitable for use across single organisations, multi-agency partnerships and multi-establishment environments.

Intended users include: - Integrated Care Boards (ICBs) - Local Authorities and Councils - Public Health teams - Health and safeguarding teams - Police - Coroners and associated partner organisations

2. Service Scope

What the service includes

- Software provided as a **Software as a Service (SaaS)** solution
- Full hosting of the service
- Ongoing system maintenance
- Technical and user support
- Unlimited user licences within the licensed organisation or geographic area
- Access to all core RTS functionality

What the service does not include

- Provision of end-user devices
 - Provision of internet connectivity or network infrastructure
 - On-site delivery, configuration or training
 - Bespoke software development unless explicitly agreed and contracted as a paid change
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3. Service Features

RTS provides the following core capabilities: - Real-time reporting dashboards, including AI-generated reports - Multi-agency information sharing via secure notification and enquiry forms - Automatic chasing of

form completion - Sophisticated chronology functionality to consolidate multi-agency responses - Action tracking to support task ownership and accountability - Meeting management, including invitation management and secure distribution of meeting information - Case linking to identify and manage related cases - In-depth case, word and document search across key fields

Optional functionality includes: - Bereavement support management for next of kin and witnesses - Audit report builder - Dynamic reporting - Customisable forms

4. Service Delivery and Onboarding

Delivery model

- The service is delivered **remotely**
- Initial rollout is completed within **3 weeks of contract sign-off**

Onboarding and setup

- Remote administrator training is provided
- Role-specific user guides are supplied
- Training and documentation are tailored to user roles

Configuration

The following configuration activities are included as part of onboarding: - Configuration of forms - Application branding - Email templates - Setup of administrator and staff accounts

5. Service Management and Support

Account management

- Each customer is assigned a named **Account Manager**

Support services

- Access to the QES Customer Care Service Desk
- Support requests can be raised via phone or email
- All requests are logged within a ticketing portal where customers can monitor progress

Support availability

- Support is provided during **Normal Business Hours**

Incident management

- Incidents are categorised by severity
- Response and resolution times are defined within the Service Level Agreement (SLA)

Change management

- Change requests are logged and reviewed by a Change Review Board
 - Requests are assessed for feasibility, impact and priority
 - Approved priority changes are scheduled into product evolution sprints
 - Some changes may incur additional fees, subject to agreement
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6. Service Levels

Support is delivered in line with the agreed Service Level Agreement, which defines: - Severity levels - Acknowledgement times - Update frequencies - Resolution targets

7. Security and Data Protection

Compliance and standards

QES complies with the following standards and frameworks: - UK GDPR (QES acts as a Data Processor) - ISO 27001 – Information Security Management - ISO 9001 – Quality Management - Cyber Essentials Plus - NHS Data Security and Protection Toolkit

Hosting and data residency

- The service is hosted on **Microsoft Azure**
- Primary data centre: Cardiff, UK
- Secondary (paired) data centre: London, UK
- All customer data is stored and processed within the UK at all times

Security controls

- Encryption of data at rest and in transit
- Multi-factor authentication
- Role-based access controls
- Segregation of customer data
- Full audit logging available to system administrators
- Regular independent penetration testing
- Backup, redundancy and disaster recovery arrangements in place

Business continuity and disaster recovery

- Automated and regular system backups
 - Geographically redundant storage
 - Recovery Point Objective (RPO): up to 5 minutes
 - Recovery Time Objective (RTO): under 1 hour
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8. Onboarding and Offboarding

Onboarding

Onboarding is delivered remotely and includes: - Administrator training - System configuration - Access to documentation and training resources

Offboarding and data exit

At the end of the contract: - User access is removed - The customer system is decommissioned - Customers can extract their data at any time using the built-in data extract report - Backup data is retained for 30 days - After 30 days, all backup data is permanently deleted and full decommissioning is completed

9. Pricing

Pricing model

Pricing is based on an annual licence fee per system and licensed area:

- **Suspected Suicide Surveillance, Drug and Alcohol Related Death Reviews and Homeless Mortality:** £6,125 per annum (excluding VAT)
- **LDIS and Non-Fatal Overdose (NFO):** £4,250 per annum (excluding VAT)

Licences include unlimited users, establishments and partner organisations within the licensed area.

What pricing includes

- Initial setup and configuration
- Administrator training
- Access to the Customer Care Service Desk
- Dedicated Customer Success Manager

Additional charges

- Optional change requests, enhancements or additional configuration may incur additional fees, subject to agreement

Billing

- Invoiced annually in advance
 - Prices are exclusive of VAT
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10. Customer Responsibilities

Customers are responsible for: - Working collaboratively with QES during onboarding - Assisting with configuration where required - Providing administrator email addresses for import - Ensuring relevant staff attend training sessions - Communicating system rollout to their users

11. Service Constraints and Dependencies

Known limitations

- Requires a reliable internet connection
- Requires use of current Microsoft-supported web browsers

Device compatibility

- Accessible via laptop, tablet and mobile devices
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12. Accessibility

RTS is designed, developed and tested to meet **WCAG 2.2 AA** accessibility standards. Accessibility requirements are considered throughout the design, development and ongoing improvement of the service.

13. Public Sector Suitability

RTS is designed for use across the public sector and is suitable for multi-agency collaboration, data sharing and reporting, supporting complex safeguarding and public health workflows.