

Dynamic Carers Assessments

G-Cloud 15



About Mobilise

Mobilise is a digital service provider supporting unpaid carers on behalf of local authorities and public-sector partners. Our work is grounded in three core principles.

First, **prevention**. We focus on early, accessible support that helps carers stay resilient and reduces the likelihood of crisis, burnout, or escalation into statutory services.

Second, **technology in service of human connection**. We use digital tools to extend reach and accessibility, but always to facilitate meaningful human support – connecting carers to trusted information, peer support, and skilled practitioners, including outside traditional office hours.

Third, **mobilising lived experience**. Mobilise is shaped by carers themselves. We actively draw on the knowledge, wisdom, and expertise of our community to inform service design, content, and insight.

Since 2019, Mobilise has been commissioned by local authorities across the UK, building deep expertise in carers policy, practice, safeguarding, and inspection readiness. We work as a digital transformation partner, helping councils modernise carer support in a way that is credible, scalable, and rooted in real-world caring experience.

Service overview

Dynamic Carers Assessments is a digital service that enables local authorities to meet their statutory duties under the Care Act more efficiently by reducing practitioner time per assessment while extending assessment coverage to all carers across the authority.

The service uses AI to support structured, statutory-aligned evidence gathering directly from carers, reserving professional judgement, decision-making, and safeguarding for qualified practitioners. Assessments are treated as a living process rather than a one-off event, enabling earlier identification of changing needs and preventative support.

Who the service is for

Primary users - Carers assessment teams (social workers and practitioners)

Secondary stakeholders - Heads of Service managing backlogs and compliance -

Commissioners responsible for statutory delivery and value for money - Inspection, quality assurance, and audit functions.



The service is owned operationally by carers assessment teams, with strategic oversight by Heads of Service.

Service beneficiaries

Unpaid carers, who are supported to complete a carer's assessment in a timely and accessible way, reducing barriers to engagement while enabling personalised support to be delivered.

What the service does

Dynamic Carers Assessments create an ongoing, supportive conversation with carers - collecting data and presenting it to social workers/practitioners for them to exercise professional judgement and make key decisions more efficiently:

- Collects statutory assessment information directly from carers using a voice-led AI interface
- Structures and summarises information in line with statutory carers assessment requirements
- Presents practitioners with a clear, review-ready assessment record
- Integrates assessment with an ongoing, adaptive support plan
- Monitors changes in carers' circumstances between formal reviews
- Flags safeguarding concerns and complex cases for human escalation

How the service works

Carer journey

- Carers book a telephone-based assessment call at a time convenient to them, including evenings and weekends
- The call is conducted with an AI persona, guiding carers through open questions aligned to statutory guidance
- Calls typically last 15–20 minutes and allow carers to speak freely, without time pressure or judgement
- Carers receive a written summary of their situation, which they can approve or edit
- Once approved, the summary is shared with a practitioner and made available to the carer as a downloadable document.
- Carers receive follow-up communication setting out the first stages of their support plan
- The service checks in over time to monitor progress and changes in circumstances

Practitioner workflow

- Practitioners review structured, statutory-aligned assessment summaries
- Professional judgement is applied to determine eligibility, outcomes, and next steps
- Safeguarding concerns and complex needs are clearly flagged
- Assessment outputs are formatted to support transfer into existing case management systems
- Practitioners focus time on decisions and support planning rather than data collection

Management and oversight

- Managers gain visibility of assessment activity, pathways, and outcomes
- Consistent application of agreed assessment principles across teams
- Reliable, auditable records for quality assurance and inspection

Statutory compliance and safeguarding

- Assessment questions are aligned with statutory carers assessment requirements
- The service reviews interactions across 33 safeguarding domains
- Potential risks are flagged for practitioner review
- Escalation pathways enable timely human intervention
- Professional judgement is retained throughout
- All activity is auditable, supporting CQC inspection and internal review

Benefits and outcomes

- After sustained use, local authorities typically achieve:
- Reduced practitioner time per assessment
- Elimination or significant reduction of assessment backlogs
- Increased assessment coverage across the carer population
- Earlier identification of escalating need
- Improved carer outcomes, including reduced burnout and increased satisfaction
- Stronger, more consistent evidence of statutory compliance

What the service is not

Dynamic Carers Assessments is not:

- a replacement for qualified practitioners
- a one-off digital form or static assessment
- designed for young carers (carers must be aged 18+)
- equipped to make automated eligibility or safeguarding decisions



Complex cases (e.g. carers in crisis or requiring Direct Payments) are identified and escalated for human-led intervention.

Implementation and scalability (high level)

The service is designed to be introduced incrementally, allowing councils to start small and scale usage safely over time. Configuration aligns the service with local statutory practice and escalation pathways.

Assurance and risk management

The service is designed as a low-risk adoption for public sector buyers: - Clear human-in-the-loop controls - Transparent audit trails - Statutory alignment by design - Ability to pilot and scale gradually - Explicit boundaries and escalation pathways.

Dynamic Carers Assessments supports local authorities to modernise statutory delivery while maintaining professional control, safeguarding integrity, and inspection confidence.
