

Valuing LIVES Platform

Valuing CARE Module

Service Description

Overview:

To help councils, care providers, social workers and other care professionals improve children and young people's long-term outcomes and inclusion, IMPOWER launched Valuing CARE (VCARE) into market to enable:

- A creation of single, rounded pictures of the needs of children and the support that they need to succeed and prosper both within and outside of their home, from birth to adulthood
- The foundation for planning and commissioning of support, monitoring of progress and evaluation of support at a child and cohort level, and to enable earlier, more coordinated and appropriate support

This document provides an overview of the platform, the support model and other aspects of the operation of the platform.

The IMPOWER Valuing LIVES platform is an https: protocol web application that is accessed by named users via individual accounts with passwords and MFA (authenticator app) controls.

Access controls are role-based, ensuring that access is limited to the nature of each role and responsibility within each client team.

Within the platform there are various features which ultimately support provide for consistent assessments of children and young people (CYP), their environments, potential future environments and enable decision making at both individual and strategic levels across local authorities. The features include:

- CYP Profiling – a thirteen-point framework for consistent assessment of CYP needs
- Family Capacity – the same framework applied here to the CYP's home environment for assessment of the level of support available for each of the CYP's needs areas
- Planning – capturing further details about each CYP and the opportunities to enhance the support or adjust the environment available to each CYP
- Foster Carer Profiling – a comparable 13 point framework for consistent assessment of Foster Carers areas of strength available to support each area of need
- Insights – a reporting dashboard enabling administrators to observe the usage of the platform and other users to identify gaps between support available and needs, as well as examine the balance between levels of need and costs to support those needs.

Support:

On-boarding support is provided by IMPOWER's team, ensuring that administrator users are enabled to set up the core users of the platform and that core users are able to access the platform and understand the primary features of the platform.

On-going support is provided to primary users through on-going customer success relationships.

Technical support is provided via a third-party technology specialist via a support@ inbox which is monitored during standard working hours.

Guidance documents for all platform features are available directly on the platform.

Technical requirements:

Users require only a standard modern browser to access the site, along with a mobile phone device with authenticator application installed for MFA purposes.

Service Level Agreement:

The table below taken from the standard contracting document outlines the service levels provided for the platform.

Category	Incident Severity	Priority	Response Time	Resolution Time	SLA
1	High – Multiple users are affected, or no service is available or there is severe degradation of service	P1 – Critical Priority	2 Hours from Incident report	Max 4 Hours from Response time where remote fix is possible. Next Working Day where site visit is required (e.g. hardware failure)	90%
2	Medium – Multiple users are affected the service is available with degradation	P2 – High Priority	4 Hours from Incident report	Max 8 Hours from Response time where remote fix is possible. Next Working Day where site visit is required (e.g. hardware failure)	90%
3	Low – A single user is affected. Service is available but with degradation	P3 – Medium Priority	4 Hours from Incident report	Resolution within 3 Working Days (M-F 09:00-17:30)	100%

Uptime and Business Continuity:

The Valuing LIVES platform operates to 99% uptime.

Scheduled maintenance or upgrade release windows are always outside of core working hours.

The platform is hosted on Amazon Web Services with a primary site in the UK. Failover provision to a secondary site also based in the UK is available in the event of a primary site failure.

In the event of a failure, a Recovery Time Objective (RTO) of four hours and a Recovery Point Objective (RPO) of 24 hours, drawing from the most recent nightly backup is provisioned for. The database can be restored to any point in time within minutes of issue occurring, the database is backed up daily at 0400.

Data Management:

In all instances of the Valuing LIVES platform, the client is the Controller of the personal data and a separate data processing agreement and Data Protection Impact Assessment will be agreed.

Data about CYPs can be loaded or created in the platform and is protected to only the right client users accessing via role and team based controls.

Data storage is on Amazon Web Services encrypted using AES-256 by default.

At the end of any contract agreement, data can be returned to the client via download and encrypted transfer, if required, and will be securely deleted from the system as per the data processing agreement.