

G-CLOUD 15 SERVICE DEFINITION

FOUNDATIONS CASE MANAGER: INSTANT EXPERT EDITION

FOUNDATIONS

LOT 2B CLOUD SOFTWARE

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1. INTRODUCTION

Company overview

Foundations is a UK-based organisation specialising in Disabled Facilities Grants, home adaptations and Home Improvement Agency services. We work nationally with local authorities, housing providers and delivery partners to support the effective delivery of housing-related support for disabled and older people.

Foundations Case Manager is delivered as the Instant Expert edition, a preconfigured version of the platform designed specifically for Disabled Facilities Grant and home adaptation services. It reflects established legislation, statutory guidance and sector practice, providing a consistent, ready-to-use system without bespoke development.

The service is built on a proven case management software platform provided by IIZUKA, a specialist UK technology supplier with over twenty years' experience delivering secure case management systems across the public and third sectors. Foundations acts as the prime supplier, providing sector-specific design, configuration, customer support and ongoing service management.

Value proposition

Casework is becoming more complex, and data security remains critical. Managing DFG and home adaptation casework through paper or disconnected systems is no longer practical for services operating at scale.

Foundations Case Manager provides a secure and efficient way to manage complex, often long-running cases where information must be shared across teams and partner organisations, while maintaining clear audit trails and role-based access controls. The system reflects established DFG workflows and supports controlled local variation through configuration within the standard Instant Expert service model.

The service supports a wide range of activities including applications, assessments, approvals, delivery of works and outcomes monitoring. A documented API is available to support integration with other systems, and the service can integrate with commonly used organisational tools, helping it fit seamlessly into existing local authority environments.

What the service provides

Foundations Case Manager is a cloud-based, no-code case management service cloud-based, no-code case management service - delivered in a standard preconfigured format accessed securely through a web browser. It is provided using the Instant Expert edition described above.

The service captures, manages and tracks all client and case interactions, supports workflow management and reporting, and records actions, progress and outcomes. It can be accessed on any internet-capable device using current versions of all major web browsers.

Foundations Case Manager integrates with commonly used tools including Microsoft Office, SharePoint, email and SMS services. A documented API is available to support integration with other systems where required subject to security controls and agreed usage.

The service is used by local authorities and delivery partners to support a wide range of housing adaptation and grant-related activities, including:

- Disabled Facilities Grant applications and case management
- Occupational therapy and technical assessment workflows
- Home improvement and adaptation services
- Contractor management and works tracking
- Outcomes monitoring and reporting

Foundations Case Manager is provided on a per-user licence basis. Configuration within the Instant Expert service, implementation and ongoing support are included as part of the service, with no separate charges for standard setup. The service is delivered using a standardised configuration aligned to DFG legislation, statutory guidance and established sector practice.

Social value

Foundations is committed to delivering social value through its work with local authorities and partners. Our activities support disabled and older people to live independently, improve service quality, and reduce avoidable delays in housing adaptations.

Social value is embedded in our day-to-day operations through inclusive employment practices, collaboration with public and third sector organisations, and support for local delivery partners. Our approach aligns with the social value themes set out in government policy and is reflected in how the service is designed, delivered and supported.

Breaking down barriers to opportunity

Foundations is committed to recruiting and retaining people based on skills, values and experience, with the aim of building a workforce that reflects the communities and public services we support. We actively encourage applications from people with different backgrounds and experiences, including disabled people and those with caring responsibilities.

All staff employed by Foundations are paid at or above the National Living Wage. Where we engage subcontractors, we expect them to operate fair pay practices and comply with relevant employment legislation.

We provide ongoing in-work training and development for all staff. This includes role-specific training, professional development, mentoring and access to external learning where appropriate. We support flexible career pathways and skills development to help staff progress within the organisation.

Foundations supports flexible working arrangements, including home and hybrid working, to reduce barriers to employment and support staff wellbeing. We make reasonable adjustments for staff with disabilities or health conditions and work with individuals to identify appropriate equipment, working arrangements or support.

Foundations has published policies covering equal opportunities, disability inclusion and modern slavery. Staff involved in recruitment and management are trained to recognise and address equality issues and to identify potential risks relating to modern slavery. Grievance and whistleblowing procedures are in place and are shared with all staff as part of onboarding.

Build an NHS fit for the future

Foundations works closely with the NHS, local authorities and social care partners to support services that enable people to live independently and reduce avoidable pressure on health and care systems.

We promote the health and wellbeing of our workforce through flexible working, supportive management practices and access to wellbeing resources. We encourage healthy working practices and take steps to accommodate staff with physical or mental health needs through reasonable adjustments and tailored support.

By supporting staff wellbeing and maintaining a stable, skilled workforce, Foundations contributes to the delivery of reliable services that support NHS objectives and wider public service outcomes.

Kickstart economic growth

Foundations supports economic growth by investing in people, skills and local supply chains connected to housing adaptations and home improvement services. We provide employment and development opportunities within a specialist sector that supports disabled and older people to live independently.

We recruit staff based on values, skills and potential, and we support career development through training, mentoring and progression opportunities. Our work with local authorities, Home Improvement Agencies and sector partners also helps build skills and capability within the wider adaptations workforce, including technical officers, case workers and support staff.

Foundations works extensively with small and medium-sized enterprises, including local contractors, consultants and specialist suppliers involved in delivering home adaptations. We aim to be a reliable and prompt payer and maintain clear, fair commercial arrangements to support the sustainability of local businesses.

Through our advisory, training and network activities, Foundations supports local delivery organisations to grow capacity, improve productivity and retain skilled staff, contributing to economic activity across communities in England.

Make Britain a clean energy superpower

Foundations is committed to reducing its environmental impact and supporting sustainable working practices. We operate primarily as a remote and hybrid organisation, reducing the need for travel and associated emissions.

Where travel is required, we encourage the use of public transport wherever practical and minimise unnecessary journeys. Our digital-first approach to service delivery, training and support reduces reliance on paper-based processes and supports more efficient use of resources.

We work with suppliers and partners who share our commitment to responsible environmental practices and comply with relevant environmental legislation. Sustainability considerations are embedded into our day-to-day operations and procurement decisions where proportionate.

Overview of the G-Cloud Service

Foundations Case Manager provides a comprehensive set of features to support organisations delivering Disabled Facilities Grants, home adaptations and Home Improvement Agency services. The service supports multiple user roles involved in assessment, case management, technical delivery, approvals and reporting, enabling consistent and auditable delivery of housing adaptation services.

The service is delivered using a single, standardised configuration aligned to DFG legislation, statutory guidance and established sector practice. This ensures a consistent baseline across organisations while allowing services to operate efficiently within local governance and reporting arrangements.

Foundations acts as the prime supplier for the service, providing sector-specific configuration, customer support and service management. The underlying case management platform and hosting infrastructure are provided by IIZUKA Limited. Access to customer systems and data is restricted to authorised personnel, with staff vetting and access controls applied in line with role requirements.

Foundations Case Manager is a cloud-based service. There is no requirement for local software installation and the service is accessed securely using an internet connection.

Above all, Foundations Case Manager is designed to be secure, reliable, flexible and straightforward to use for local authority and delivery partner staff.

Core functionality

Foundations Case Manager includes the following core functionality:

- Secure user authentication and role-based access
- Client and case management
- Detailed case notes and case history
- Diary, task and workflow management
- Multi-agency referrals and signposting
- Assignment of tasks and responsibilities
- Document, email and letter generation

- File upload and document storage with version control
- Configurable dashboards, including:
 - Management overviews
 - Individual case and task lists
 - Team-level case and task views
- Management information and reporting
- Alerts and notifications
- Case linking and relationships between clients, properties and third parties
- Search, navigation and filtering
- Multi-user, multi-team and multi-organisation structures
- Integration via a documented API

Optional functionality

Optional features can be enabled to support specific service activities, including:

- Disabled Facilities Grant case management
- Occupational therapy and technical assessment workflows
- Support planning and outcomes tracking
- Contractor and works management
- Home improvement and adaptation services
- Mobile and offline working, with synchronisation when reconnected

Optional features are configured to align with local service models and statutory requirements.

Configuration

Foundations Case Manager is provided as a preconfigured Instant Expert service. Foundations manages and maintains all permitted configuration settings in consultation with the customer, using secure, browser-based tools. Customers do not directly configure the system; all configuration is managed and applied by Foundations through agreed change processes..

Permitted configuration activities include:

- User, team and role setup within the standard security model
- Activation and use of predefined case types and service pathways
- Configuration of approved fields, records and forms
- Task allocation, workflow steps and actions within standard processes
- Document and letter templates based on approved templates
- Security roles and permissions
- On-screen guidance and prompts for users
- Dashboards, widgets and charts based on available data
- Report templates and scheduled reporting
- Record retention settings and automated expiry
- Use of standard data import and export tools

Training is provided for nominated customer contacts to understand how configuration operates and how requests for change are managed. Foundations' support team remains responsible for applying and maintaining configuration changes. Requests that fall outside the standard Instant Expert scope are assessed through change control and may incur additional costs in line with published pricing.

Associated services

Additional services are available to support implementation or ongoing use of Foundations Case Manager. These services are not included in the standard G-Cloud offering and are charged separately where required, in line with published day rates. These may include:

- Data migration into the system
- Integration with other systems
- Development or configuration of public-facing forms or portals
- Additional reporting or data extraction support

A documented API is available to support integration with other systems by customer development teams or third-party suppliers, subject to fair usage and security controls. API documentation is provided where required.

2. DATA PROTECTION

Information assurance

Foundations Case Manager is delivered using the same underlying case management platform and cloud infrastructure as the core Case Manager service provided by IIZUKA Limited. The platform is designed for the secure handling of personal and sensitive information in line with UK GDPR and public sector information governance requirements. Foundations acts as the prime supplier and is responsible for customer assurance, service management and oversight of information security arrangements.

The service is protected by layered security controls, including secure authentication, role-based access controls, audit logging and continuous monitoring for suspicious activity and potential threats. Intrusion detection and monitoring tools are used to identify abnormal behaviour and security events, which are assessed and managed through defined protective monitoring and incident management processes.

Access to customer data is restricted to authorised personnel only. Foundations acts as the prime supplier and oversees assurance arrangements with the underlying platform and hosting providers to ensure appropriate controls are in place and maintained.

Data back-up and restoration

Foundations Case Manager includes automatic, routine offsite backups delivered through a resilient cloud infrastructure with dedicated disaster recovery capability.

The service is designed to support high availability and business continuity. Backup and recovery processes are structured to minimise data loss and restore service promptly in the event of system failure, data integrity issues or other adverse events. The service operates with a Recovery Point Objective of up to one hour and a Recovery Time Objective of up to four hours.

The underlying platform uses the following resilience measures to support these objectives. These measures may be updated over time to maintain or improve resilience, provided recovery objectives continue to be met.

Geo-redundancy

At least two copies of all persistent customer data are retained in geographically separate data centres within the same hosting region. Under normal operation, data is replicated from the primary environment to backup locations on a near-real-time basis. The primary database can be restored to a defined point in time within the retention window, supporting recovery from accidental deletion or corruption.

High availability server configuration

Core service components are deployed across multiple instances and locations, allowing the system to continue operating in the event of individual component failure without loss of data integrity or availability.

Self-healing resources

The hosting environment monitors resource health and can automatically replace degraded or failed components without manual intervention, reducing recovery times and operational risk.

Cold-standby configuration

For components that cannot be run in a fully high-availability configuration, pre-configured standby resources are maintained in alternate locations and can be brought online rapidly if required.

Infrastructure as code

The hosting environment is defined and managed using infrastructure-as-code principles, enabling consistent configuration and rapid rebuild of environments with minimal manual input.

Testing

Backup, restoration and recovery processes are routinely exercised as part of normal platform operations. These activities form part of routine operational processes and provide ongoing assurance that business continuity and disaster recovery arrangements remain effective.

Business continuity statement / plan

Foundations maintains business continuity arrangements to ensure that Foundations Case Manager can continue to be delivered in the event of unplanned disruption. The service is delivered on a case management platform operated by IIZUKA Limited, which provides the underlying application, hosting and infrastructure. Foundations acts as the prime supplier and is responsible for coordinating continuity planning, customer communication and service management.

Business continuity arrangements are designed to ensure that service levels and contractual obligations can continue to be met and that an equivalent level of information security is maintained during a continuity event as during normal operation.

Key principles include:

- Business continuity arrangements maintain appropriate information security controls for all affected systems, services and data throughout a continuity event.
- Third-party service providers involved in the delivery of the service are required to maintain adequate and proportionate business continuity arrangements.
- Business continuity plans are reviewed, tested and maintained in line with documented internal policies and procedures.
- A dedicated Foundations Case Manager Business Continuity Plan is maintained for customer assurance and can be made available to prospective and existing customers on request.
- Changes to systems, services, personnel, suppliers or business processes are assessed through formal change management processes and reflected in updated continuity plans where required.
- Material changes in business operations, risk profile, legislation or service delivery are reviewed and incorporated into continuity planning, including updates to risk assessments where appropriate.

Procedure

Business continuity planning follows a structured approach, including:

- Identification and prioritisation of critical outward-facing and inward-facing business processes required to deliver the service.
- Application of risk assessment processes to identify threats to those critical processes.
- Assessment of potential impacts, including service disruption, data integrity risks, recovery times and scale of impact.
- Prioritisation of continuity planning activities based on the assessed significance of risks.
- Development and maintenance of documented continuity plans covering identified scenarios.
- Identification of critical information assets and systems involved in each process and alignment with asset management records.
- Assignment of roles and responsibilities to staff involved in service restoration, supported by training and participation in testing activities.

More detailed business continuity documentation, including customer-facing assurance materials, can be provided to buyers on request.

Privacy by design

GDPR

Foundations Case Manager is designed and delivered in line with the principles of data protection by design and by default. Foundations provides the service as prime supplier, using a secure case management platform operated by IIZUKA Limited as the underlying software and hosting provider.

Appropriate technical and organisational measures are built into the service to ensure the confidentiality, integrity and availability of personal data processed through the system, in line with UK GDPR requirements.

Confidentiality, integrity and availability

Foundations Case Manager includes industry-standard security controls to protect customer data throughout its lifecycle.

All application and network traffic transmitted over untrusted networks is encrypted using TLS v1.2 or above, configured in line with current industry recommendations for key length and cipher strength.

Network traffic is restricted to the ports and protocols required for correct system operation and is monitored for signs of malicious activity. User traffic is protected by a web application firewall and DDoS mitigation controls.

Customer data is encrypted at rest using strong encryption standards. Data processing and storage take place within secure data centres operated by the platform provider, with robust physical and environmental security controls.

Application data is replicated across multiple geographically separated hosting facilities to support service continuity. Backup and recovery arrangements are designed to minimise data loss and restore service promptly in the event of disruption. Backup processes are regularly tested, and backups are retained in line with defined retention policies.

Within the application, configurable role-based access controls and record-level security enforce the principle of least privilege and need-to-know access. Secure user authentication is supported, including integration with organisational identity providers using standards such as SAML2 to enable single sign-on where required.

Lawful basis for processing

Foundations processes personal data on behalf of customers under contract, acting as a data processor. IIZUKA Limited acts as a sub-processor for the purposes of hosting and operating the underlying platform.

Only data entered by customers, data processed by support staff under customer instruction, or data required to operate and secure the service is stored within the system. Customer data is not shared with third parties other than contracted sub-processors directly involved in delivering the service.

All customer data is securely deleted or returned in line with contractual requirements at the end of the contract term.

Individual rights

Foundations Case Manager provides configurable case actions and metadata controls that allow organisations to model client consent and apply data protection rights and restrictions in line with their own policies and statutory duties.

The system supports deletion of client and case records to enable the exercise of the right to erasure. Bulk deletion tools allow historical data to be removed in line with customer-defined retention schedules.

Configurable reporting allows client and case history to be extracted in a range of formats to support data subject access requests, disclosure and data portability. At the end of the contract, customer data can be provided in a standard, machine-readable format for transfer to an alternative system where required.

Transfers outside the UK / EEA

Application data processing and storage for Foundations Case Manager is primarily located within the United Kingdom. Limited supporting operational or technical activities may be performed remotely by authorised personnel outside the UK or EEA.

Where this occurs, appropriate contractual safeguards are in place, including written data processing agreements that meet UK GDPR requirements for international data transfers.

Data processing auditing

The application maintains a comprehensive, searchable and filterable audit trail of data access and manipulation. All user actions are logged and attributable, supporting governance, investigation and compliance requirements.

Certifications and assurance

The underlying Case Manager platform provided by IIZUKA Limited is supported by independently audited certifications demonstrating its commitment to secure service delivery. These include ISO 27001 and ISO 9001, which cover organisational policies, procedures and controls relating to information security, quality management, secure development practices and staff vetting.

The platform also holds Cyber Essentials Plus certification, demonstrating controls to prevent and detect common cyber threats.

Independent penetration testing of the application is carried out at least annually by an external specialist organisation to identify and address potential vulnerabilities. Foundations oversees assurance activity and coordinates remediation and customer communication with the platform provider where required.

3. USING THE SERVICE

Ordering and invoicing

Customers interested in purchasing Foundations Case Manager can contact Foundations to discuss service fit and request a demonstration of the service. Demonstrations are typically delivered using the Instant Expert edition, which reflects standard Disabled Facilities Grant and home adaptation workflows, allowing prospective buyers to see how the system operates in practice.

Once a decision to proceed has been made, Foundations will issue an order form setting out the scope of the service, subscription details and invoicing arrangements. Foundations acts as the prime supplier for the service and manages the commercial relationship with the customer.

Charges are invoiced annually in advance unless otherwise agreed.

Availability of familiarisation period

Foundations Case Manager is provided in a preconfigured Instant Expert edition aligned to DFG legislation and established sector practice. As a result, a limited familiarisation period is available following ordering.

This familiarisation period allows users to explore the Instant Expert configuration for learning and onboarding purposes. It is not a bespoke trial and does not include customer-specific configuration, data migration or process redesign.

This approach differs from fully bespoke implementations and reflects the standardised delivery model of the Instant Expert edition.

Onboarding, offboarding, service migration and scope

Each customer is supported through onboarding by Foundations, with a focus on rapid adoption of the Instant Expert edition.

Onboarding activities include:

- user and role setup
- application of local policy settings
- confirmation of reporting requirements
- enablement of optional modules where required

No custom development or coding is required. All setup is carried out within the standard Instant Expert configuration using built-in administration tools.

Where customers migrate from an existing system, Foundations can advise on data export and import approaches. Data migration services can be provided where required and may incur additional cost.

Off-boarding is managed in line with documented exit procedures. Customers can extract their data in standard formats, and all customer data is securely deleted following confirmation of successful transfer.

Implementation

Foundations Case Manager – Instant Expert edition is designed to minimise the complexity and disruption often associated with introducing a new case management system. The service is provided in a preconfigured form based on established Disabled Facilities Grant and home adaptation workflows, enabling organisations to get started quickly without extensive process redesign.

Implementation is based on structured onboarding rather than any bespoke system build or redesign. Foundations works with each customer to confirm user roles, access arrangements and organisational readiness to use the standard Instant Expert configuration. No custom development or coding is required.

Foundations provides clear onboarding guidance supported by demonstrations, documentation and training to help users understand how the system supports DFG and home adaptation delivery in practice. Communication is kept practical and accessible, reflecting the experience of local authority and delivery partner staff.

Customers are provided with a supported familiarisation period, allowing teams to explore the system, test standard workflows and build confidence before full operational use. Feedback during this stage is used to support local setup decisions within the scope of the Instant Expert edition.

Training is included to enable nominated administrators and users to operate the system effectively and cascade knowledge internally. Following go-live, Foundations provides additional support during an early consolidation period to support adoption and resolve any issues identified as the service becomes embedded.

The Instant Expert edition supports ongoing service improvement through controlled configuration options and managed updates. All changes are handled through defined change management processes to ensure service stability, security and continuity.

Onboarding and offboarding

Foundations Case Manager – Instant Expert edition is provided with structured onboarding and offboarding support, designed to enable organisations to start using the service quickly and to exit the service in a controlled and transparent way if required.

Onboarding focuses on service initiation and transition into live use of the preconfigured Instant Expert system. This includes:

- Establishing key contacts and roles for service delivery and support
- Setting up users, teams and access permissions
- Providing access to documentation and onboarding materials

- Confirming readiness to use the standard configuration
- Agreeing support and service management arrangements

Where required, Foundations can support data import or migration activities, subject to scope and pricing agreed in advance. Data cleansing or complex migration activities are provided as an additional service and charged in line with the pricing documentation.

When a customer elects to stop using the service, Foundations will support offboarding by providing an export of customer data in standard, machine-readable formats. This includes structured data files and associated documents where applicable. Following confirmation that data has been successfully transferred, customer data is securely deleted from the service in line with contractual and data protection requirements.

Customers are also able to extract their data during the contract term using built-in export and reporting tools.

Training

Foundations adopts a practical training approach suited to the Instant Expert edition. Training is provided to nominated administrators and users through online sessions, demonstrations and supporting materials, enabling organisations to build internal capability and cascade knowledge to wider teams.

Documentation, guidance articles and recorded materials are provided to support ongoing learning. Where system updates or changes are introduced, Foundations provides supporting guidance to explain new functionality and its impact on users.

Additional training relating to use of the Instant Expert service can be provided where required, subject to agreement and pricing.

Implementation plan

The implementation approach for Foundations Case Manager – Instant Expert edition is described above. Onboarding is supported by a clear, proportionate implementation plan focused on rapid adoption of the preconfigured service.

The implementation plan sets out onboarding steps, responsibilities, timescales and readiness checks. A more detailed implementation plan can be provided to buyers on request.

Service management

Service constraints and availability

Foundations will use commercially reasonable endeavours to make Foundations Case Manager – Instant Expert edition available during agreed core business hours, typically 9am to 5pm, Monday to Friday, excluding public holidays, unless otherwise agreed with the customer.

Planned maintenance will, wherever possible, be carried out within a maintenance window agreed in advance with customers and scheduled outside of core business hours. Where unplanned maintenance is required, Foundations will seek to minimise disruption and, where practicable, perform work outside of agreed core business hours.

Software updates and enhancements are managed through controlled release processes. Updates are normally applied outside of core business hours and are planned in advance. Most updates are delivered without interruption to service. Where scheduled downtime is required, this is typically limited to a short maintenance window, usually one to two hours, and customers will be notified in advance.

Foundations Case Manager is subject to an ongoing programme of service and software improvement. Enhancements and new features that form part of the standard Instant Expert edition are made available to customers as part of routine updates.

Where changes result in amendments to existing functionality, Foundations will communicate changes in advance and provide supporting guidance. To maintain service security and supportability, customers are expected to remain on supported versions of the service.

Service levels

Foundations Case Manager – Instant Expert edition includes customer support covering use of the system and matters relating to service availability. Support is provided via telephone and email during core business hours, typically 9am to 5pm, Monday to Friday, excluding English public holidays.

Support for Severity 1 incidents is provided on a 24/7 basis to address critical service availability issues. All incidents are logged, prioritised and managed through defined incident management processes.

The service is designed to be responsive and reliable for day-to-day operational use. Foundations targets high levels of availability appropriate to a standardised public sector case management service and monitors performance to support continual improvement.

Standard service levels

The following service levels apply to the provision of Foundations Case Manager – Instant Expert edition:

Severity level	Definition	Target response time	Target resolution	Examples
1	Failure of a business-critical function	Within 30 minutes	Target 4 service hours	System unavailable, inability to access or progress cases, apparent loss of critical data
2	Defect in a high-usage function	Within 30 minutes	Target 16 service hours	Unable to record case notes, failure of key screens or workflows
3	Defect in a low-usage function	Within 30 minutes	Target 40 service hours	Incorrect search results, failure of non-essential notifications
4	Non-functional defect	Within 30 minutes	By agreement	Cosmetic issues, layout inconsistencies, minor process anomalies

Response and resolution targets are measured during core support hours unless otherwise agreed. Resolution times may vary depending on the nature of the issue and whether third-party suppliers are involved.

Outage and Maintenance Management

Foundations Case Manager is delivered using a secure and resilient cloud platform provided by IIZUKA Limited. The service is designed to support high availability and rapid recovery in the event of service disruption, with Foundations responsible for service coordination and customer communication.

The service operates with a target availability of 99.5%, a Recovery Point Objective of 1 hour, and a Recovery Time Objective of 4 hours. This means that, in the event of an incident affecting service availability or data integrity, no more than one hour of data would be lost and the service would be restored within four hours.

The following measures are in place to support these objectives.

Customer data is protected through geo-redundancy, with at least two copies of all persistent data retained in geographically separate data centres within the same hosting region.

Independent backups are taken continuously. Data can be restored to any point within the previous 30 days, to within a minimum of one hour prior to an incident. Backups are retained for 30 days and are governed by controls that prevent deletion, including by administrative users. Backup restoration processes are tested routinely to confirm recovery objectives can be met.

The platform uses a high-availability server configuration that allows it to tolerate the failure of individual components without impacting service availability or data integrity. Critical components operate across multiple geographically separate data centres.

Self-healing infrastructure automatically detects degraded resources and replaces them without manual intervention.

Where components cannot operate in a high-availability configuration, cold-standby servers are maintained in alternate data centres and can be brought online rapidly if required.

The hosting environment is managed using infrastructure-as-code, allowing the rapid and consistent rebuilding of all or part of the environment with minimal human input in the event of failure.

Components of the hosting environment are routinely created, restored, configured and tested as part of normal operations, ensuring that business continuity and disaster recovery arrangements remain effective.

The system is engineered so that routine maintenance and software updates do not normally affect service availability. This is achieved through clustering, staggered rollouts and blue-green deployment techniques. Where planned downtime is unavoidable, maintenance is scheduled outside normal working hours wherever possible and customers are given advance notice.

A documented change management process forms part of the ISO 27001 Information Security Management System operated by IIZUKA. All non-routine changes are documented, risk-assessed and approved before implementation, including assessment of security and service impact.

System configuration is version-controlled and applied consistently across test and production environments using automated deployment processes. This ensures configuration consistency and enables rapid identification and correction of configuration drift.

Internal application logs and operational metrics are centrally aggregated and monitored to support availability monitoring, capacity management and the investigation of service issues or suspicious activity.

Financial Recompense Model for Not Meeting Service Levels

Foundations Case Manager is underpinned by a service level agreement provided by IIZUKA Limited for the availability of the underlying case management platform.

If the availability guarantee set out in the SLA is not met, customers may be entitled to a service credit. Service credits are calculated at **five per cent (5%) of the monthly recurring licence fee for each half hour of qualifying downtime**, calculated after the initial **four (4) hours of SLA downtime** in a calendar month.

Service credits are capped at a maximum of **one hundred per cent (100%) of the monthly recurring licence fee** for the affected service in any single calendar month.

Service credits apply only to downtime attributable to the platform and measured in accordance with the agreed SLA definitions. Planned maintenance carried out in accordance with the service terms is excluded.

Any service credits due will be applied as a credit against future invoices rather than paid as a cash refund.

4. PROVISION OF THE SERVICE

Customer responsibilities

To enable Foundations to provide the Foundations Case Manager – Instant Expert edition effectively, customers are responsible for the following activities within the scope of the standard service.

Customers must provide all reasonable cooperation required to support the delivery of the service, including timely access to information, users and configuration decisions needed for implementation, support and ongoing operation.

Customers are responsible for ensuring that any information they provide, including customer and case data, is lawful, accurate, up to date and appropriate for processing within the service. This includes ensuring that they have the necessary legal basis, permissions and consents to process personal data within the system.

Customers must comply with all applicable laws and regulations in connection with their use of the service, including data protection, information governance and sector-specific statutory duties.

Customers are responsible for ensuring that their own networks, devices and internet connections meet the technical requirements communicated by Foundations from time to time. Customers are also responsible for procuring, maintaining and securing their own network connections and telecommunications links. Foundations is not responsible for issues arising from customer-managed networks, connectivity or internet services.

Customers must ensure that the number of users accessing the service does not exceed the number of licences purchased. Each user account must only be used by a single named individual. User accounts may be reassigned where staff change roles, provided access for the previous user is removed.

Customers must take reasonable steps to prevent unauthorised access to the service, including ensuring that user credentials are kept secure and not shared. Where a customer becomes aware of suspected or actual unauthorised access, they must notify Foundations promptly and take appropriate action to secure the account.

Customers must not attempt to reverse engineer, decompile or otherwise access the underlying software platform beyond the functionality made available through the service. The service must not be used to create or support a competing product or service.

Customers must not sell, sublicense, rent, lease or otherwise commercialise the service or make it available to third parties except where explicitly permitted under the contract.

Customers must not use the service to store or transmit unlawful, harmful, offensive or malicious content, including malware or content that infringes third-party rights. Foundations reserves the right to suspend access where use of the service poses a legal, security or operational risk.

Customers are responsible for the legality, reliability, integrity and quality of all data entered into the service. Foundations is not responsible for loss or damage arising from a customer's failure to meet these responsibilities.

The Foundations Case Manager service is delivered using a specialist case management platform provided by IIZUKA Limited. Certain technical controls and protections are implemented at platform level by IIZUKA, but customers' responsibilities in relation to lawful use, access control and data quality remain unchanged.

Technical and client-side requirements

Foundations Case Manager is accessed through a standard web browser and works on any internet-capable device using the current versions of major browsers, including Chrome, Edge, Firefox and Safari. No specialist software installation is required.

Customers are required to nominate appropriate staff to support onboarding and ongoing use of the service. This includes identifying one or more named contacts responsible for coordinating user access requests, local policy inputs and configuration requests with Foundations. Configuration of the service is carried out by Foundations within the standard Instant Expert structure. The number of administrators required will depend on the size and structure of the service, and where multiple teams or departments are using the system, Foundations recommends identifying at least one administrator per service area.

Foundations provides training and guidance to ensure nominated customer contacts and users understand how the system operates, how configuration requests are managed, and how to support end users within their organisation.

Development lifecycle of the solution

The underlying case management platform is provided by IIZUKA Limited and follows a structured and mature development lifecycle. Planned development follows an analysis, design, development, testing and deployment cycle, supported by agile delivery practices. Changes, fixes and enhancements are managed through controlled release processes, with automated testing and quality assurance embedded throughout.

Incident and problem management processes follow recognised ITIL principles, with issues feeding back into the ongoing product development lifecycle.

For Foundations Case Manager Instant Expert, customer implementations do not require bespoke software development. The service is delivered through configuration of an established, no-code platform using built-in administration tools. This allows approved changes to workflows, forms, roles and reporting to be delivered quickly and safely by Foundations without writing code, within the standard Instant Expert configuration framework.

Configuration and iterative delivery approach

Foundations adopts an agile, iterative approach to onboarding and service improvement. Configuration changes are managed by Foundations using structured work items that capture customer requirements, decisions and outcomes. This provides clear visibility of progress while ensuring changes remain within the standard Instant Expert service model.

Configuration updates can be tested and reviewed in near real time, allowing business users to see the impact of changes immediately. This approach supports continuous improvement while minimising risk and disruption to live services within the standard Instant Expert configuration framework.

The ability to configure the service without custom development allows Foundations to deliver changes efficiently and transparently, while maintaining service stability, security and consistency across customers.

After-sales account management

All customers of Foundations Case Manager are allocated a named account manager who acts as the main point of contact for the service. During onboarding and early use, communication is typically more frequent and focused on ensuring the system is being used effectively and as intended. Foundations acts as the prime supplier and coordinates all service activity with the underlying platform provider where required.

Once the service is operating at a business-as-usual level, account management is delivered through regular service check-ins, normally on a quarterly basis, with additional contact as required. These discussions cover service performance, customer satisfaction, configuration requests, upcoming changes and the wider product roadmap.

Foundations also provides ongoing service communications to all customers, including updates on enhancements, improvements and changes to the service. Where new features or interface changes are introduced, guidance is provided through release notes, knowledgebase articles and short explainer videos. Webinars and briefing sessions may also be used where changes are relevant to a wider group of customers.

Termination and exit arrangements

Subscriptions to Foundations Case Manager run for the agreed contract period and are invoiced annually in advance, unless otherwise stated in the order form.

Either party may terminate the contract by giving written notice in accordance with the notice period set out in the contract. Foundations may also terminate the service in line with standard contractual provisions, including for non-payment, material breach or insolvency.

On termination for any reason, customer access to the service will cease in line with agreed timelines. Customers may request an export of their data in a standard, machine-readable format prior to service exit. Data exports are provided in commonly used formats suitable for transfer to alternative systems.

Following confirmation that the customer has received their data, all remaining copies of customer data held within the service will be securely deleted in line with documented data retention and sanitisation processes, except where retention is required by law.

Any rights, remedies or obligations that have accrued prior to termination are not affected by termination of the contract.

Foundations Case Manager is delivered using an underlying platform provided by IIZUKA Limited. Exit, data handling and sanitisation processes align with the platform's established technical controls and are managed contractually and operationally by Foundations as the prime supplier.

5. OUR EXPERIENCE

Sector experience and track record

Foundations has extensive experience working with local authorities, housing providers and delivery partners across England to support Disabled Facilities Grants, home adaptations and wider housing-related support services.

We act as the national body for Home Improvement Agencies and Disabled Facilities Grants, and work closely with central government, local authorities, occupational therapists, technical officers and service providers. This gives us a detailed understanding of both the legislative framework and the practical realities of delivering adaptations at pace, at scale and with appropriate safeguards.

Foundations Case Manager Instant Expert edition has been developed and configured specifically to support these services, drawing on our long-standing involvement in DFG policy, practice guidance, training and service improvement. The system reflects real-world workflows, evidence requirements and reporting needs used by councils and delivery partners.

Typical organisations using Foundations Case Manager

Foundations Case Manager is used, or configured for use, by organisations including:

- Local authorities delivering Disabled Facilities Grants
- Home Improvement Agencies and housing assistance services
- Integrated housing, health and social care teams
- Organisations delivering home adaptations, equipment and minor works
- Advice and support services working with disabled and older people
- Grant administration and casework teams managing high volumes of applications

Example use case: Disabled Facilities Grant delivery

Local authorities delivering DFGs are managing increasingly complex casework. This often involves long-running cases, multiple assessments, technical specifications, contractor engagement, financial assessments and close coordination with occupational therapy, housing and social care teams.

Foundations Case Manager supports this complexity by providing a single, secure system to manage the full DFG lifecycle. This includes referral and triage, assessment, means testing, approvals, works tracking, payments and reporting. The system supports parallel working across teams, clear audit trails and role-based access to sensitive information.

Because the service is provided using the preconfigured Instant Expert edition, authorities can adopt a proven DFG model quickly, while retaining controlled flexibility to reflect local policy and governance arrangements through agreed configuration.

Added value through sector expertise

Unlike generic case management platforms, Foundations Case Manager is underpinned by direct sector expertise. Configuration choices, data structures and workflows are informed by national guidance, established good practice and feedback from councils and practitioners.

This approach reduces implementation risk, shortens time to go-live and supports consistent, defensible decision-making across DFG and home adaptation services.

Choosing Foundations Case Manager

Local authorities delivering Disabled Facilities Grants and home adaptations are under pressure to manage rising demand, complex eligibility rules and increasing expectations around timeliness, assurance and outcomes.

Many authorities approached Foundations after recognising that generic case management systems struggled to reflect the specific requirements of DFG legislation, means testing, technical assessments and grant governance. Others were already familiar with Foundations' wider role in providing national guidance, training and sector support and wanted a system that aligned with established good practice.

Through demonstrations of the Instant Expert edition of Foundations Case Manager, authorities were able to see how the system reflected real DFG workflows, including referral, assessment, approvals, works management and financial controls. This gave confidence that the service could be adopted quickly without lengthy specification or custom build.

Supporting service improvement and change

DFG services rarely stand still. Changes in demand, policy interpretation, staffing models and delivery arrangements are common. Foundations Case Manager has been designed to support this reality.

Authorities using the system are able to request changes to workflows, forms and reporting as their services evolve, within the scope of the Instant Expert configuration. This includes responding to changes in local policy, introducing triage or trusted assessor models, managing different routes for simple and complex works, and supporting partnership working with Home Improvement Agencies and contractors.

Because the Instant Expert edition provides a proven baseline configuration, changes tend to be incremental rather than structural. This reduces risk and allows services to improve without disrupting live delivery.

Supporting complex adaptation casework

DFG and home adaptation cases often involve long-running interactions, multiple professionals and sensitive personal information. Foundations Case Manager supports this complexity while maintaining strong governance and data protection.

The system allows teams to manage parallel activity across occupational therapy, housing, technical and finance functions, while maintaining a clear audit trail. Relationships between applicants, family members, landlords and contractors can be recorded and viewed appropriately, with role-based access controls ensuring that users only see the information they need.

For example, different users may require access to assessment information, technical specifications or financial data, but not all elements of a case. Foundations Case Manager supports this through fine-grained permission controls and configurable security rules.

Supporting consistent decision-making

A key challenge in DFG delivery is ensuring that decisions are consistent, defensible and aligned with legislation and guidance. Foundations Case Manager supports this by embedding structured data capture, clear workflows and prompts that reflect statutory requirements and recognised good practice.

This helps services reduce reliance on informal knowledge, supports new staff to work confidently, and provides a stronger evidence base for audit, scrutiny and complaints handling.

Looking ahead

Authorities using Foundations Case Manager are continuing to refine how they deliver DFGs and home adaptations. This includes improving front-door triage, adopting proportionate approaches for low-risk works, and making better use of data to understand demand and performance.

Foundations works closely with customers to share learning across the sector and to ensure that developments to the Instant Expert service reflect emerging policy, practice and operational needs. The service is designed to evolve alongside DFG delivery, rather than constrain it.

CONTACT DETAILS

If you have any further queries, please contact Roy McNally on 01457 761270, or email info@foundations.uk.com.

We will be very happy to answer your questions and provide any further information required.