

Forward Carers – iCASPAR Pricing Document

iCASPAR – Intelligent Carers Assessment Support Plan and Review

Version: 1.2 | Date: January 2026

1. Overview

iCASPAR (Intelligent Carers Assessment Support Plan and Review) is a secure, cloud-based Software as a Service (SaaS) platform developed by Forward Carers, a not-for-profit organisation specialising in carers' services and digital innovation.

The platform enables carers, Local Authorities, NHS partners, and VCSE organisations to deliver and manage carers' assessments, personalised support planning, and ongoing review within a single integrated system.

iCASPAR is hosted in UK-based cloud infrastructure operated by Microsoft Azure and combines enterprise-grade security, configurable workflows, and AI-enabled decision support to improve outcomes while reducing system-wide costs.

2. Why Forward Carers CIC

- Not-for-profit: All surpluses are reinvested into carer wellbeing and service improvement
- Delivery-led: Extensive experience delivering carers' services with Local Authorities and NHS partners
- Trusted partner: Proven track record of operational delivery, not just technology provision
- Social value: Ethical technology with measurable community impact

3. iCASPAR Functionality and Benefits

3.1 Core Functionality

- Digital Carers' Assessments (Care Act 2014 compliant)
- Professional advisor review and sign-off workflows
- Personalised support plans and structured review cycles
- AI-enabled chatbot for guidance, navigation, and triage
- Secure documentation library and local resource hub
- Safeguarding alerts and escalation workflows
- Digital Carer ID Card with secure NFC integration
- Real-time dashboards and performance analytics

3.2 Key Benefits

- Faster, more consistent carers' assessments
- Strengthened safeguarding and auditability
- Over 60% reduction in per-assessment cost compared to traditional commissioned models
- Improved wellbeing outcomes through earlier intervention
- Measurable return on investment via prevention and demand management

4. Pricing Model

All prices are exclusive of VAT and based on annual subscription, unless stated otherwise.

4.1 Subscription Tiers

PILOT TIER

For organisations testing the platform before full commitment. Up to 100 registered carers. 2 admin seats included. Full Care Act 2014 compliant statutory assessment workflow.

Setup: £3,000 | Annual Licence: £15,000 | Total Year 1: £18,000

Contract: 3-6 months. Pilot fee credited if proceeding to Starter or above.

STARTER TIER

For small carer organisations and councils. Up to 1,000 registered carers. 5 admin seats included. Care Act 2014 compliant assessments, support planning, partner admin portal, resource library (1,000+ resources).

Setup: £14,000 | Annual Licence: £55,000 | Total Year 1: £69,000

Includes email & phone support (Mon-Fri 9-5), 99.5% uptime SLA.

PROFESSIONAL TIER

For medium councils and established organisations. Up to 5,000 registered carers. 10 admin seats included. Care Act 2014 compliant assessments, AI-assisted recommendations, wellbeing payment management, dedicated customer success manager.

Setup: £16,000 | Annual Licence: £95,000 | Total Year 1: £111,000

Includes priority support (Mon-Fri 8-6), 99.5% uptime SLA.

ENTERPRISE TIER

For large local authorities and ICS partnerships. Up to 20,000 registered carers. 20 admin seats included. Care Act 2014 compliant, super admin portal, multi-organisation

management, Power BI integration, case management integration (Mosaic, LiquidLogic, Eclipse).

Setup: £35,000 | Annual Licence: £175,000 | Total Year 1: £210,000

Includes 24/7 email support, dedicated technical account manager, 99.9% uptime SLA.

NATIONAL TIER

For nationwide deployments and strategic partnerships. Unlimited carers. Unlimited admin seats. Care Act 2014 compliant, white-label branding, custom development (40 days/year), dedicated infrastructure, executive sponsorship.

Setup: £85,000 | Annual Licence: From £350,000 | Total Year 1: From £435,000

Includes 24/7 phone & email support, 99.95% uptime SLA. Contact us for bespoke pricing.

4.2 Setup and Configuration (One-off Costs)

Service Element	Description	Cost (ex. VAT)
Additional Admin Seats	Beyond tier allocation (per seat)	£1,200/year
Carer-Friendly Website	Branded website with multi-language	£16,000 setup + £4,000/year
Website Chatbot	24/7 automated FAQ support	£3,000 setup + £2,500/year
In-Platform Chatbot	Contextual help for carers/admins	£2,500 setup + £3,500/year

4.3 Example Local Authority Packages

Tier	Included (Care Act 2014 Compliant)	Year 1 Cost (ex. VAT)
Pilot	Up to 100 carers, 2 admin seats, statutory assessments	£18,000
Starter	Up to 1,000 carers, 5 admin seats, partner portal	£69,000
Professional	Up to 5,000 carers, 10 admin seats, AI recommendations	£111,000

Note: All tiers include full Care Act 2014 compliance. Pricing valid as of January 2026.
For latest pricing and bespoke requirements, please contact us at
support@forwardcarers.org.uk

5. Security and Compliance

- Hosted in Microsoft Azure UK
 - Cyber Essentials Plus aligned
 - NCSC Cloud Security Principles aligned
 - CSA Cloud Controls Matrix v4.0 (aligned controls)
 - Encryption: TLS 1.2+ (in transit), AES-256 (at rest)
 - Regular penetration testing and access reviews
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6. Support and Service Levels

- Standard support: Monday–Friday, 9am–5pm (UK time)
 - **99.9% monthly uptime target**
 - Incident response targets aligned with Service Definition Document
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7. Contact Information

Supplier: Forward Carers CIC

Service: iCASPAR – Intelligent Carers Assessment, Support Plan and Review

Email: support@forwardcarers.org.uk

Website: www.forwardcarers.org.uk