

Forward Carers – iCASPAR Service Definition Document

iCASPAR – Intelligent Carers Assessment Support Plan And Review

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1. Service Overview

iCASPAR (Intelligent Carers Assessment Support Plan And Review) is a secure, cloud-based SaaS platform designed to support the delivery and management of statutory and non-statutory carers' services. The platform enables carers, local authorities, NHS partners, and VCSE organisations to complete carers' assessments, develop and review support plans, and manage wellbeing information within a single, integrated system.

The service supports compliance with the Care Act 2014 and associated statutory guidance by enabling structured assessment workflows, collaborative support planning, and ongoing review. Carers are provided with secure access to relevant information and support resources, while professionals benefit from configurable workflows, dashboards, and reporting capabilities.

iCASPAR is hosted in UK-based cloud infrastructure and is designed in alignment with UK public sector security, data protection, and accessibility requirements.

2. Key Features

- Online carers' assessment and support planning tools
- Structured review workflows to support ongoing reassessment
- Wellbeing tracking with progress monitoring and analytics
- Safeguarding alerts and escalation workflows
- Secure, responsive access across desktop, tablet, and mobile devices
- Real-time dashboards and configurable reporting
- Contingency and emergency planning module
- Digital Carer ID card management
- Centralised documentation library and curated resource hub
- AI-enabled chatbot for guidance, navigation, and triage
- Predictive analytics for carer wellbeing to support service insight and demand planning

AI-enabled features are designed to support navigation, signposting, and trend analysis only and do not provide clinical advice or automated decision-making.

3. Technical Overview

iCASPAR operates as a multi-tenant SaaS platform with logical data segregation enforced at both the application and database layers. Each client organisation's data is isolated and accessible only to authorised users.

- Hosting: Microsoft Azure UK data centres
- Availability: 99.9% uptime service level target
- Scalability: Elastic scaling to accommodate growth in users and data volumes
- Maintenance: Scheduled updates during off-peak hours
- Disaster Recovery: Daily encrypted backups with tested restoration procedures

All data is encrypted:

- In transit: TLS 1.2 or higher
- At rest: AES-256 encryption

The service includes continuous monitoring and proactive alerting to support availability, resilience, and incident response.

4. Support and Service Levels

Support is provided by Forward Carers' UK-based service desk.

- Support Hours: Monday to Friday, 9:00am–5:00pm (UK time), excluding public holidays
- Response Time: Initial response within one working day
- Incident Resolution: Prioritised according to severity and impact
- Out-of-hours Support: AI-enabled chatbot available 24/7 for guidance and issue triage
- Updates: Regular service updates and enhancements included as part of the service

5. Onboarding and Offboarding

Onboarding

Forward Carers provides structured onboarding support, which may include:

- Platform configuration and tenant setup
- User onboarding and administrator training

- Initial data import where required
- Guidance on assessment templates, workflows, and reporting

Offboarding

Upon contract termination:

- Clients may request a full export of their data in open formats (CSV or JSON)
- Data exports are provided within an agreed timeframe
- All remaining data is securely erased using cryptographic deletion methods
- Audit logs are retained in line with contractual and regulatory requirements

6. Data Backup, Restore and Business Continuity

- Backup Frequency: Daily
- Backup Location: Geographically separate UK Azure regions
- Recovery Point Objective (RPO): 24 hours
- Recovery Time Objective (RTO): 4 hours for critical systems

iCASPAR operates under a documented business continuity and disaster recovery plan aligned with ISO 22301 principles and reviewed annually.

7. Security and Compliance

iCASPAR is developed and operated using secure software development lifecycle (SDLC) practices and aligns with UK public sector security guidance.

The service supports compliance with:

- UK GDPR
- Data Protection Act 2018
- NCSC Cloud Security Principles

Security and assurance measures include:

- Cyber Essentials Plus
- NHS Data Security and Protection Toolkit (DSPT)
- Alignment with CSA CCM v4.0 controls

Incident management processes align with ISO 27035 principles, including monitoring, escalation, containment, and reporting. Where required, incidents are reported to the Information Commissioner's Office (ICO) in line with statutory obligations.

8. Accessibility and Inclusivity

iCASPAR is designed to meet WCAG 2.2 AA accessibility standards.

Accessibility features include:

- Compatibility with assistive technologies such as NVDA, JAWS, and VoiceOver
- Scalable fonts and accessible colour contrast
- Plain-language content and clear navigation
- AI-enabled chatbot support for simplified journeys and text-to-speech use cases

Accessibility testing forms part of the release cycle for major updates.

9. Service Constraints

- Scheduled maintenance is communicated at least 48 hours in advance
- Customisation is limited to branding, forms, workflows, and configuration options to maintain system integrity and version consistency
- Feature requests are assessed through Forward Carers' product governance and roadmap process

10. Continuous Improvement and Roadmap

Forward Carers operates a continuous improvement cycle informed by user feedback, service analytics, and policy developments.

Indicative roadmap areas include:

- Interoperability with NHS and local authority systems
- Expanded multilingual support
- Enhanced analytics to support wellbeing insight and service planning

Roadmap items are subject to prioritisation and do not constitute contractual commitments unless otherwise agreed.

11. Contact Information

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