

Service Definition

Virtual Memory Box is a web-based digital life story work platform that enables children in care to safely store and organise memories such as photos, videos, documents, and audio recordings. The service supports local authorities and regional adoption agencies across the UK.

Service Features & Scope

Web-based SaaS Platform

- Suitable for ages 2–80, including users who struggle with app stores and software updates
- Accessible for SEND users, supporting screen readers and meeting WCAG 2.2 AA standards
- Works in digital poverty settings, usable on shared computers without smartphones, data, or home Wi-Fi
- Web-based and responsive, accessible on any device or browser (mobile, tablet, laptop, desktop)

Security & Data

- Multi-factor authentication on login for all users
- Automatic logout for all users when there is inactivity
- Cyber Essentials Plus and annual CREST-approved penetration testing
- Hosted infrastructure is ISO/IEC 27001 compliant
- Follows NCSC Cloud Security Principles
- The service is hosted in AWS UK public cloud and data is owned by each LA/RAA following a multi-instance deployment model
- Each customer operates within its own Virtual Private Cloud.
- Data is encrypted in transit (TLS 1.2+) and at rest (AES-256)
- All certificates current and evidence available on request

Operational Assurance

- Designed to achieve 99.99% uptime
- UK-hosted, resilient cloud infrastructure
- Data storage has 99.999999999% durability
- Proactive monitoring and incident management
- Regular backups and recovery controls
- Business-hours support and escalation routes

Information Governance & GDPR

- Fully compliant with UK GDPR and the Data Protection Act 2018
- Lawful basis for processing personal data: Article 6(1)(e) – Public Task
- Lawful basis for special category data: Article 9(2)(h) – social care provision
- Local authorities and regional adoption agencies are Data Controllers
- Virtual Memory Box acts as Data Processor under written agreements
- Data processed only on controller instructions and for contracted purposes
- Data minimisation and purpose limitation applied throughout the platform
- Role-based access controls restrict data visibility and contribution

Users & Permissions

- Children, young people, care leavers, professionals, carers, educators etc.
- We have four permission types that allow us to mobilize the child's network
- These are: View, View/Comment, View/Comment/Add, Add Only
- Those with the 'Add Only' cannot see any memories or PII, they can just add

Specification & Features

- Users are invited to the platform by an admin in a simple-to-use dashboard
- Once users are invited, admins assign the necessary access and permissions
- Users register, then login to see a list of memory boxes they can access
- Users click the memory box which takes them into that individual's timeline
- In the timeline users see a chronological order of albums that contain memories
- Users can click into an existing album or add a new album with relevant info
- In the album users can see preview tiles of memories and other album info
- Here users can add memories; photos, videos, documents and voice recordings
- Users click into a preview tile of a memory, and this opens the specific memory
- In the memory users can edit, download, comment, flag to admin, and more
- This is simple for users to follow: Memory Boxes > Timeline > Album > Memory

Onboarding Process

- It takes us one day to build a new instance of Virtual Memory Box
- Kick-off meeting to discuss roll out and typical milestones
- Train admins and demonstrate platform to the chosen team champions
- Admins copy data from case management software into provided spreadsheets
- Internal launch presentation for professionals and carers
- The spreadsheets are uploaded on to VMB platform

- The system analyses spreadsheets, highlighting any errors or duplicates
- Once errors and duplicates are corrected, system auto sends out invites in bulk
- Admins use comprehensive reporting and live dashboards to track progress

Benefits

- Supports structured, ongoing life story work
- Reduces memories being lost during placement changes
- Improves emotional wellbeing, identity and long-term outcomes
- Provides a safe alternative to social media
- Ensures continuity of memories across placements
- Streamlines workflows for carers and professionals
- Supports safeguarding and regulatory compliance

Pricing

- The monthly price is determined by the total number of **children in care** and **care leavers** in the local authority
- The total number of children in care and care leavers is then multiplied by **£3.00 per memory box** which gives us the monthly fixed total price.
- This price is capped for the duration of the contract. If the total number of children in care/care leavers increases, you will not incur additional charges
- At the end of the contract, you can renew at the original agreed monthly cost for another 24-months by mutual agreement. Any renewal uplift will be capped at the Retail Price Index to cover the inflation of costs of goods and services
- The cost-effective fixed-price model supports budget certainty and avoids cost escalation linked to cohort growth

What does this include?

- Uncapped storage on each memory box
- Unlimited admins and users – professionals, carers, birth family, education etc.
- Live dashboards, comprehensive reporting and .CSV data exports
- Reporting API available for integration with Power BI and more
- Forensic audit log recording all actions taken on the system by each admin/user
- Memory boxes will be saved for care leavers up to the age of 25 years old
- Hosting, maintenance and feature updates
- Technical support desk in business working hours
- Asynchronous learning platform - FAQs, training videos, written guides
- Weekly live training webinars for professionals and carers
- Dedicated Partnership Manager to help with roll out, adoption and engagement

- Become a member of our online and in-person community in practice group alongside practice develop leads at other local authorities and RAA's