

CaseWork – Service Definition Document

V88.

1. Overview

CaseWork is a cloud-based platform that helps UK local authorities process homelessness applications in line with the **Homelessness Reduction Act 2017** and the **Homelessness Code of Guidance**. It automates early-stage assessment, structures data consistently, and provides officers with a clear, auditable case-management workspace.

The service is delivered as SaaS and requires no customer-hosted infrastructure.

2. Key Features

- Bulk upload of homelessness applications
- Automated data validation and normalisation
- AI-supported reasoning aligned to statutory requirements
- Confidence-based decisions with safeguards for indeterminate outcomes
- Automatic progression of case stages
- Officer dashboard for full case oversight
- Secure multi-tenant architecture with enforced data isolation
- Full audit trails for both automated and officer actions
- Configurable workflows and reasoning templates
- Fast deployment and minimal operational overhead

3. Benefits

- Removes manual entry and reduces early-stage processing workload
- Ensures consistent, accurate, and defensible statutory decisions
- Improves fairness through transparent, explainable reasoning
- Prevents errors by holding unclear cases for human review
- Provides clear, structured progression for every application
- Gives officers a modern, efficient workspace
- Protects data through strong isolation and access controls
- Adapts rapidly to policy or workflow updates
- Enables fast onboarding and nationwide scalability

4. Service Architecture (High-Level)

CaseWork is delivered through a secure, cloud-hosted web application.

Key architectural principles include:

- Multi-tenant design with strict separation of each council's data
- Encrypted communication and encrypted storage
- Role-based access controls
- Automated monitoring, logging, and auditing
- Scalable infrastructure designed for high availability

No customer infrastructure is required, and no third-party software needs to be installed.

5. Onboarding

A typical onboarding process:

1. Discovery and requirements confirmation
2. Configuration of the council's environment and data isolation layer
3. Upload and validation of a sample dataset
4. Setup of workflows, templates, and reasoning rules
5. User training sessions
6. Go-live

Most councils go live within **6–10 weeks**.

6. Service Levels & Support

V88 provides:

- Business-hours UK-based support
- Response within 1 working day for standard issues
- Priority handling for production incidents
- Regular platform updates
- Optional extended support packages

7. Data Protection & Security

V88 is:

- **ISO/IEC 27001 certified (UKAS accredited)**
- Operating an **ISO 42001-compliant AIMS**, pending audit

Security measures include:

- Strict tenant-level data isolation
- Encryption in transit and at rest
- Full audit logging for both automated and manual actions
- Annual independent penetration testing
- Additional testing following major changes
- No use of customer data for model training

Data residency is available in UK or EU regions.

8. Backup & Resilience

- Automated, versioned backups
- Point-in-time recovery
- High-availability hosting
- Resilient, fault-tolerant platform infrastructure
- Continuous monitoring

9. Exit & Portability

If a council chooses to leave the service:

- All data is exported in CSV or JSON
- Access remains active for 30 days

- Data can be securely deleted on request
- No proprietary data formats
- No lock-in

10. Pricing Summary

Pricing is simple and transparent:

- Fixed cost for scoping and deployment
- Per-application fee for assessments processed through CaseWork
- Optional support and enhancement packages

Full pricing is provided in the commercial section of the G-Cloud submission.

11. Service Constraints

- Requires a modern browser
- Councils must provide data exports for ingestion
- No offline mode
- Officers must review cases where the system flags indeterminate or unclear outcomes

12. Roles & Responsibilities

V88 responsibilities

- Hosting and operation of the CaseWork platform
- Security, maintenance, and feature updates
- Reasoning engine configuration
- Workflow management
- Support and issue resolution

Council responsibilities

- User access management
- Data accuracy of submitted files
- Review of indeterminate or complex cases
- Ensuring alignment with local policy requirements

13. Further Information

For demonstrations, technical documentation, or security details, contact:

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