

1. Service overview

Axessor is a secure, cloud-hosted Software-as-a-Service platform that supports UK Local Authorities to allocate, manage and oversee Independent Social Work assessments. The service replaces manual, email-based processes with a structured digital workflow that supports referral management, assessment allocation, document handling, progress tracking and audit.

The service is accessed through a standard web browser and does not require local installation.

2. Service functionality

Axessor supports the full lifecycle of an Independent Social Work assessment, including:

- Creation and management of assessment referrals
- Allocation of assessments to suitable independent social workers
- Secure upload, storage and sharing of assessment documents
- Generation of digital call-off contracts
- Real-time tracking of assessment progress and milestones
- Structured communication between authorised users
- Audit logging of user and administrative actions
- Operational reporting for service oversight

Access is role-based and restricted to authorised users within each organisation.

3. Hosting and data location

The service is hosted within Microsoft Azure data centres located in the United Kingdom. All customer data is stored and processed within the UK. Axessor is delivered as a multi-tenant public cloud SaaS solution with logical separation between customer environments.

Buyers cannot select alternative hosting locations.

4. Security

The service is designed to protect the confidentiality, integrity and availability of data. Security controls include:

- Encryption of data in transit using TLS 1.2 or higher
- Encryption of data at rest using Azure-managed encryption
- Role-based access controls and least-privilege permissions
- User authentication using username and password with multi-factor authentication
- Optional per-buyer federated single sign-on using SAML 2.0 or OIDC
- Audit logging of user and administrative activity
- Documented vulnerability, incident and change management processes

Security governance is overseen at director level, with responsibility for ensuring appropriate controls are maintained across the service.

5. Resilience, backup and recovery

The service is built on resilient cloud infrastructure designed to tolerate component failure. Data is stored on redundant storage services, and regular backups are taken to support recovery in the event of data loss or system failure. Monitoring is in place to detect issues and support timely recovery.

Planned maintenance is managed to minimise disruption and is scheduled outside normal business hours where possible.

6. Availability and service levels

The service operates to a 99.5% availability target per calendar month, measured at the application level and excluding planned maintenance. Availability is monitored continuously.

Support is provided during business hours, Monday to Friday, 9am – 5pm UK time, excluding public holidays.

7. Support and after-sales service

Support is provided via email and an online ticketing system. Support covers access issues, service queries and incident reporting. All buyers receive the same level of support, which is included as part of the service. There are no premium or tiered support options.

8. Onboarding and offboarding

Onboarding - New buyers are supported through a structured onboarding process, including account setup, user access configuration and provision of user documentation. Optional online walkthrough sessions may be provided to help users become familiar with the service.

Offboarding - At contract end, buyers retain access for a defined period to download their data. Data can be exported through the service interface in standard formats. After the exit period, data is securely deleted in line with retention policies.

9. Service constraints

The service is provided as a standardised SaaS platform and does not support bespoke customisation. Access requires a modern web browser and an internet connection. The service is hosted only in Azure UK regions and does not support on-premise, private cloud or hybrid deployment models. Integration options are limited to authentication.

10. Outage and maintenance management

Service availability is monitored internally. Updates are provided to affected contacts by email, where an outage or service degradation affects users. The service does not provide a public status dashboard or outage reporting API. Post-incident information can be provided on request.

11. Technical requirements

Users require:

- A supported modern web browser
- Internet connectivity
- Email access for notifications

No additional software, plugins or specialist hardware are required.

12. Access to data and exit management

Buyers can export their data through the service interface during the contract and exit period. Data is provided in standard formats such as PDF, DOCX and CSV. No additional fees apply for data access or export.

13. Audit and logging

The service maintains audit logs of user activity, including access, document actions and workflow changes. Authorised buyer users can view audit information relating to their own organisation. Supplier administrative actions are logged and can be provided to buyers on request. Audit and system logs are retained for defined periods to support investigation and assurance.

14. Accessibility

The service interface is designed to meet WCAG 2.2 AA accessibility standards. Informal testing has been undertaken using screen readers and keyboard navigation, with issues addressed as identified. Accessibility improvements are reviewed as part of ongoing service development.

15. Compliance

The service supports Local Authorities in meeting their statutory duties and information governance requirements, including UK GDPR and the Data Protection Act 2018. Supporting policies and agreements are available as part of contractual documentation.