



Service Definition Document

inCharge

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Service Name

InCharge – SaaS Platform for Self-Directed Support (e.g. Direct Payments)

Service Description

InCharge is a secure, cloud-based SaaS platform that supports upper-tier local authorities to increase the uptake and effective use of Self-Directed Support (e.g. Direct Payments)

The service provides a shared digital workspace for people receiving Direct Payments, their families, and Personal Assistants, enabling better coordination, transparency, and continuity of care. It also provides authorities with aggregated insight into Direct Payment activity across their locality, supporting statutory reporting, assurance, and service improvement without increasing administrative burden.

The platform is designed specifically for adult social care in England and aligns with council responsibilities under the Care Act 2014, including personalisation, choice and control, and appropriate oversight.

Who the Service Is For

- Local authorities
- Adult social care commissioning teams
- Direct Payments and personalisation teams
- Transformation and digital teams

Service Features

- Cloud-based SaaS platform accessed via web browser
- Role-based access for people receiving Direct Payments, families, Personal Assistants, and council users
- Shared digital workspace supporting coordination of Direct Payments and self-directed care

- Task management and shared updates to support continuity of care
- Activity logging and audit trail providing visibility of platform use
- Aggregated reporting and analytics dashboard for local authority oversight
- Secure authentication and access controls
- No local installation required
- Designed for accessibility and ease of use

Service Benefits

- Supports authorities to increase uptake and sustainability of Direct Payments
- Reduces reliance on manual processes and fragmented systems
- Improves transparency and oversight without intrusive monitoring
- Supports statutory reporting and assurance requirements
- Helps families manage Direct Payments more confidently
- Improves continuity of care across changing support teams
- Enables authorities to evidence outcomes beyond financial spend
- Low implementation risk with minimal technical overhead
- Scales across multiple service users and teams within a locality

Why Buy This Service

- InCharge helps authorities meet their statutory self-directed support responsibilities while reducing operational burden.
- It provides practical, real-time insight into how self-directed support payments (e.g. Direct Payments) are being used, supports families to manage care more effectively, and enables authorities to evidence outcomes beyond financial spend through a low-risk, scalable SaaS model.

Service Availability

The service is available 24/7, excluding planned maintenance windows. Planned maintenance is communicated in advance.

Onboarding & Implementation

- Guided onboarding and account setup
- Role configuration and access management
- No local installation or specialist infrastructure required

Support

- Email-based support during UK business hours (Monday–Friday)
- Ongoing customer success support
- Optional enhanced support packages available

Security & Data Protection

- UK GDPR compliant
- Secure cloud hosting
- Role-based access controls
- Regular backups and monitoring
- Designed to support public-sector information governance requirements

Contract Length

- The service is provided under an annual SaaS licence and standard contract length is 12 months, with options to extend.

Service Constraints

- Internet access required
- Service is delivered as SaaS and does not require local installation

Service Exit & Data Handling

On contract termination, customers may request data export in a commonly used format. Data will be deleted securely in accordance with data protection obligations.