

Fosterli – Service Definition

Service: Fosterli

Lot: G-Cloud 15 – Lot 2b (Software as a Service)

Supplier: Fosterli LTD

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1. Service overview

Fosterli is a cloud-based Software as a Service (SaaS) platform designed to support fostering recruitment and assessment workflows.

The service helps organisations manage the end-to-end journey from application through to fostering assessment and approval by providing a single, connected digital workflow for applicants, Social Workers and managers.

Fosterli is designed to reduce administrative burden, improve collaboration and support consistent, auditable assessment processes.

2. Intended users and organisations

Fosterli is intended for use by:

- Local Authorities
- Registered fostering agencies
- Fostering recruitment providers

The platform may be accessed by authorised individual users including:

- Social Workers, managers and team leaders
- Fostering marketing or recruitment officers and leads
- Fostering Applicants, buddies or mentors
- Panel administrators, panel members and Agency Decision Makers

All users access the service under the authority of the buying organisation.

3. Service functionality

Fosterli provides functionality to support fostering application and assessment processes, including:

- Fostering application tracking
- Digital statutory assessment workflows
- Secure storage of evidence and documentation

- Family profiles, progress tracking and status updates for applicants and staff
- Secure in-platform communication, sharable tasks and learning materials
- Notifications and reminders linked to assessment activity
- Management and data tools for workload allocation, quality assurance and compliance oversight
- Audit logging of key user actions

Functionality is delivered through configurable workflows aligned to fostering assessment processes.

4. Service delivery model

Fosterli is delivered as a fully managed, cloud-based SaaS service.

- Access is provided through a modern web browser
- No local software installation is required
- No customer-managed infrastructure is required
- The service is hosted on managed cloud infrastructure within the European Economic Area

The service is designed to be accessed remotely from standard desktop or laptop devices. Mobile access is supported for Fostering Applicants for tasks such as form completion, document upload and progress tracking.

5. User access and permissions

Access to Fosterli is controlled through individual user accounts.

The service supports:

- Role-based access controls
- Permission levels aligned to user roles
- Separation of applicant, practitioner and management views
- Secure authentication mechanisms

Users can only access information and functionality appropriate to their role.

6. Onboarding and configuration

Fosterli provides structured onboarding to support organisations in getting started with the service.

Onboarding typically includes:

- Initial account setup and configuration
- Configuration of workflows, roles and permissions
- Remote training for core users

- Access to user guidance and help materials

Configuration is completed using in-platform settings. More complex configuration or bespoke requirements are agreed separately.

7. Support and service management

Support for the Fosterli service is provided by Fosterli's internal team.

Support includes:

- Email or ticket-based support
- Support during UK business hours
- Incident management for service availability or access issues
- Escalation for critical incidents affecting service availability or data security

Further details of support arrangements are agreed with buyers separately.

8. Data protection and security

Fosterli processes personal data in accordance with UK data protection legislation.

- The buying organisation acts as the data controller
- Fosterli acts as a data processor
- Data is hosted within the European Economic Area

The service includes measures such as:

- Role-based access controls
- Encryption of data in transit
- Secure storage of data
- Audit logging of user activity

Further detail on data processing, retention, deletion and security measures is set out in the Data Processing Agreement.

9. Accessibility

Fosterli is designed to be accessible to users with varying levels of digital confidence and access needs.

The service interface is designed to meet WCAG 2.2 Level AA accessibility standards, including:

- Clear content structure and labelling
- Keyboard operability
- Support for screen readers and assistive technologies
- Readable layouts and predictable interactions

Accessibility considerations are reviewed as part of ongoing service development.

10. Service constraints and dependencies

Use of the Fosterli service requires:

- A stable internet connection
- Access to a modern, supported web browser
- Standard desktop or laptop hardware

Offline use is not currently supported.

Planned maintenance may be carried out from time to time and is communicated to buyers where possible.

11. Data export and exit

Buyers can export fostering application and assessment data from the Fosterli platform.

Data export is supported in formats such as:

- PDF
- CSV

Exit arrangements, including data export scope and timelines, are agreed with buyers at the end of a contract.

12. Further information

Further information about Fosterli, including commercial terms and data protection arrangements, is provided separately to buyers.