

Service Definition – Leafstory for Children (G-Cloud 15)

What the service is and the value it provides

Leafstory for Children is a digital life story work platform (mobile apps & web dashboards) designed to support children and young people to understand, develop and retain their personal histories, identity and experiences over time.

Those children who are 14+ can also, where appropriate, access a digital companion, managed by their support teams, that is tailored to helping them with school, the move to independence and helping them explore their interest and hobbies in a positive manner.

The service is intended for use within children's social care and related services and supports therapeutic, relational and reflective life story work.

Leafstory enables children and young people, with appropriate adult support, to create and access a secure digital space that brings together memories, milestones, relationships and experiences in a structured and child-centred way. Authorised adults, such as support workers, family members and other professionals (teachers, SEND Leads, etc.) can contribute content where appropriate, supporting continuity of life story materials across placements and services.

By providing a consistent and accessible life story record, Leafstory supports emotional wellbeing, identity development and a clearer understanding of personal history. This can help children and young people make sense of past experiences, support transitions, and strengthen relationships with the adults supporting them.

Children also receive a printed set of materials, personal to them, once a year as part of an annual subscription.

Leafstory operates as a standalone, cloud-hosted service, overseen by the Local Authority and can be used independently by organisations delivering children's social care and related services in the child's life.

Data backup, restore and disaster recovery

Leafstory includes managed data protection, backup and resilience arrangements appropriate for a service handling personal data relating to children and families.

The service operates within a security framework aligned to recognised good practice. Leaf AI currently holds Cyber Essentials Plus certification and is working towards

ISO/IEC 27001, with information security controls, risk management processes and documented policies in place to support this progression.

Data backup and resilience arrangements include:

- Regular automated backups of customer data
- Secure, encrypted storage of backups within the hosting environment
- Documented data restore procedures to support service recovery
- Business continuity and disaster recovery (BCDR) arrangements proportionate to service criticality and usage

Backup retention periods, Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) are defined and managed as part of the hosted service and aligned to the service's operational risk profile. Business continuity and disaster recovery arrangements are reviewed periodically and tested in line with internal governance processes.

Onboarding and offboarding support

Onboarding

Leafstory provides structured onboarding support to ensure the service is implemented safely, appropriately and in line with safeguarding and information governance requirements.

Onboarding support may include:

- Initial system configuration, including organisational setup, roles and permissions
- User and role configuration for professionals and administrative users
- Guidance on safe and appropriate use in child-focused contexts
- Guided onboarding sessions for administrators and key users
- Early-life support following go-live

Onboarding scope, responsibilities and timescales are agreed with the customer prior to service commencement and documented as part of the service agreement.

Offboarding

Leafstory provides planned offboarding support to enable an orderly transition at the end of the service.

Offboarding support may include:

- Export of customer data in agreed formats, enabling continued access to life story materials
- Support for planned transition to another system, where required and within agreed scope
- Secure deletion or purge of customer data following confirmation, in line with contractual, legal and regulatory requirements

Data handling during offboarding is managed in line with data protection obligations, and confirmation of data deletion or retention is provided where applicable.

Service constraints

Leafstory is delivered as a cloud-hosted service and operates within defined service and technical parameters to ensure security, reliability and safe access.

Service constraints include:

- Access requires a modern, supported device and a reliable internet connection
- Service performance and availability are dependent on customer connectivity and device environment
- Customisation is limited to configuration options available within the service, such as roles and permissions
- Organisations remain responsible for ensuring appropriate consent, access boundaries and safeguarding controls are applied

These constraints support consistent service performance and safe use within child-focused settings.

Service levels

Leafstory is delivered as a managed cloud service with defined service levels designed to support reliability, continuity and effective operational use.

Service levels include:

- Service availability targets aligned to service criticality
- Incident management processes, including logging, triage and resolution
- Defined support response times based on incident severity and impact
- Escalation procedures for higher-severity incidents

Service availability commitments, support hours, response times and escalation arrangements are agreed and documented within the call-off contract.

Training and user support

Leafstory includes training and user support to enable safe, effective and consistent use of the service.

Training and user support may include:

- Guided onboarding sessions for administrators and professional users
- Access to user guidance and support materials
- Ongoing user support for service queries and issue resolution
- Guidance on safeguarding, confidentiality and appropriate contribution boundaries

Training scope and support arrangements are agreed as part of onboarding and remain available throughout the service term.

Consumer responsibilities

Customers are responsible for ensuring the service is used appropriately within their organisational and safeguarding context.

Customer responsibilities include:

- Managing user access, credentials and permissions
- Ensuring appropriate use in line with organisational policies and safeguarding responsibilities
- Ensuring lawful, appropriate and consented content contributions
- Maintaining suitable devices and reliable internet connectivity

These responsibilities support the safe, lawful and effective operation of the service.

Outage, maintenance management and software updates

Leafstory operates defined processes for the management of planned maintenance, software updates and unplanned service outages, with the aim of maintaining service availability, security and performance while minimising disruption.

This includes:

- Planned maintenance and software updates scheduled to minimise operational impact

- Controlled deployment of patches, enhancements and security updates
- Advance notification of planned maintenance or updates where practicable
- Unplanned outage management through documented incident response and recovery procedures
- Incident communication during significant service interruptions

Following significant incidents or outages, post-incident reviews are undertaken to inform service improvement and operational controls.

Hosting options and locations

Leafstory is delivered as a cloud-hosted Software as a Service (SaaS) solution.

Hosting arrangements include:

- Secure cloud infrastructure operated and managed by the supplier
- UK-based data centres to support data residency requirements
- Fully managed hosting, including infrastructure management, updates, patching and security controls

Access to data on exit

Leafstory supports clear and controlled access to customer data upon service exit.

Upon service exit, customers can:

- Request export of their data in agreed formats
- Agree the scope and format of data exports, including timing and delivery method
- Receive confirmation of secure deletion or purge of customer data, subject to legal and regulatory requirements

Data access, retention and deletion arrangements are agreed at contract stage and documented within the call-off agreement.

*Important to note that all children receive free lifetime, read access to the platform and their story, included as standard for any child who has had a 1-year licence at any point.

Security

Leafstory is designed for use in environments handling personal data relating to children and families.

Security is managed through a combination of technical and organisational controls aligned to recognised good practice and public sector expectations. Leaf AI currently holds Cyber Essentials Plus certification and is working towards ISO/IEC 27001.

Security measures include:

- Role-based access controls
- Encryption of data in transit and at rest
- Secure authentication and access management
- Privacy-by-design principles
- Compliance with UK GDPR and the Data Protection Act 2018

Security policies, procedures and supporting documentation are available to customers on request.