



**Leafnotes Ambient Scribe  
Service Definition v1.0  
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G Cloud 15**

# Service Definition – Leafnotes Ambient Scribe (G-Cloud 15)

## What the service is and the value it provides

Leafnotes Ambient Scribe is an AI-enabled ambient documentation and practice support service designed to reduce the administrative burden on social workers and other professionals completing assessments, visits and multi-agency work.

The service supports the secure capture of voice notes and spoken assessments, which are converted into draft written outputs, such as assessment reports, case notes and professional summaries. This enables professionals to focus on engagement, observation and analysis during their work, while reducing the time required for manual transcription and report writing.

Leafnotes Ambient Scribe supports consistent structuring of drafted content and coordination of information from professionals involved with the people accessing health and social care services. This may include contributions from carers, parents, placements or partner agencies where appropriate. All drafted outputs require professional review, editing and approval prior to final use.

Any assistive intelligence within the service is designed to improve the organisation and visibility of information, for example by highlighting recurring themes or identifying gaps in contributions. The service does not assess risk, make safeguarding decisions or replace professional judgement. Responsibility for interpretation, decision-making and action remains with the professional and their organisation.

Leafnotes Ambient Scribe is delivered as a standalone, cloud-hosted service and can be used independently or alongside existing care management or case recording systems.

## Data backup, restore and disaster recovery

Leafnotes Ambient Scribe includes managed data protection arrangements appropriate to services handling sensitive and special category personal data.

The service operates within a security framework aligned to recognised good practice. Leaf AI currently holds CyberEssentials 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. Business continuity and disaster recovery arrangements are reviewed periodically and tested in line with internal governance processes.

## Onboarding and offboarding support

### Onboarding

Leafnotes Ambient Scribe provides structured onboarding support to ensure the service is implemented safely, appropriately and in line with organisational governance and information governance requirements.

Onboarding support may include:

- Initial system configuration and account setup
- User and role configuration
- Guidance on appropriate use of ambient capture and AI-assisted drafting
- Guided onboarding sessions for administrators and professional 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

Leafnotes Ambient Scribe 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
- 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

Leafnotes Ambient Scribe is delivered as a cloud-hosted service and operates within defined service and technical parameters to ensure security, reliability and safe use.

Service constraints include:

- Access requires a modern smartphone and a reliable internet connection
- Voice capture quality may be affected by microphone quality, background noise and recording environment
- AI-assisted drafting produces draft outputs only and requires professional review and approval prior to use
- The service does not replace statutory systems or professional safeguarding responsibilities
- Customisation is limited to configuration options available within the service

These constraints support consistent service performance and safe, responsible use within professional practice.

## Service levels

Leafnotes Ambient Scribe is delivered as a managed cloud service with defined service levels designed to support reliability and continuity of 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

Leafnotes Ambient Scribe 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 the appropriate and responsible use of ambient capture and AI-assisted drafting

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 professional context.

Customer responsibilities include:

- Ensuring appropriate use of the service by authorised users
- Managing local user access, credentials and permissions
- Reviewing, validating and approving all records created using AI-assisted drafting prior to final use
- Ensuring compliance with applicable information governance, safeguarding and confidentiality requirements
- Maintaining suitable devices and reliable internet connectivity for access to the service

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

## Outage, maintenance management and software updates

Leafnotes Ambient Scribe 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 identify lessons learned and inform service improvement and operational controls.

## Hosting options and locations

Leafnotes Ambient Scribe 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

Leafnotes Ambient Scribe 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.

## Security

Leafnotes Ambient Scribe is designed for use in environments handling sensitive and special category personal data.

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

Where audio capture and transcription are used, Leafnotes Ambient Scribe recognises that audio files and transcripts may constitute personal data and applies appropriate technical and organisational safeguards.

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