

EquiCare™ - Service Definition

Software-as-a-Service (SaaS)
JGME Consulting UK Ltd
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1. Service Overview

EquiCare™ is a secure, cloud-hosted Software-as-a-Service (SaaS) platform that supports UK Local Authorities in delivering, managing, and assuring Care Act 2014–compliant adult social care assessments through structured, auditable digital workflows.

The service supports practitioners, managers, and administrators to record assessments, manage workloads, improve data quality, and evidence decision-making. By digitising and standardising assessment processes, EquiCare™ helps councils reduce manual administration, improve consistency, and provide clearer operational and management oversight.

EquiCare™ captures structured assessment data to support timely decision-making, reporting, and assurance. This enables councils to monitor activity and outcomes across different population groups, helping to inform service planning and actions to address service demand and health inequalities.

The service is delivered as a multi-tenant SaaS solution, with strict logical separation of customer data, role-based access controls, and security measures aligned with UK public-sector, local government, and social care regulatory requirements.

EquiCare™ is modular and can be deployed as:

- **EquiCare Notes** - assessment recording, transcription, and summarisation,
- **EquiCare Triage** - digital and voice-based triage and eligibility determination, or
- **Full EquiCare** - Notes + Triage + end-to-end Care Act workflows.

2. Service Scope and Intended Users

Service Scope

In Scope

- Digital Care Act assessment workflows
- AI-assisted recording, transcription, summarisation, and drafting
- Digital triage and eligibility determination
- Role-based access controls
- Audit logging and monitoring.
- Reporting and operational oversight
- Secure data storage and retrieval
- User onboarding and offboarding
- Support, incident, and service management.

Out of Scope (unless agreed contractually)

- Bespoke software development
- Complex historical data migration
- Non-standard integration with legacy systems

- On-premises hosting or buyer-managed infrastructure

Intended Customers

- UK Local Authorities and Councils
- Adult Social Care departments
- Related public-sector bodies delivering Care Act assessments.

Intended Users

- Social workers and practitioners
- Team managers and supervisors
- Operational and service managers
- Buyer-side system administrators

3. Core Features and Functionality

EquiCare™ provides functionality to support the end-to-end adult social care assessment lifecycle, including:

- Digital Care Act 2014–compliant assessments, including triage, case notes, structured conversations, and assessment summaries.
- AI-assisted drafting and reporting tools to support statutory documentation.
- Structured data capture with validation to improve data quality and consistency.
- Role-based access controls and permissions
- Comprehensive audit logging of user and administrative actions
- Reporting dashboards and operational oversight for managers and administrators
- Secure storage and retrieval of assessment, case, and audit data

The service is configurable to reflect local authority processes while maintaining a consistent, standards-based assessment framework to support governance, assurance, comparability, and inspection readiness.

4. Service Delivery Model

EquiCare™ is delivered as an internet-accessible SaaS solution:

- No on-premises infrastructure required.
- Access via standard modern web browsers
- Hosted exclusively in UK cloud infrastructure
- Fully managed, maintained, and supported by the supplier.

Buyers do not need to install, host, or manage servers, databases, application software, or supporting infrastructure.

All subscription pricing includes secure Azure cloud hosting, infrastructure, scaling, monitoring, backups and operational management within defined fair-usage limits.

5. Security, Governance and Data Protection

Information Security

EquiCare™ is designed in line with the UK Government Cloud Security Principles, including:

- Strong user authentication and access controls
- Role-based permissions and least-privilege access
- Encryption of data in transit and at rest
- Secure configuration and protective monitoring
- Continuous logging and monitoring
- Defined vulnerability and incident management processes

Data Protection

- Personal data is processed in accordance with UK Data Protection Legislation
- Customer data is logically segregated per Customer.
- Data residency is within the United Kingdom
- Audit logs are retained for assurance and investigation for at least 12 months.
 - Customer user audit logs available in-service
 - Supplier administrative actions available via support on request

Governance

- A named senior accountable person within JGME Consulting UK Ltd holds responsibility for service security
- Security policies, risk management, and oversight processes are documented, maintained, and reviewed on a regular basis.

6. Identity, Access, and Authentication

- All users must be authenticated.
- Supports identity federation (for example, council SSO).
- Multi-factor authentication enforced for privileged roles.
- Administrative access strictly restricted.
- Access reviewed periodically by the customer and removed promptly when no longer required.

7. Audit, Logging, and Monitoring

EquiCare™ provides:

- Real-time audit logs of Customer user actions.
- Logged supplier administrative actions, available to Customers via support on request.

- System and security logs retained for at least 12 months.
- Monitoring to detect service issues and potential security events.

Audit information supports governance, accountability, compliance, and incident investigation.

8. Resilience and Availability

- Cloud-native architecture designed for high availability.
- Redundant infrastructure within UK cloud regions.
- Automated backups and recovery processes.
- Disaster Recovery (DR) approach and RTO/RPO available on request.
- Monitored service health and capacity.
- Planned maintenance notified in advance.

Service availability targets and service credits are defined in the Service Level Agreement (SLA).

9. Incident and Problem Management

- Defined incident management procedures.
- Pre-defined processes for common service and security events.
- Clear escalation paths and response timelines.
- Incident communications provided to buyers.
- Post-incident reports issued for significant incidents.

10. Onboarding and Implementation

Supplier-led onboarding includes:

- Buyer tenant setup and configuration.
- Role and access configuration.
- Initial guidance and enablement.

Onboarding is structured to ensure secure, compliant, and effective use of the service from day one.

11. Support and Service Management

- Support provided via defined contact channels.
- Incidents prioritised by severity.
- Clear escalation and resolution processes.
- Service communications for planned maintenance and incidents.

Support hours and response targets are defined contractually.

12. Service Levels

The service is provided with a defined SLA covering:

- Availability
- Incident response
- Service credits for failure to meet targets.

Detailed SLA terms are provided at contract stage.

13. Exit and Data Portability

On contract termination:

- Customer data can be securely extracted in an agreed, commonly used format.
- Data is securely deleted in line with data sanitisation processes.
- Exit support provided where contractually agreed.

14. Pricing Model

Pricing is transparent and based on:

- Selected EquiCare modules (Notes, Triage, or Full EquiCare)
- Number of users (where applicable)
- Volume of triage requests processed.
- Contract duration and agreed terms.

Pricing includes Azure infrastructure hosting, security, scaling, and operational management within fair-usage thresholds.

No free or trial version is provided.

15. Compliance and Assurance

EquiCare™ aligns with:

- Care Act 2014 requirements
- UK Data Protection Legislation
- Government Cloud Security Principles
- UK Software Security Code of Practice

Assurance information is available to on request.

16. Accessibility

The service is designed to support accessibility requirements, including:

- Clear language and structured content
- Compatibility with assistive technologies
- Ongoing improvement in line with public-sector accessibility expectations

17. Supplier Information

Supplier: JGME Consulting UK Ltd

Service Name: EquiCare™

Service Type: Software-as-a-Service (SaaS)

Delivery Model: UK-hosted cloud service