

The Lancaster Model (TLM)

A Whole Service Redesign Based
on Health Needs Assessments

Service definition





Introduction

The Lancaster Model (TLM) is a digital Health Needs Assessment solution built on AireBlocks, our low-code platform. Validated through years of research, TLM helps services identify and address issues early in children, young people, and families. It delivers electronic Universal Assessments aligned with government directives, enabling proactive, needs-led care, seamless multi-agency collaboration, reduced inequalities, improved outcomes, and more effective targeting of resources.

Overview

Identifying and supporting children, young people, and families at risk is vital for modernising health and care delivery. Effective early intervention prevents crisis escalation, improves outcomes, and ensures support reaches those who need it most.

Many services still rely on paper-based assessments or siloed IT systems, delaying risk identification and limiting visibility for practitioners. Processing assessments can take months, reducing the opportunity for timely intervention. TLM addresses these challenges through a fully digital, evidence-based approach.

Proven Benefits

- **Act Early:** Online Health & Wellbeing Assessments at key transition points, with automated alerts for risks. Enables timely intervention.
- **Collaborate and Integrate:** Caseholders review assessments, record actions, and work across agencies with a full audit trail.
- **Drive Measurable Impact:** Real-time dashboards and benchmarking inform commissioning, improve outcomes, and evidence service demand.
- **Reduce Inequalities:** Consistent assessments ensure vulnerable children, including borderline cases, are identified and supported.
- **Support Multi-Agency Collaboration:** Connect health teams, schools, and local services through one platform, improving visibility, accountability, and coordination.

Features

TLM is grounded in research and aligned with government directives. It combines:

- Universal online assessments in age-appropriate language
- Evidence-based algorithms to identify risks and trigger alerts
- A secure case management portal with full audit trail
- Configurable workflows to automate communications, allocate resources, and manage support packages
- Population-level dashboards for measuring outcomes, commissioning, and service planning
- Live aggregated data for benchmarking and strategic insights

By combining proactive assessment with workflow automation, TLM ensures no child or family “sits under the radar,” enabling a needs-led, equitable, and effective approach to child health.



Implementation

TLM offers a structured five-step implementation process:

1. **Scoping Exercise:** Evidence current interventions and services to benchmark against government directives and local requirements.
2. **Skills Analysis Strategy:** Assess team members' skills, knowledge, and competencies.
3. **Workforce Redesign:** Align roles, responsibilities, and decision-making levels to team competencies and local population needs.
4. **Health Needs Assessment:** Embed online questionnaires into daily practice at four key transition points: Reception (4–5 years), Year 6 (10–11 years), Midteens (13–14 years), and Post-16.
5. **Training Support:** Tailor bespoke training packages with ongoing yearly monitoring to reflect changes and new requirements.

Hosting and technical requirements

TLM is delivered as a fully hosted solution through our trusted partner, AWS, providing the highest levels of security and compliance. The platform is browser-based and accessible via any modern browser, including Chrome, Edge, Safari, and Firefox, without the need for additional extensions.

Designed with a mobile-first approach, TLM is fully responsive across smartphones, tablets, and desktop devices, ensuring seamless access regardless of screen size or aspect ratio. In line with our open platform policy, TLM includes open APIs, allowing integration with a wide range of other systems and solutions. This flexibility ensures that services can connect TLM with existing technology and adapt it to meet evolving local requirements.

Support

Aire Logic provides comprehensive technical support for TLM following implementation. Our support team is available between 8:30am and 5:30pm, reachable by telephone or email. All support requests are logged and tracked through our JIRA-driven support desk, ensuring timely updates and resolution in line with agreed service level agreements.

Our approach is underpinned by a continuous improvement ethos, with TLM regularly updated to meet evolving requirements and to reflect new needs identified by services. In addition to technical support, we offer dedicated account management to review system performance, discuss new features, and explore opportunities to extend the use of the platform, ensuring services can make the most of TLM over time.



About us

We work best with forward-thinking teams who value collaboration, seek sustainable impact, and are ready to do things differently. Many organisations struggle with siloed systems, limited in-house capability, and overwhelming technical debt — that's where we come in. As a trusted, independent enabler, we co-design and build simple, scalable infrastructure that empowers patients, improves outcomes, and makes staff lives easier.

Employee-owned and B-Corp certified, we prioritise societal value over profit. We invest in open, reusable solutions and always act in the best interests of our partners. Whether we're supporting local trusts or shaping national programmes, our teams leave our customers in a better place than where we found them.

We don't just deliver software. We enable change, and help create a more connected, proactive, and sustainable health and care system.

