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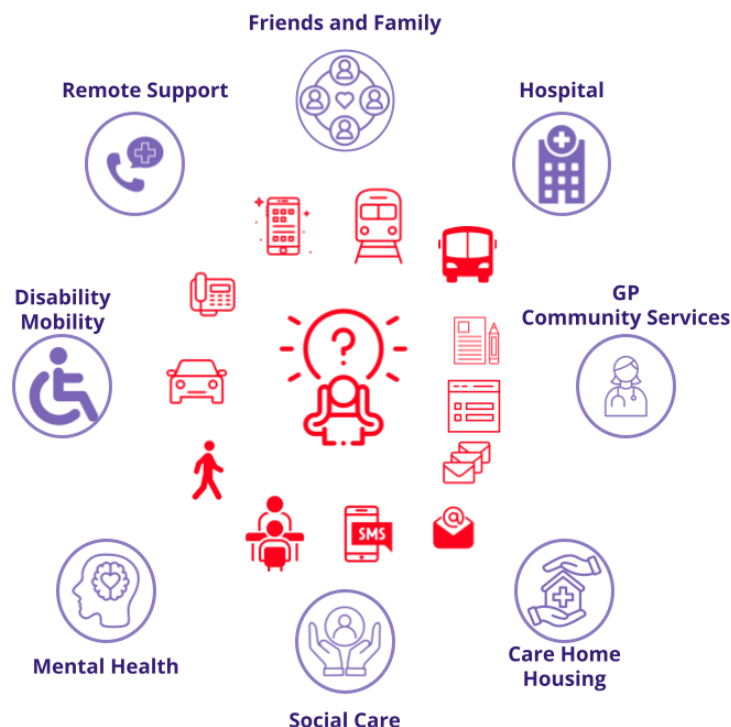
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Introduction

The Safe Secure Cloud is an open ecosystem with Core APIs and Application services that are operated 365 days a year 24 hours a day as a cloud based shared service for public benefit. The Safe Secure Cloud is a utility for solving a range of systemic challenges faced in delivering seamless integration across multiple organisations for two way personal data and events sharing, use of identity services and addressing the need for access to information from curated content publishers and directory services.

We address the systemic issues being faced across public services today that impact ease of access, assessment and onboarding of citizens in an inclusive manner that delivers a better experience and outcomes for citizens and service providers. The current situation is one of extensive Friction, Effort, Risk and Cost in delivering services which are often in silos within service providers.

Today's experience for citizen service users accessing public services and front line teams delivering them



The diagram above presents today's reality as experienced by citizens and service providers from line teams. A world of Friction, Effort, Risk and Cost which

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leads to productivity and capacity blockers.

This situation is compounded with the need to deliver seamless integrated services across the wider range of service providers delivering public services from across the public, third and independent sector who need to work together to deliver end to end services. There is significant duplication of effort for citizens and their own informal networks of carers and supporters and the front line teams in each organisation delivering those services. Administration costs are high and this drains capacity from front line teams to actually deliver their services.

This is the systemic issue we overcome for citizens and our subscribers. Joined up seamless services by enabling connectivity to a GDPR compliant person centred ecosystem that enables services to be joined up with dramatic reductions in Friction, Effort, Risk and Cost operationally and the cost of delivering technical integration and interoperability need to deliver seamless services.

We focus on solving systemic challenges for everyone

We understand that many daily challenges exist in delivering front line services. There is tension between that and the desire for improvements, achieving integrated services and improved outcomes, experience and reducing costs.

We help you tackle these systemic issues faced today by making it possible to overcome those in an incremental manner. This approach delivers increasing returns in far shorter timescales than traditionally experienced. A compelling business case entirely within an organisation or group of organisations to make.

This approach benefits all stakeholders, people and service providers. Data flows across public services and enables proactive engagement and prioritisation.

It addresses the significant issues of application consolidation, interoperability and service integration as well as any new reporting layers.

Adding the person-centred architecture as an option into your strategic and operational plans delivers the strategy of citizen centred seamless services and significant levels of savings against increasing demand for services.

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We enable services to be connected seamlessly and implemented incrementally within a single service or across a network of services.

Significant changes are coming to public services across the UK

There are significant ongoing operational and financial pressures on public services. In addition pressures are coming from reorganisations of public services and how they are being managed and delivered. Consolidation of NHS into fewer regional governance structures both in England and Scotland. Local Government Reorganisation and consolidation into fewer institutions through Unitary Authorities in England over the next three years.

This has a knock on effect into the third and independent sector and the attending change management and migration and integration of existing application software and services as they seek to integrate more seamlessly.

In all these changes, the only remaining constant are the people - citizens, carers, front line teams, communities. A person centred architecture for interoperability and service integration is the way forward.

We believe we can provide cost effective and innovative support for these consolidations and transformations. We can reduce the risk and complexity of these changes and deliver an innovative path towards seamless service integration across our subscribers and the local public service delivery networks.

We are here to assist with our Software as a Service and expertise and support services to de-risk these challenges and deliver positive impact for public services today and into the future in a sustainable low cost way which improves outcomes and experience for all.

Key Service Features and Benefits

Mydex CIC and the Safe Secure Cloud are independently certified for information security management under ISO27001:2022. The Safe Secure Cloud is resilient, highly available and entirely hosted in the United Kingdom and fully GDPR Compliant.

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We provide public technical documentation for anyone seeking to get connected to, and integrated with, the Mydex Safe Secure Cloud APIs and Application Services.

Service features

- Secure two way personal and service event data exchange
- Secure identity federation to enable single sign on with MFA
- Access to curated content from open sources via secure APIs
- Engagement, Feedback, Research Dashboard services
- Third party Identity Provider mapping
- Interoperability across data standards and protocols using configurable templates
- Personal Data Stores, Holder Services free for citizen service users
- Self Managed Directory Services and referral management and social prescribing
- Service Provider front line service management and engagement applications
- Pre-integrated Feature Blocks for self management & two-way service interactions

Service benefits

- Reduced Friction, Effort , Risk and Cost in service delivery
- Improved productivity in operational services
- Improved user experience
- Improved timelines and quality of outcomes
- Improved management, regulatory and compliance reporting
- Improved research in policy development, innovation, transformation and improvement
- Ensures GDPR compliance seamlessly
- Improves data quality, security and reduces data sparsity and duplication
- Eradicates unnecessary form filling
- Delivers seamless service integration across multi-disciplinary teams across multiple organisations

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Mydex services are free to citizens for life

Mydex is a Community Interest Company serving citizens in all walks of their life. We equip them with easy to use, safe and secure tools to hold their own personal data and manage their interactions with the world around them independently. When a citizen signs up to the Mydex Safe Secure Cloud we refer to them as Members. We provide the Safe Secure Cloud entirely free of charge to our Members for Life. We enable Members to be independent, in control and to have agency across their life. This includes provisioning a MydexID and Personal Data Store for life and the ability to connect with sources of their personal data and manage their personal data and relationships seamlessly using a web application. Members also have access to a wealth of curated content and directories which they personalise and integrate into their life.

We provide Members with connectivity over the world wide web for the safe and secure sharing of their personal data, interactions and events with organisations who provide services to them to enable seamless services and eradicate friction, effort, risk and cost experienced by citizens and service providers today. We call this FERC.

We enable Members to create and manage their own personal networks for securing support from other Members and providing support to other Members. Typically these are friends and family who form part of their own circles of support during their life. Members control what others Members can see and do on their behalf transparently and in a fully audited manner.

Members remain in complete control at all times. Their control and agency is the embodiment of their Human Rights under the GDPR. Members are empowered to be an active participant in the provision of services to themselves and others by placing them at the centre and acting as the point of integration.

Organisations access via subscription services

Any organisation can subscribe to the Safe Secure Cloud shared services directly using their existing application software to reduce the friction, effort risk and

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cost involved in providing services and sharing data and events as needed. This delivers a step change in citizens' experience and quality of outcomes whilst reducing their own administrative overheads.

When an organisation signs up, we refer to them as Subscribers.

This directly leads to increased productivity for Subscribers and releases capacity to front line services through reduced administration costs.

The Safe Secure Cloud offers Subscribers the additional benefits of **streamlining their own information governance, and automatically delivers their GDPR compliance obligations** and uses them to drive innovation.

Critically, the Safe Secure Cloud **dramatically reduces an organisation's integration and operating costs** as they only need to connect once per application within their own organisations enabling seamless data sharing internally. The Safe Secure Cloud operates as a shared service and utility.

Uniquely, the Safe Secure Cloud enables **organisations to use their direct connection with the citizens they serve**. This routes information via the citizen to other service providers seamlessly. The whole system supports the same citizen at the centre. All participants are connected to the Safe Secure Cloud under their own GDPR Compliant Data Sharing and Services Agreements.

The Safe Secure Cloud **addresses the systemic issues faced by organisations today in delivering seamless joined up services across a network of service providers local, regionally, nationally and internationally**. Subscribers come from across the public, third and independent sectors.

Subscribers can, when connected to the Safe Secure Cloud, **work collaboratively together in a seamless manner without the burden and complexity of information sharing agreements between each other**.

Traditional information sharing agreements between two or more organisations are time consuming to develop and agree and even harder to maintain and monitor as the landscape of services and demand is constantly evolving and changing.

Subscribers can use the Safe Secure Cloud for operational service integration,

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management reporting, statutory and regulatory compliance reporting, research and innovation and as a two way feedback channel between themselves and citizens for citizen reported experience and outcome measures and design and development of service improvements.

Organisation low cost subscription fees

Subscribers pay low cost subscription fees to use the Safe Secure Cloud Core API Services and Application Services.

There are no transaction fees and it is a pay as they use basis with those fees linked to the number of individuals they connect to and the subscription services they use.

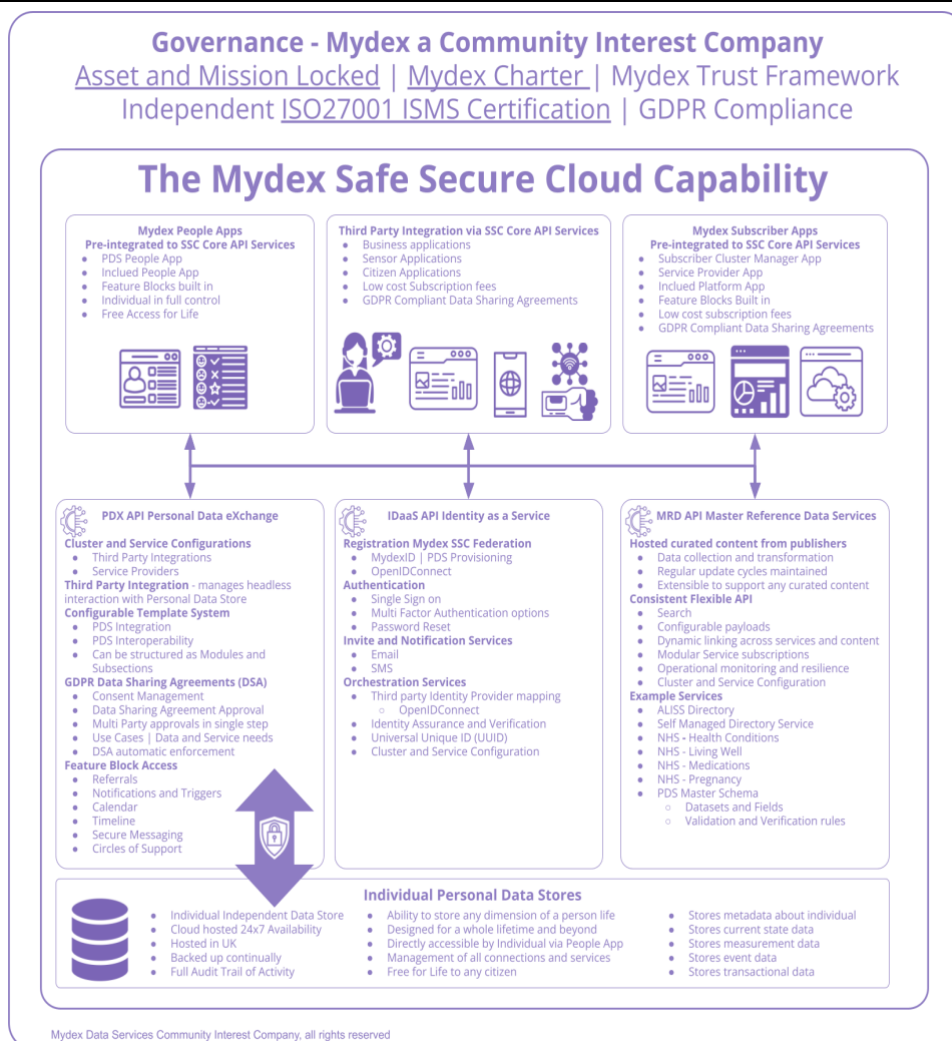
We provide configuration and support services for Subscribers and their application providers to ease connectivity and integration with the core SSC API Services. It is these core SSC API that **enable interoperability** across diverse systems and data standards.

The Safe Secure Cloud is available via the Crown Commercial Services G-Cloud and as well as the Dynamic Purchasing System Digital Co-Managed Care Framework available across Scotland public sector.

Overview of Safe Secure Cloud Core API and Application services

The infographic below summarises the capabilities and foundations of the Safe Secure Core API and Applications services which are described in more detail below it. It is designed to enable seamless person centred services and connectivity across local, regional and national services and the individual's own personal networks. This activates the population and integrates them into service delivery and support across the public, third and independent sectors.

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The core technical elements that can be integrated and connected to are summarised below. Each of these have detailed documentation organised in a logical order to help orientate a Subscriber's internal teams and their application providers. It is designed for technical teams including solutions architects, technical architects and software developers to help them understand the Safe Secure Cloud and get connected and integrated to secure the benefits available.

Implementation and integration can be undertaken on an incremental basis based on the Subscriber's own needs and priorities.

Core API Services

Each of our Core API services may be selected and used independently of each other. They can be combined to deliver integrated seamless services. They

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connect citizen service users, students, employees, volunteers with their service provider organisations, employers and education institutions to create a secure distributed data sharing network, identity federation and shared information resources.

Personal Data eXchange

Members can connect with any Subscriber they wish to using the Personal Data eXchange. This is under a uniform legal contract that we call a [Data Sharing and Services Agreement](#) which is fully GDPR compliant. This is between the Member and the Subscriber.

Members are able to review, modify, approve or reject a Data Sharing and Services Agreement when presented by a Subscriber.

Subscribers can plug into the Safe Secure Cloud for the purposes of seamless two way data and event exchange whether to deliver or collect data via secure APIs. Subscribers are able to define their GDPR compliant Data Sharing and Services Agreements to meet their needs. This sets out the use cases involved, the nature of data and services to be used and a full GDPR declaration of compliance.

All connections between Members and Subscribers are uniquely encrypted and authenticated. Data Sharing and Services Agreements can be updated at any time with Member consent and Members can remove a Subscriber at any time. Subscribers can disconnect from a Member if and when services cease to be required.

Mydex as the Safe Secure Cloud provider acts as the agent of the Member and enforces the approved Data Sharing and Services Agreements automatically. Mydex has no access or rights to their Members' Personal Data Store beyond execution of their approved Data Sharing and Services Agreements, and provision of the services to Members.

All data moved across the Personal Data eXchange between the Member and the Subscriber is uniquely encrypted. No two connections and exchanges are ever the same.

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The Personal Data eXchange manages the integrity, linking, filing and updating a Member's Personal Data Store automatically. No effort is required from Members or Subscribers

The Personal Data eXchange offers **Feature Blocks** which are collections of data and services using consistent API structure to simplify integration. It provides the **Mydex Template System** to enable configuration of unique combinations of data and formats to streamline third party integration and interoperability. All templates are available to any Subscriber as part of the shared services and interoperability mission of Mydex CIC.

Identity as a Service

In addition to the provision of a MydexID to Members, Subscribers can make use of the Mydex Identity Federation to support single sign-on using the MydexID, and through its orchestration services the integration of **third party identity providers** and mapping them to the Members MydexID.

Members and Subscribers can set their level of **Multi-Factor Authentication** and register their mobile numbers, devices and email addresses against their MydexID to prevent misuse of any of these identifiers by bad actors. All use of a Member's Digital Identity services are logged within their Personal Data Store.

Subscribers can relieve themselves of running their own identity provider services and focus on access control in the context of their own applications and services.

Master Reference Data Services

There is a tremendous amount of duplication of effort across many organisations as they seek to validate data as part of their data entry forms and automated processing. We describe this type of data as Master Reference Data, it is not personal data but it affects everyone's lives and the service providers who support them.

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In addition there are extensive sources of open curated content published in the form of online information about a wide range of matters and directory services that are traditionally presented on websites which are not integrated into the applications and services people use.

Master Reference Data services are designed to reduce the friction, effort, risk and cost for Members and Subscribers who need to ensure the data they are using can be validated whether this is for something as simple as a postcode, or through to complex health conditions and diagnosis or want to seamlessly integrate curated content into their own applications. Members can view this information and use it at any time from within their own People Application and personalise their views and use of it based on their own profiles and preferences.

Our goals are to deliver seamless access to directories and curated content and maintain a professionally managed, highly available and resilient set of master reference data services. This helps our Subscribers and their application providers in not reinventing the wheel. It removes duplication and the effort of others and can achieve productivity and interoperability across different classification systems.

Personal Data Store (Holder Services) for a lifetime of storage

All our Core API and Application Services are preintegrated with our cloud based Personal Data Store (Holder Service) provided free of charge to citizens for life.

We call citizens Members as we serve them as a community interest company and public benefit organisation.

A Member's Personal Data Store is designed to store the data about any aspect of a Member's life as expressed in data. Data about them, data about their activities, data about their interactions and relationships.

The PDS is designed to store and manage a lifetime of data safely, securely and resiliently.



Application Services

Subscriber management web applications to our Core APIs create configurations and collections of subscribers to form a secure integrated network for seamless service integration. This can also be used to facilitate efficient, effective and low cost reorganisation of public services across local government, the NHS as organisations are consolidated and can simply migration and consolidation of application software and services.

We also provide some Web Applications for People (Members) and Subscribers for operational use in their service delivery.

All our applications use Feature Blocks which are common components that are integrated into each application from a **common Design system** that is **WCAG 2.2 Level AA compliant** and **fully responsive** to device type, orientation and screen size.

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Key Feature Blocks



Used by all



Service Directory



Referrals



Calendar



Secure Messaging



Modular About Me

Used by Individual's



Timeline



Circles of Support



Account Management

- Security preferences
- Activity Logs
- Connection Management

Used by Service Providers

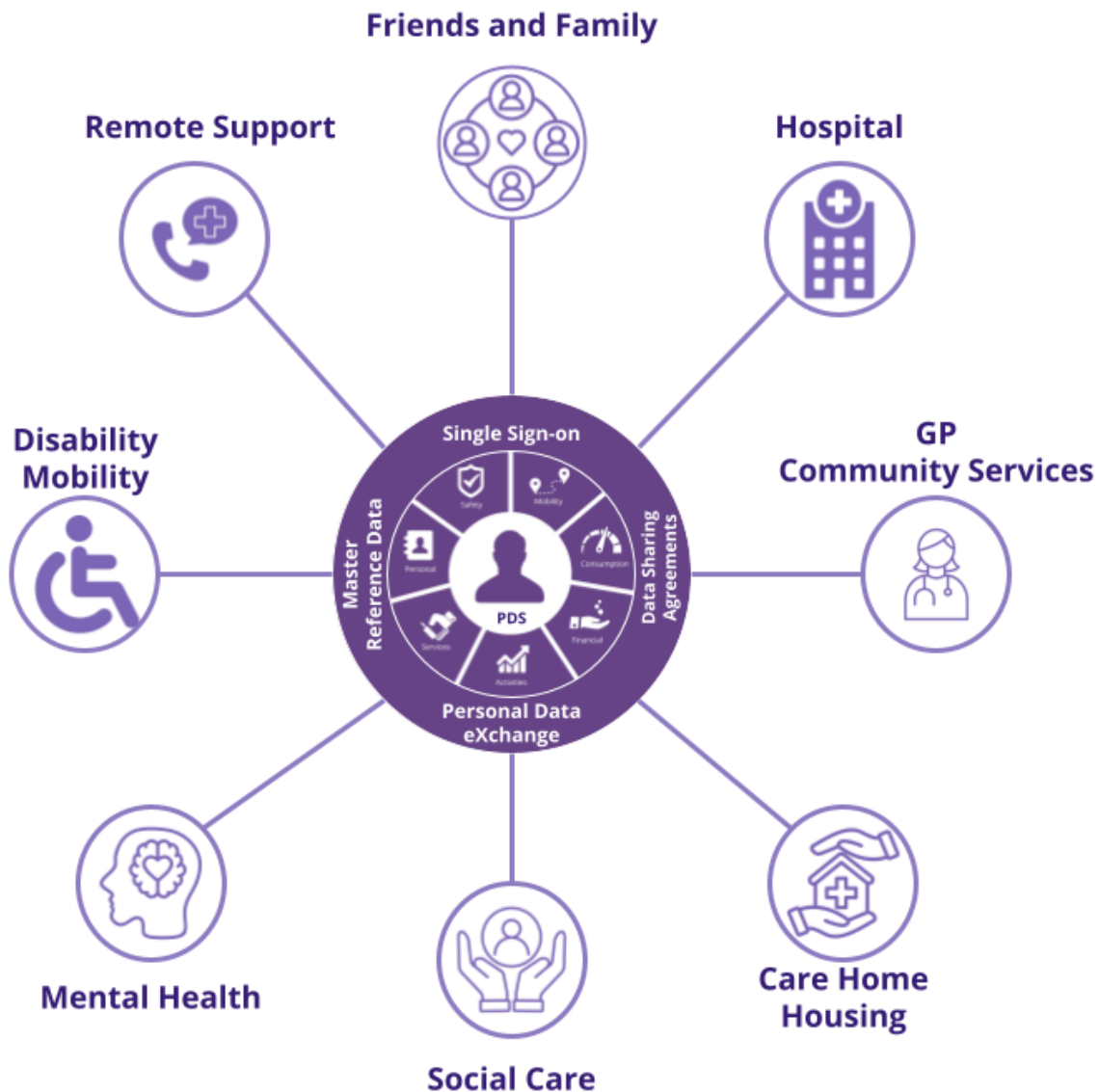
- Self Service Organisation Management
- Client List Management

Mydex Data Services Community Interest Company, all rights reserved

The People App

This is the individual's digital front door to their life as recorded in their Personal Data Store and managing their connectivity with subscribers. The People App combined with the Personal Data Store and Core API services enables an individual to gain a 360 degree view of their life and the services that support them. Below is a representation of how it is being used in health and social care and public services.

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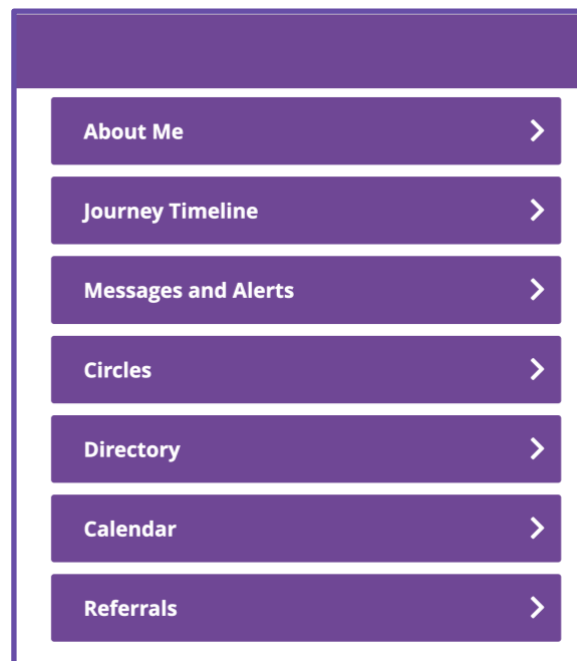


Individuals access their Personal Data Store via their own **Mydex People Application** where they can view, use, organise their data for their own purposes. They can use their data personally and share never before seen collections of data with subscribers and other Members to serve their own needs and secure access to services or support areas of interest. The People App is WCAG 2.2 AA compliant and fully responsive to device and screen orientation and only requires a web browser to login and access.

The People App provides Feature Blocks that work together to ensure ease of navigation and integrated view of their lives including Modular About Me

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Timeline, Secure messaging, Calendar, Information search and retrieval, access to Service Directories and the ability to self refer or be referred to one or more service providers. Each Member has extensive Account Administration tools to enable protection of the digital identity, email addresses, mobile numbers and multi-factor authentication as well as managing their connectivity to subscribers. They have a complete audit trail of activity in the Members Activity Log which is immutable.



Members can gain a complete picture of their life as captured in data and gain a sense of coherence and insight and reduce their own administration costs and get things done more easily. All Data in a Personal Data Store is encrypted uniquely per Personal Data Store.

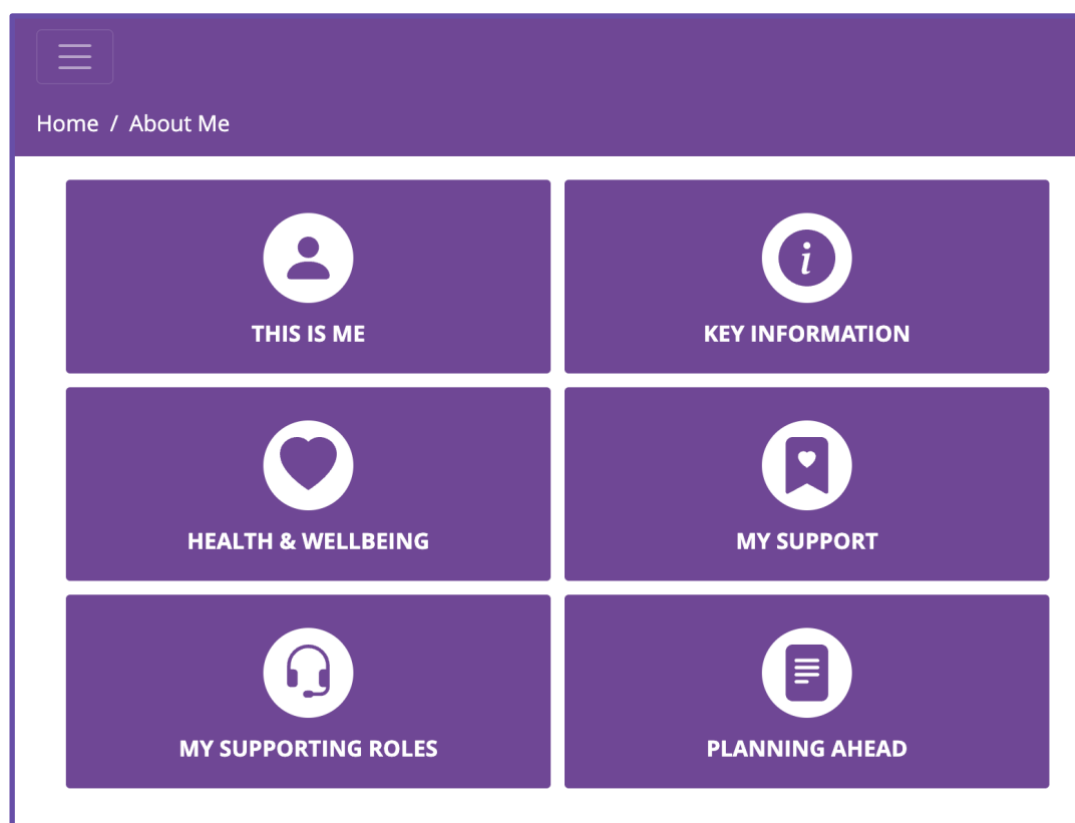
Members can create their own personal networks or circles of support which enables delegated access to friends and family who form part of their own care networks which reduces the complexity of coordination and support provision.

Access is under GDPR compliant Data Sharing and Services Agreements with their Service Providers connected to them via the Core API services. They can exchange service event transactional data, assessments and automatically receive notifications of new information updates that can manage the end to end delivery of services.

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Members can delegate access to friends and family and can control what levels of access at a granular level including view access to key information within their Modular About Me profile stored in their PDS.

This enables individuals directly, or with support from Service Providers and friends and family, to build up a bank of detailed information about themselves that they can share safely, easily and quickly with service providers in such a way that the need for forms is eliminated or greatly reduced and service providers can safely and confidently use the data immediately.



The Modular About Me Feature Block contains six main modules, fifty eight subsections, and about 700 data points. These are designed to capture core information needed for effective support and self-management of health and wellbeing and many other aspects of an individual's life over their lifetime.

Service Provider Application

This is a multi-tenant, multi user cloud based web application that is seamlessly

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integrated into the Safe Secure Cloud Core API services. It was specially designed to connect and equip service providers who do not have their own business applications such as case management and CRM systems and currently may be using paper, spreadsheets and documents and digital forms for completing assessment, referrals, onboarding and operational record keeping supported by email and phone.

The Service Provider Application delivers integrated data and digital services on a low cost subscription basis and is fully GDPR compliant and WCAG 2.2 Level AA compliant. It is responsive to device orientation and screen size. It is primarily used on Desktop, Laptop and tablet devices and can be accessed from a mobile smartphone. It uses the same Feature Blocks as the People App but supports role based access control and client list and referral management.

Service Providers can manage their own Service Directory entries which immediately when published become available to view by Members and other Service Providers. The service directory entries can be used to trigger direct referrals and self directed support seamlessly with no form filling required as the required data is drawn from the Members Personal Data Store.

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Home / Directory

Home

Clients

Calendar

Directory

Organisations

Logout

Services

Create new service

Toggle View

Search

Showing 1 to 5 of 5 rows

ID	Service Name	Last Updated	Status	Actions
3	Foodbank Voucher Scheme	21/12/2025	Live	  
4	NHS Scotland Health Visitor Service	21/12/2025	Live	  
5	Nursery School Service	21/12/2025	Live	  
6	Fostering Service	21/12/2025	Live	  
7	Social Services Reporting Concerns	21/12/2025	Live	  

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Client list and referral management enables the subscriber to assign referrals to one or more team members and gain access to the required information directly from a Members PDS and be able to contribute collaboratively to the completion of assessments and action plans.

Home / Clients

Home Clients Calendar Directory Organisations Logout

Clients

All

Search

Showing 1 to 7 of 7 rows

Status	Member	Service	Referral Date	Updated	Assigned to
Accepted	Isla Mackay	NHS Scotland Health Visitor Service	22-December-2025	22-December-2025	healthvisitor
Accepted	Isla Mackay	Nursery School Service	22-December-2025	22-December-2025	nurseryteacher
Accepted	Isla Mackay	Foodbank Voucher Scheme	22-December-2025	22-December-2025	foodbankmanager
Accepted	Isla Mackay	NHS Scotland Health Visitor Service	22-December-2025	23-December-2025	healthvisitor
Accepted	Isla Mackay	Social Services Reporting Concerns	23-December-2025	23-December-2025	socialservices
Accepted	Isla Mackay	Social Services Reporting Concerns	23-December-2025	23-December-2025	dutyofficer
Accepted	Isla Mackay	Fostering Service	23-December-2025	23-December-2025	fosterparent

Showing 1 to 7 of 7 rows

Once a case or referral is assigned to a team member, they are able to dynamically engage directly with the citizen service user and view their Modular About Me information, send and receive secure messages, and send calendar invites and be notified of acceptance or decline.

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[Home](#) [Clients](#) [Calendar](#) [Directory](#) [Organisations](#) [Logout](#)

Home / Clients / Referral

Referral

NHS Scotland Health Visitor Service

NHS Scotland Health Visitor service offers universal support for families from pregnancy until a child starts school, providing home visits and development checks to ensure well being support parenting, offer health advice and connect families to other se

Referee Name	Isla Mackay
Referral Status	Accepted
Referral Type	Self Referred
Referral Notes (memo)	I have had a new baby
Assigned To	healthvisitor

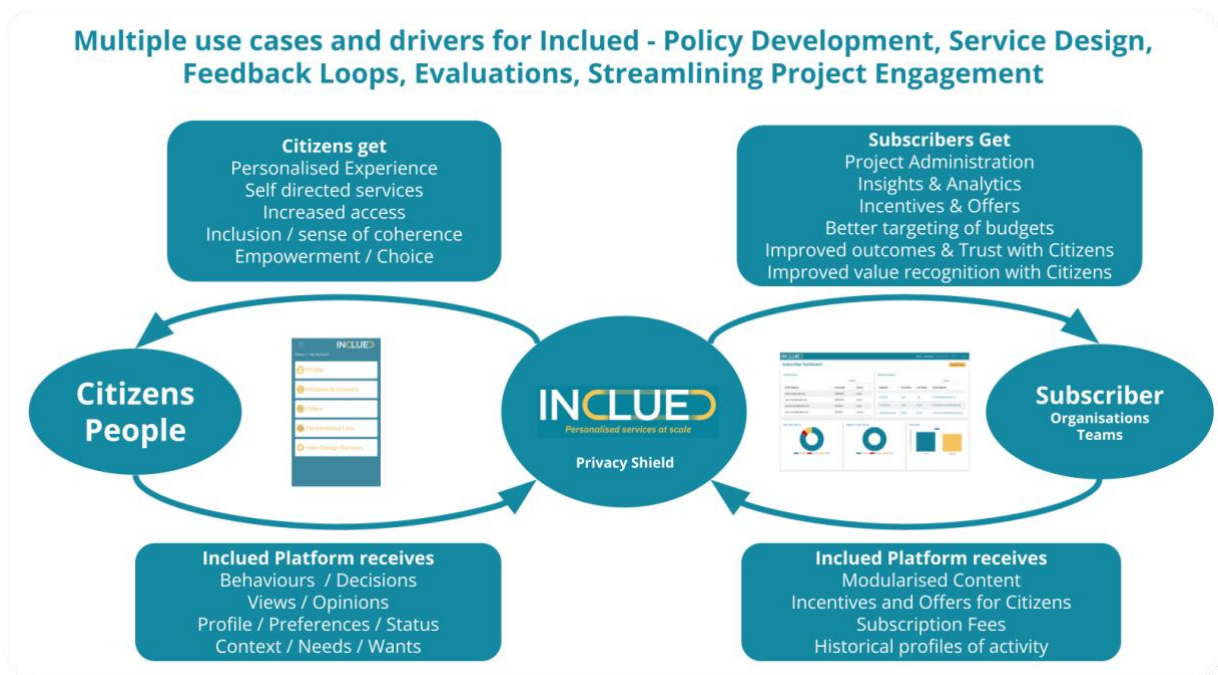
[Invite to Appointment](#)[View your upcoming appointments](#)[View About Me](#)[View/Send Messages](#)

The same environment supports ongoing operational service delivery right through to offboarding at the end of service delivery.

Included Citizen Engagement Platform

The Included platform provides a set of integrated services that enable subscribing organisations and citizens to engage with each other.

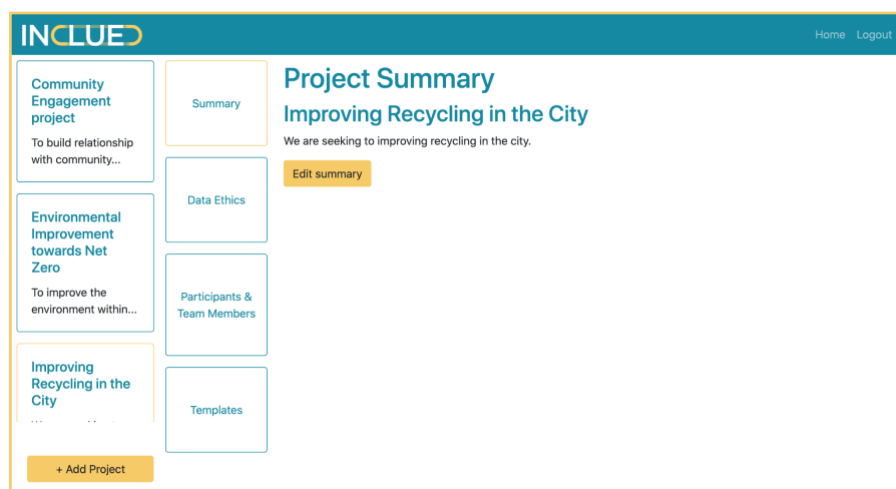
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These services are designed to reduce the friction, effort, risk and cost involved in citizen engagement and the recruitment, management and administration of service interactions with citizens and secure citizen reported experience and outcome measures either as a snapshot or over an extended period of time.

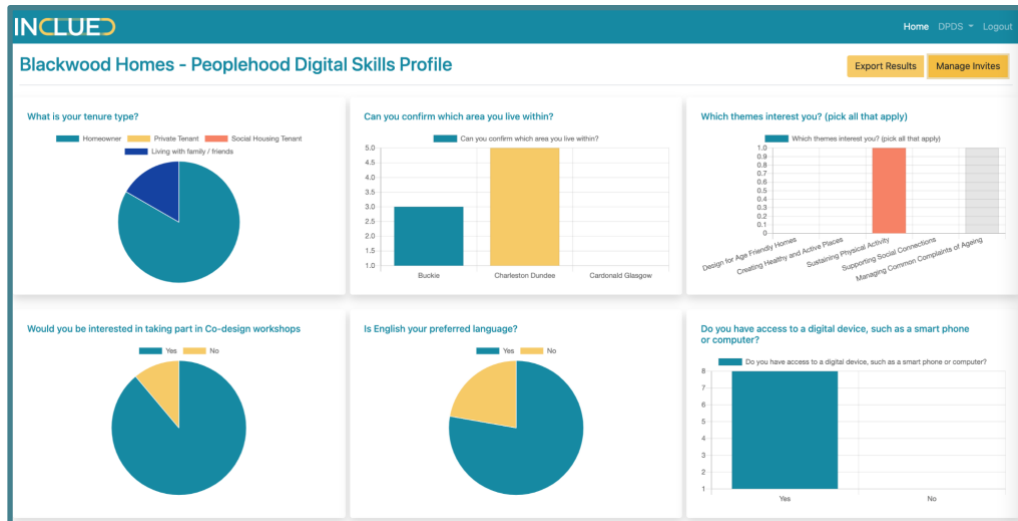
The three key services **Included** provides to subscribers are:

- **Projects** - The ability to create projects, define the content, perform data ethics checklists and ensure citizen recruitment, onboarding and relevant permissions are managed seamlessly

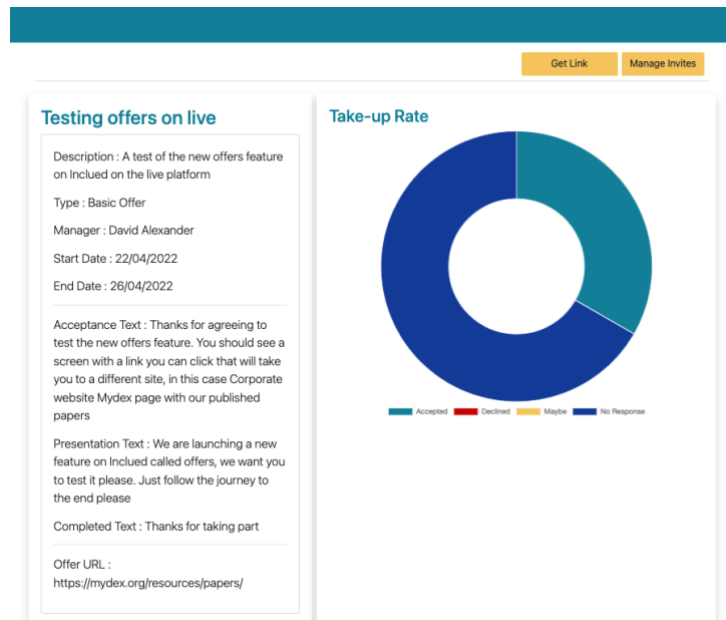


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- **Insights** - The ability to design and send invites to citizens to take part in a range of feedback and insight services such as surveys and view the results in dashboards automatically generated.

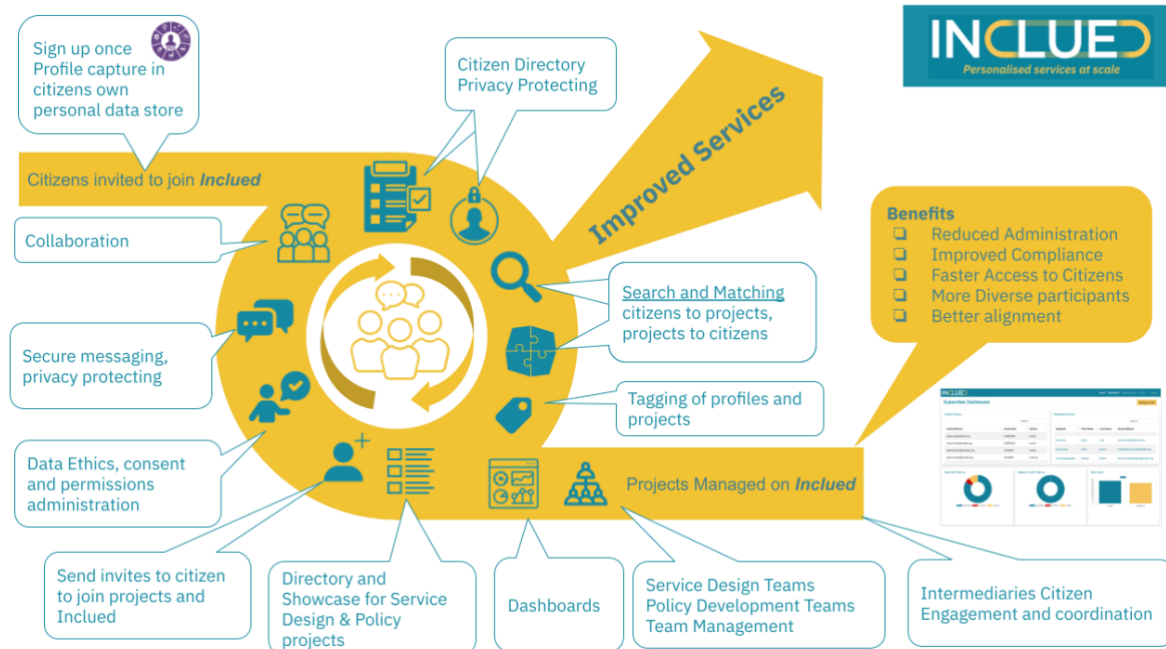


- **Offers and Incentives** - The ability to send invites with linked offers and incentives to citizens that trigger or link to other services and events.



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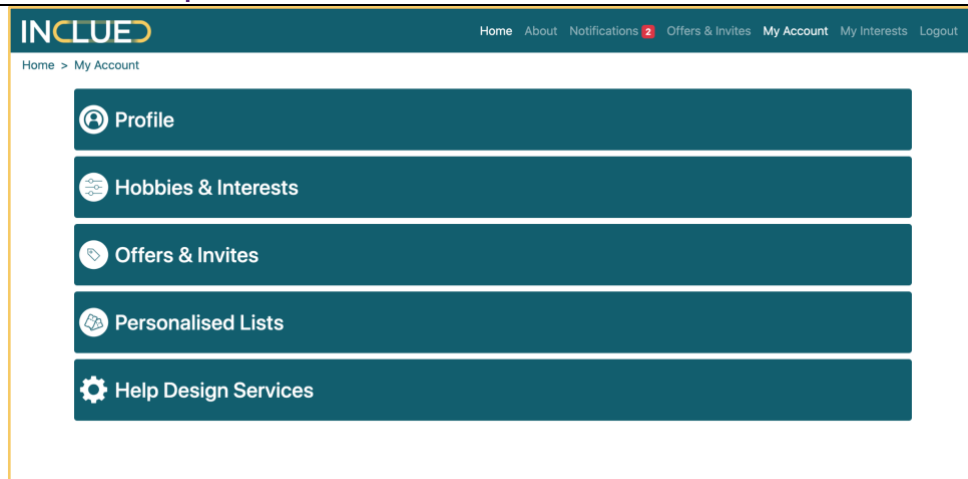
Included provides an integrated end to end workflow to provide a complete solution for managing citizen engagement and feedback loops.



Included enables subscribers to build communities and cohorts of citizens with full Data Ethics and GDPR compliant consent which can be for long term or short term engagement. It is designed to reduce the Friction, Effort Risk and Cost (FERC) for subscribers in setting up and securing consents required seamlessly without the need for paper documents as all sign up and consent is handled seamlessly.

Citizens are equipped with an intuitive, easy-to-use web app that can be accessed from anywhere, in which they can receive invites to any of the services from subscribers. Citizens are in control of their own personal data which is stored in their own personal data store and only shared where and when they wish. The app is fully responsive and will adjust to device orientation and screen size and is WCAG 2.2 Level AA compliant. Citizens only need to sign up once.

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We offer a **citizen directory** with anonymous profiles that citizens can publish about themselves for different purposes and interests. Subscribers can search the citizen directory and select suitable profiles to meet their needs and invite them to connect with your projects and programmes. **Included** also offers Subscribers a **Projects Directory** where citizens can find projects they may wish to participate in and request to participate.

Included offers a comprehensive invite service which can be based on email, SMS or QR codes for use in print media, social media and newsletters to enable ease of sign up and activation of a citizen for participation in a project. The status of all invites is visible and can offer resend. Bulk population of invites is standard, further reducing the complexity of managing the invite process. Once a citizen is signed up and part of a WMCA subscriber organisation they can be engaged directly via **Included** for ongoing interaction without the need for further emails and SMS invites.

Subscriber can create specific projects and teams with different access rights and roles at a granular level which will make team participation easy for the 18 councils and their staff.

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Included is integrated with the citizen's own independent personal data store (PDS) or holder service, which contains their personal data and service interactions with their service providers across the public, third and independent sectors. All participation using **Included** and their interactions with **Included** Subscribers is stored independently in their PDS, e.g. copies of their project participation, surveys undertaken, offers and communications.

People feel the benefits as their active, two-way participation increases inclusion, well-being and connections, joining the dots across communities and improving feedback with organisations. This creates opportunities for all stakeholders.

Subscribers can subscribe directly to the PDS via **Included** to streamline surveys and feedback as key data can be retrieved from the PDS to populate surveys and research requests. This reduces the Friction, Effort, Risk and Cost of engagement for them as individuals and dramatically improves response rates and the quality of information available to subscribers. This is incredibly valuable for longitudinal engagements. For example, a baseline current state can be established and changes over time can be tracked in terms of feedback and key data points can be tracked over time to see those changes. This is a powerful mechanism for demonstrating the impact of policy, programmes and endeavours within communities and across services.

Template libraries can be created for different types of projects and engagements with subscriber content able to be added easily and reused.

Included comes with a robust identity service for single sign on. This can be augmented with support for third party identity provider services which can be mapped to **Included** and the citizen's core identity. **Included** acts as a relying party to the Mydex Identity federation which offers registration, authentication and mapping services. We support various forms of Multi Factor Authentication on both the subscriber and citizen side of **Included** with some unique features.

The summary about **Included** based on feedback from our subscribers and citizens who were involved in co-design of **Included** is as follows -

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Key Benefits identified

Reduced cost and administration

- Project set
- Finding and recruiting citizens
- Onboarding
- Privacy and data protection

Improved adoption and alignment

- Data Ethics Checklists
- Permissions and consent
- Improved readiness for Digital First Standards assessments

Access to broader range of citizens

- Diversity and inclusion
- Lived experience
- Recruit once with repeat engagement

Evidence building

- Value and impact of participation
- History of projects and experience

Key Features identified

Project set up and administration

- Profile
- Data ethics
- Invitations and tracking
- Onboarding and consent

Privacy Protecting / GDPR compliant

- Protected characteristics not exposed

Citizen controls data and consent

- Personal Data Store
- Capture once use many times
- Removes friction, effort, risk and costs

Sign up once use many times

- Other forms of engagement and service access

Transparency and visibility

- Participation / status / compliance

Personalised

INCLUE

7