



**Ambient Voice Technology (AVT) & AI Scribe
Enablement for Adult & Children's Social Care
Service Definition Document**

G-Cloud 15

morson **EDGE**

Ambient Voice Technology (AVT) & AI Scribe Enablement for Adult & Children's Social Care

Morson Edge provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

Service Definition for Ambient Voice Technology (AVT) & AI Scribe Enablement for Adult & Children's Social Care

We enable local authorities to deploy ambient voice and AI scribe solutions that fully integrate with adult and children's social care case management systems – streamlining documentation, improving data accuracy, reducing administrative burden, transforming compliance and supporting safer frontline operations.

- **Discovery:** Discovery and planning activities deliver a comprehensive understanding of current workflows, case recording practices, and technical readiness. Working alongside social workers, team managers, practice leads, and digital teams, existing workflows are mapped across Adult Social Care, Children's Social Care, Early Help, and SEND to identify bottlenecks, variations, and opportunities for improvement.
- **Integration:** We support the integration of buyer-selected Ambient Voice Technology (AVT) and AI scribe solutions—such as Microsoft Dragon Copilot / Dragon Medical One, Magic Notes, T-Pro Dictate, BigHand, and other secure dictation or speech-to-text tools—with leading social care case management platforms including LiquidLogic, Mosaic, OLM/Eclipse, Civica, and Northgate. Integration activities include workflow mapping, system configuration, and data alignment to ensure secure, interoperable operation within existing digital estates. Outputs are structured to support statutory recording and professional judgement, improving efficiency and consistency while augmenting, not replacing, qualified practitioners' expertise. Information governance: Information governance and security are embedded throughout delivery. We support DPIA completion, data protection reviews, and secure configuration of platforms through role-based access controls, audit logging, and secure handling of sensitive personal data. All activities align with UK GDPR and Adult Social Care safeguarding requirements.
- **Adoption:** Effective adoption support ensures that AVT and AI Scribe technologies are embraced by teams and fully embedded into working practices. Role-based system training, configuration guidance, and support materials empower practitioners to use configured workflows appropriately within their statutory responsibilities. Usage insights are closely monitored to identify where additional support is required.

Our project management and delivery approach for Ambient Voice Technology (AVT) & AI Scribe Enablement for Adult & Children's Social Care provides structured governance, clear accountability, and controlled delivery – aligned to statutory and assurance requirements – through end-to-end implementation and transition to live service.

Morson Edge provides technical enablement, integration, and adoption support for buyer-selected ambient voice and AI scribe tools. Our service does not include service redesign, policy development, or clinical decision-making.

Service Features

- Integration with adult/children's social care case management systems.
- Ambient voice and AI scribe configuration for frontline practitioners.
- Secure mobile and device enablement for field based social work.
- Structured rollout and phased deployment across service areas.
- Information governance, DPIA, and data protection support.
- Role based workflows aligned to statutory practice requirements.
- Comprehensive training for practitioners, managers, and system administrators.
- Change management and adoption support embedded throughout delivery.
- Project management and delivery governance for controlled implementation.
- Ongoing optimisation based on usage, feedback, and performance insights.

Service Benefits

- Reduced administrative burden and transformed efficiency.
- Improved timeliness and quality of statutory case recording.
- Enhanced practitioner wellbeing through reduced workload pressures.
- Greater consistency of records supporting safeguarding and assurance.
- Improved data quality for reporting, oversight, and inspection readiness.
- Faster case progression through streamlined recording processes.
- Higher adoption and confidence in digital tools among frontline staff.
- Enabled compliance with information governance and safeguarding standards.
- Scalable approach suitable for whole authority social care services.
- Creates foundation for future social care digital innovation.

Exit, Transfer, and Portability

- Buyers retain full ownership of audio, transcripts, and outputs.
- Configuration artefacts, templates, and guidance can be retained/reused.
- Supplier transitions and internalisation of capabilities remain entirely unrestricted.
- Exit does not require ongoing paid support or proprietary tooling.

Information Assurance

Morson Edge's information assurance capabilities support both our internal requirements for appropriate security controls and those of our customers. Our diverse portfolio of projects and customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data Restoration / service migration

We assist our customers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Morson Edge agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the assignment in question. Requirements are clearly defined with the relevant customer stakeholders in order to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Edge can provide multiple services in scope of G-Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each customer engagement. This individual is responsible for overseeing the services in scope of the engagement. This individual closely monitors the engagement's progress, ensuring that any risks or issues are managed appropriately to ensure that all activities are delivered in accordance with the agreed assignment scope, key deliverables and timeframes. Through structured customer relationship management, our Account Manager remains in regular contact with the customer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Edge recommends that we enter into performance-based Service Level Agreements with each of our customers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Edge ensures disciplined knowledge and skills transfer from the consultant(s) to the customer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the customer as the engagement progresses – empowering the customer and ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Edge is an approved and accredited supplier to multiple CCS frameworks. We are used to working with customers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Edge's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Edge was to withdraw from G-Cloud 15, Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the customer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Customer prior to the commencement of the engagement.



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