Placid

Care leavers app

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A customisable, co-designed digital platform supporting young people leaving care with 24/7 access to local information, advice and services.

Service overview

Key use cases

- Publishing and managing a digital local offer for care leavers, raising awareness of support services.
- Reducing social isolation by promoting local events and activities.
- Highlighting discounts and offers from local and national businesses.
- Providing opportunities for work, education, and training, including real-time apprenticeship vacancies.
- Offering advice and support for mental wellbeing.
- Engaging young people via digital surveys, discussion groups, and secure messaging.

Target users

- Local authority care leavers teams and multi-agency partners.
- Young people leaving care.
- Professionals working in social care, education, and employment sectors.

Key features

- **Digital local offer publishing.** 24/7 access to information on entitlements, benefits, housing, grants, and support schemes.
- **Events calendar.** Promotes local events and activities to reduce social isolation, with search, maps, and reminders.
- **Directory of services.** Searchable directory of local and national support services, with maps and contact details.
- **Regional apprenticeships feed.** Automated updates of apprenticeship opportunities from Gov.uk.
- **Discounts and offers.** Promotion of local and national business discounts and council tax exemptions.

- **Mental health hub.** 24/7 access to mental wellbeing advice and support.
- **Digital surveys and polls.** Unlimited surveys with start/end dates, notifications, and results analysis.
- **Secure messaging.** Encrypted messaging between local authorities and young people for secure communication.

Key benefits

- **Empowers young people.** Co-designed with care leavers to ensure content reflects their needs and aspirations.
- **Reduces social isolation.** Promotes local events and activities, fostering community engagement.
- **Enhances awareness of support.** Centralises information on services, benefits, and opportunities.
- **Improves mental wellbeing.** Provides 24/7 access to mental health resources and advice.
- **Increases engagement.** Digital surveys, secure messaging, and discussion groups encourage interaction.
- **Saves time and costs.** Automates content updates and reduces administrative burden for local authorities.
- **Accessibility and inclusivity.** WCAG 2.2 AA compliant, supporting users with disabilities and diverse language needs.
- **Data security and privacy.** GDPR-compliant data handling and encryption protect sensitive information.
- **Comprehensive support.** Onboarding, training, and ongoing technical assistance support successful implementation.
- **Scalability.** Platform supports addition of new features and integrations as needs evolve.

Technical specifications

Aspect	Description
Hosting and infrastructure	Cloud-based (compliant with UK Government Cloud Security Principles).
Integration capabilities	Integration with local authority CRM and case management systems. API access for third-party integrations.
Accessibility	WCAG 2.2 AA compliant. Screen-reader compatible. Adjustable text sizes and colour contrast options.
Security	GDPR-compliant data handling. Privacy-friendly analytics. Role-based access control.

Compliance and standards

- **Legislative compliance.** UK GDPR, Data Protection Act 2018, Equality Act 2010

(accessibility).

- **Standards met.** WCAG 2.2 AA, G-Cloud 15 framework requirements, ISO 27001 hosting, Cyber Essentials.

Service management

- **Onboarding.** Typical timeline of 2 to 3 months. Includes project scoping, design co-production, content co-production, and training.
- **Ongoing support.** Email answered within one working day, all year, and a UK phone number 9am to 5pm, Monday to Friday. Weekly meetings while the site is built and set up, then as often as you want. Support is included in the yearly fee, with no tiers.
- **Content support.** Optional add-on services for content updates, maintenance, and further development.
- **Training.** Online tutorials, live sessions, and comprehensive documentation for administrators and users.

Pricing

- **Pricing model.** Annual subscription.
- **Cost tiers.** Base package includes core features. Add-ons available for content support, secure messaging, and digital surveys.
- **Example costs.** Available on request or via custom quote based on specific requirements.
- **Discounts.** Possible discounts for multi-year contracts or bulk purchases.

Case studies

- **Example implementation.** Successful deployments in multiple local authorities, showcasing improved engagement and support for care leavers.
- **Testimonials and references.** Available upon request, highlighting user satisfaction and platform effectiveness.

Data and security

- **Data handling.** User data collected, stored, and processed in compliance with GDPR and UK data protection laws. Data retention policies apply.
- **Security measures.** Strict access controls, regular security audits, and hosting compliance with ISO 27001 standards.
- **Backup and disaster recovery.** Daily backups, defined recovery time and recovery point objectives, and robust disaster recovery plans.

Terms and conditions

- **Contract length.** Minimum 12 months.

- **Termination clause.** 30 days' notice period.
- **Data ownership.** Local authorities retain full ownership of all content and data.

Additional information

- **Scalability.** Platform supports addition of new features and integrations as needs evolve.
- **Future developments.** Roadmap includes AI chatbots, mobile app integration, and enhanced analytics.
- **Customer references.** Contact details for existing clients available on request.