

South Tyneside Council

Virtual Memory Box Challenge

Additional Information

1.0 Opportunity

South Tyneside Council are looking for an innovative business / businesses from the digital and technology community, to develop a virtual memory box for care leavers and care experienced young people. The project will be ran by Digital Catapult NETV and will result in the creation of a safe and secure digital environment for the collection of important moments and memories from a young person's life.

1.1 Background

The Children and Families Social Care Team at South Tyneside Council conceived the idea of developing a virtual memory box as part of the Council's corporate parenting commitment, and its important role in supporting care leavers and care experienced young people.

The concept of the memory box is to allow children leaving care to have access to "memories" which have been stored in a digital environment during their time with foster parents. This will support with their understanding of their "life story" and provide a safe, secure space in which to organise these files.

1.2 Looked after Children in South Tyneside

In June 2019, there were 264 children in care. Every child in care in the Borough of South Tyneside should be able to benefit from this project. The number looked after children will fluctuate year on year.

1.3 Discovery Work

South Tyneside Council have undertaken discovery work with key target groups to inform the development of the virtual memory box. The research was undertaken to achieve the following objectives;

- To find out if care leavers have any issues/concerns about understanding their life story.
- To understand the level of digital literacy typical of Looked After Children (LAC) and care leavers.
- To understand the level of access a LAC has to online services.
- To understand how professionals and carers currently organise and store personal assets relating to the LAC.
- To understand the professional relationships a LAC has within the care system.
- To understand how a LAC use technology in their day-to-day lives.

The research engaged the following groups:

- **Looked After Children;** Both younger children who are currently in care, and older children who are care leavers.
- **Personal Advisors to Care Leavers;** Those supporting children transition from being in care to independent living.
- **Foster Carers;** likely to be the main contributors to a virtual memory box while children are in their care.

1.4 Discovery Research Outputs

A summary of the findings of the research have been summarised as a series of user stories for each of the key stakeholder groups, these are set out below:

1. Looked After Children/Care Leavers

- As a care leaver I want something to help me remember what I've done so that I don't struggle when I need to reference things (work/uni applications).
- As a care leaver I want data storage so that I can keep my digital assets safe and secure.
- As a care leaver I want something that helps me remember all the nice things I've done with my foster carer so that I don't forget.
- As a care leaver I want something that feels familiar/ is intuitive so that I can easily navigate when organising content.
- As a care leaver I want content to be tagged with dates and locations so that I do not forget the details.
- As a care leaver I want an app on my phone so that I can always access the content.
- As a care leaver I want to choose who I share my content with so that I am in control.
- As a care leaver I want a memory box that covers my entire time in care so that I don't have any gaps in my story.
- As a care leaver I want to categorise what is uploaded so that I can manage my content and control how I view it.

2. Personal Advisers

- As a Personal Adviser I want to support young people to understand their life story so that I can do my job effectively.
- As a Personal Adviser I need an authorised device to capture memories for young people and store them securely so that I am GDPR compliant.
- As a Personal Adviser I want a more visual way to get to know young people so that I gain a broader understanding of their life.

3. Foster Carers

- As a foster carer I want a safe storage area to save photos so that there is always a backup.
- As a foster carer I want to be able to capture memories for those in my care so that I can share them when ready.
- As a foster carer taking on a new placement, I want to understand their past so that I can gain a broader understanding of their background.
- As a foster carer I want to be able to pass on photos in a hand-over so that I can offer a complete picture of that child's life.

- As a foster carer I want to learn how to better store digital memories so that I can keep a good record of the child's life.
- As a foster carer I want to have photos to share with other professionals so that they understand more about the support being provided to the child.
- As a foster carer I want to take photos of precious items so that if they're lost there is always a backup.
- As a foster carer I want to be able to organise memories captured so that the child can reflect on them when they're ready.

2.0 Technical Requirements

2.1 Hosting

- South Tyneside Council will host the solution on premise or on Microsoft Azure.

2.2 Programming Language

- The solution would preferably be developed using one of the following programming languages;
 - C#
 - JavaScript
 - Python
- This will enable the Council's internal development team to maintain the solution should maintenance be brought in house following the initial support period.

2.3 Security

- Multi-factor Authentication will be required to login into the solution.

2.4 Data

- All data stored and processed within the solution must be in accordance with the Data Protection Act 2018.

2.5 Support and Maintenance

- To provide full maintenance and support services for a period of 2 years. Following this period, the Council retains the right to bring support and maintenance in house.
- However, charges must be provided for on-going support and maintenance after the initial 2-year period of full maintenance and support has ended should the Council wish to contract these services beyond the initial 2-year period.

2.6 Future Proofing Potential

The solution should have the potential for future integrations with existing care platforms such as Liquid Logic.

2.7 Tone and Style

- Design should be clean, clear and engaging.
- Use of plain English throughout with options for large type and alternative-coloured backgrounds.

2.8 Accessibility

- The solution must be intuitive, easy to navigate with an ability to personalise and organise content;
- Ability for invited users to create an account;
- Ability for users to upload content including images, important documents and video clips;
- Ability for users to download content;
- Ability for the creation of different user types and various permission settings; and
- Must be accessible, mobile and tablet friendly and function across a broad range of devices and operating systems.

3.0 Evaluation Criteria

The proposal will be evaluated through the following criteria:

- **Key Requirements as noted above;** (25%) – submissions will be scored against their ability to meet the requirements that have been set out in this information back in sections 2.0 – 2.8.
- **Value for Money (including ongoing maintenance costs);** (25%) – submissions should include a cost for the development of the digital solution and ongoing maintenance for a period of up to 2 years. This will be assessed against the quoted costs of other submissions.
- **Functionality & Product Highlights;** (25%) – Submissions will be scored against their functionality and features, including any highlights and unique selling points that differentiate the solution from others.
- **Timescales (Ability to stick to timescales as set out below);** (25%)
- **Security, specifically including Data Protection Act requirements and external hosting.** (Pass/Fail) – Submissions will need to pass the security requirements set out in 2.3 and 2.4 in order to be considered.

3.1 Timescales

Action	Timescale
Opportunity launched	12 February 2021
Deadline for questions from businesses	24 February 2021
Deadline for submissions	12 March 2021
Shortlist announced	w/c 15 March 2021
Pitch Day	23 March 2021
Winner selected, milestones agreed and contracting	w/c 29 March 2021
Development of Portal	1 April 2021
Go Live of Portal (tba with winner)	June 2021

3.2 Budget

There is a budget of up to **£30,000** for this project including the development of the solution, maintenance of the platform and technical support for a period of 2 years. Companies who are shortlisted to pitch must give a breakdown of project costs, as this will form part of the evaluation criteria.

3.3 Apply Online

Business who are interested in this opportunity should complete the online application which can be found [here](#) by 12 March 2021, along with any supporting documentation.