



BetterCare Support Pricing Schedule

The BetterCare Support pricing model is tiered based on population size.

Pricing Bands	Local Authority Population Size	Year 1 Cost	Year 2+ Cost
Band 1	149,999 or less	£19,000	£15,000
Band 2	150,000-249,999	£25,000	£20,000
Band 3	250,000-349,999	£32,500	£26,000
Band 4	350,000-499,999	£40,000	£32,000
Band 5	500,000+	£50,000	£40,000

The annual licence covers the deployment of BetterCare Support as a standalone site, hosting, MIS, training materials, business analysis to ensure the successful deployment of the solution and ongoing maintenance.

A BetterCare Support ROI calculator is available to prospective partners which details savings on a per authority basis.

Business analysis pricing

As part of the onboarding process, a level of business analysis to ensure the successful deployment of BetterCare Support is included in the Year 1 licence fee.

Any further business analysis required will be charged at a daily rate of £600. All work will be quoted separately and agreed by both parties in advance.

Customisation and bespoke development pricing

A level of customisation of BetterCare Support is included in the annual licence fee, such as branding, design and inclusion of an agreed level of local content.

If further customisation or bespoke development is required, such as unsupported integration with existing solutions, alternative web-chat software etc, this work will be charged at a daily rate of £800. All work will be quoted separately and agreed in advance of development.

Support pricing

Support of BetterCare Support is included in the annual licence, including but not limited to monthly management information, system upgrades and technical helpdesk.

Training pricing

Training materials have been developed by our partner Local Authorities and will be available for re-use and repurposing within the annual licence agreement. BetterCare Support is a customer and agent-focused solution, which has been through significant user testing and is straightforward in its operation and usability. Primarily we anticipate the need for training to be more focused on internal culture change (i.e. staff) and the move to digital-first service delivery, rather than how to use BetterCare Support.

However, should additional training be required to ensure the effective deployment, this will be delivered at an additional daily rate of £500. Again this work would be quoted separately and agreed by both parties in advance.

All rates are subject to VAT and payable annually.

Contact details

Tel: 0845 434 8540
Email: andrew.jackson@lookinglocal.gov.uk
Website: lookinglocal.gov.uk