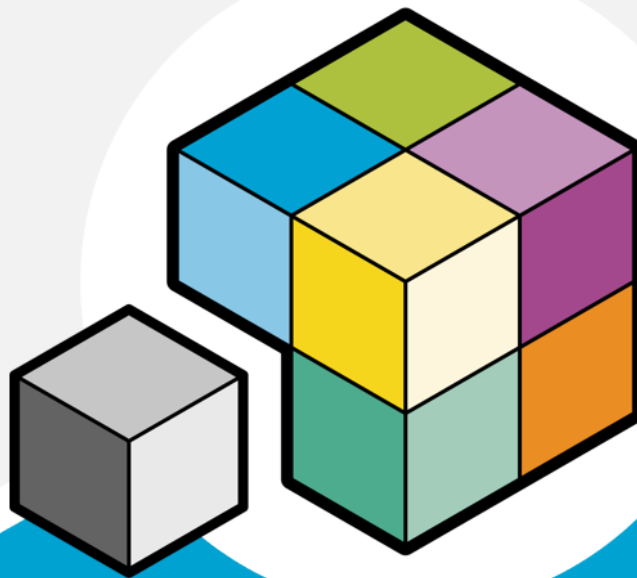


Open Place Directory

G-Cloud 15 **Service Definition**
January 2026



www.placecube.com

G-Cloud 15 Service Definition

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Open Place Directory

G-Cloud Service Name

Open Place Directory

Service Overview

Open data platform facilitating collection, maintenance, assurance, and publishing of local community services. Open Referral UK data standard compliant. Single dataset consumable by one or many use-case based service finder front-end applications. Service Providers, Volunteers and Link Workers collaborate to ensure quality and currency. Supports multiple taxonomies to improve search.

Service Features

- Open data platform, co-developed with local government and NHS
- Roles include Service Assurer, Service Provider, Ofsted, Volunteer and Administrator
- Volunteers, Providers can submit services for review and assurance
- Simplified volunteer submission with option to submit image of leaflet
- Service assurers have full control of publishing / unpublishing services
- Workflow and tasks support workload management for Assurers and Providers
- Intuitive tagging and integral taxonomies support effective service searching
- Fully compliant with Government endorsed Open Referral UK Data Standard
- Open API enables interoperability with other ORUK Compliant applications
- Enhanced support for Ofsted Services, data import and API Extensions

Service Benefits

- Improve data quality by focusing resources on data assurance
- Reduce costs by collecting, tagging and assuring data once
- Open data removes need for public sector developing new apps
- Data standards remove issues such as data quality and duplication
- A cost-effective, scalable solution for all local places
- Frontline benefits and efficiencies, reliable data available to many applications
- Improve citizen outcomes by stimulating the market for digital signposting
- Target help, personalise self-service with higher quality service data
- Reduce statutory services demand, encouraging earlier access to support services

- Presenting data alongside ORUK to support your CQC assessments

About Placecube

Now it's easier to build open, integrated services.

Our open platforms are co-created with the public sector for the public sector. We make it simpler for you to create services, integrate systems and personalise user experiences. Together we make your users' digital journeys easier, faster, and better connected.

We work with you to build your Digital Place – your open and connected platform. We accelerate your digital journey through the reuse of existing digital services. We work collaboratively, ensuring that our clients never pay twice for the same development. And we differentiate ourselves through our actions and behaviours, living by the core principle of 'Doing the right thing'.

1. Making digital government more affordable.

By re-using well-designed services, already co-created with the public sector and their users, we make it easier to launch digital strategies that bring people, communities, businesses, and infrastructure closer together for a more connected place. Multi-agency use comes as standard.

2. Open standards confidence, open-source flexibility.

Liferay DXP is our preferred open digital platform for making and re-using services that provides a sustainable way for local public services, health, housing, and communities to rapidly adopt open standards and open source-based digital services in a new style of partnership designed to connect places and communities.

3. Reusable cube components avoid unnecessary redevelopment.

Clients use this capability to accelerate transformation, avoiding duplication and cost, using integrated tools to enable personalised services, engaged communities and secure collaboration.

4. 20+ years working with the public sector.

Placecube has a wealth of government digital experience and has been working with local authorities and other public sector organisations, across Central, Health & Policing for over twenty years.

5. Leading Liferay Service Partner.

As the UK's preeminent Liferay Service Partner, the Placecube team is highly regarded as a specialist in creating, migrating, and deploying the global leading open-source DXP (Digital Experience Platform).

6. Provider of Knowledge Hub, the open knowledge platform for public service communities everywhere.

A platform to collaborate and share across teams, organisations, and communities. Co-designed with the public sector and used by more than 120,000 users from 5,000 organisations across 80 countries.

About Open Place Directory

Functionality and workflow are built around three core 'Roles', with the objective of collecting and assuring comprehensive, current, accurate and properly assured service information, which is then made available to data consumers through Open Data Platforms or Web Services (APIs).

- The **Volunteer Data Collector** role, once self-registered, can provide service details through structured input or through uploading images of flyers / posters. This functionality has been designed to make the data capture process as simple as possible. Volunteers can save unsubmitted drafts and return to them at a later stage to complete the process. Volunteers commence their service submission process with a dynamic search (based on post code or key word) to identify whether the service already exists, either in the assured database or as one of their unsubmitted records.
- The **Service Provider** role has full visibility of all their services and can add to and amend those services as required. Service Providers can exchange tasks and messages with Service Assurers, to facilitate quality control, through enhanced workflow functionality. Service Providers can also create and amend Venues, which sit in a separate data table, to maintain data integrity.
- The **Service Assurer** (or Ofsted Assurer) role can create, edit, and delete Service Providers, Venues and Services, as well as having control over which services are published to the directory. Data Assurers can add tags to services, which relate for example to Needs, or Circumstances (aligned with LGA Standards) in order that data consumers are able to filter their requirements.

Data consumption can be achieved via Bulk Data Extraction or through an API which provides filters to extract required elements (e.g. Age Bands). Services can also be uploaded through bulk input, from existing directories. The API is fully open, with documentation published on Swaggerhub.

Why Open Place Directory?

Open Place Directory facilitates the empowerment of 'prevention' through knowledge of support services, enabling 'places' to work together to create local directories of local and hyper-local services.

Maintain a single reliable open, place-based directory of hyper-local services which can feed the service data to many frontline applications seeking to help people and frontline professionals find appropriate support services.

Through collaborative data collection and preparation, collect the service information, tag services consistently across the place based on personal situation e.g. needs and circumstances, and aggregate the services into a place directory.

Data can then be fed to those that have a frontline purpose and target audience for it. This will stimulate the market for more and better applications to use the reliable place data. The result is better support for citizens and reduced costs for the public sector.

Optional front-end Service Finder

Open Place Directory is designed to give you the freedom to choose where and how you surface and publish your community services data to reach the people who need it. You can publish to your existing websites, to purpose built microsites, or to third party Apps.

Placecube can also provide a front end web-site as an optional extra service, should you require such.

Support, Migration & Integration Services

Designed for Digital Place platform integration or as a stand-alone service, customers can buy services to assist them in design, migration, and integration of Open Place Directory through Placecube's services in the Cloud Support Lot. These services operate across all modules, so that customers wanting support in design, configuration, integration with back-office systems, digital services and contextual data can define and buy the right combination of cloud software and support.

Security & Privacy

We are committed to keeping your data safe and secure and adhere to extremely strict security standards. This includes operating from SOC-1/ISAE-3402/SOC-2/SOC-3 compliant datacentres run by Amazon Web Services (AWS) and maintaining ISO27001 certification covering both our corporate and datacentre environments. We also hold Cyber Essentials Plus accreditation.

Our cloud software solutions are hosted by AWS in the UK in some of the most highly specified datacentres available. They're built to exacting, rigorous standards and deliver unparalleled security, power, connectivity, and environmental control. It's a world-class infrastructure and keeps our servers running uninterrupted 24*7. The datacentres are engineered with fully redundant connectivity, power, and HVAC to avoid any single point of failure. Each datacentre is staffed by highly trained technical support staff.

We manage the infrastructure for you, so you can concentrate on managing your platform and your users. We ensure that all software within the environment, including operating systems, databases and application-level software is fully patched. We use enterprise-grade monitoring solutions on all our cloud environments to allow us to pre-empt and react to system events and resource usage.

The platform goes through weekly vulnerability scanning at the web application and infrastructure level, and is penetration tested at least annually by an independent CHECK service provider. The underlying software of our solution, Liferay DXP, is also regularly penetration tested and verified by a third party.

We are an ICO-registered data controller and have appropriate data processing agreements in place with all clients to meet the requirements of the General Data Protection Regulations and Data Protection Act.

Service Levels, Performance & Availability

We aim to provide at least a 99.9% uptime service availability level. The service is fully resilient, with no single points of failure throughout the technology stack. The service comes with a 4-hour recovery time objective (RTO) and a 15-minute recovery point objective (RPO). This means that in the event of a major loss of infrastructure, the service would be available again within 4 hours, with a data loss of no more than 15 minutes.

Availability excludes agreed scheduled maintenance events, customer-caused or third party-caused outages or disruptions, or outages or disruptions attributable in whole or in part to force majeure events. Any service-impacting planned maintenance work is always performed outside of UK business hours, with adequate notification to our clients.

Incremental database backups are taken continuously throughout the day, configured with a 35-day retention period, with support for point-in-time restore within that period. The file storage solution is backed up daily and offers support for point-in-time restore. Backups are stored across multiple data centres and are fully encrypted.

Governance

Across our organisation, we have established systems in place to enable us to monitor and report against our performance quickly and effectively. We are proud of our track record in which we consistently exceed all of these required standards for our existing clients. However, we are not complacent about this, and are constantly reviewing technology, processes and controls in order to ensure we maintain or improve these standards.

Our clients' requirements are typically aligned with our own well-established service standards, so we know we can provide an appropriate level of service having done so for other similar clients for a number of years. Priority classification is also a well-understood prioritisation model, which provides additional assurance that we will deliver reliable support service based on established best practices.

In addition to operating a responsible governance model, and providing outstanding support to our clients, our clients receive additional peace of mind through the eight stated commitments that we openly make about how we will continue to operate.

Contract information

Please see full terms and conditions.

These eight commitments are just a part of how we uphold our reputation for doing the right thing.

1. Our subscription pricing will be transparent and fair – we will not surprise you with hidden costs or seek to charge you extra to keep features, services or integrations working in the way we have committed to you throughout our contract with you. We will only seek a fair return for providing genuine additional benefit and value to your organisation.

2. We will not charge you a premium to integrate with our software or any digital services we provide – we will facilitate this through the use of open APIs. When we develop a new interface it will automatically become part of your existing subscription unless we agree with you in advance that it may put either party at a disadvantage to do so or that, as a prerequisite, another third party must also be consulted and asked to contribute to the cost.

3. We will use and support open standards – we will strive to reuse, develop and contribute to a growing library of open source code and supporting collaborative initiatives to develop open standards. We require third party partners to meet these standards. This includes a commitment to publish open source code so that it is accessible to others who may wish to adopt it, and to support growing open source communities in which we participate. Our intention is always to promote re-use wherever possible and avoid duplication of investment and costs on the part of our clients and partners.

4. We will uphold the principles of data protection, security and privacy by design – personal data will remain private, open data will be open to share and any data services we provide will be designed for the benefit and improvement of your services. We will never seek to undermine the trust users place in services we provide through inappropriate collection, manipulation or exploitation of user data.

5. We believe web accessibility is essential, always – we will strive to meet leading standards of accessibility in any services we provide or websites that we build, and we will uphold this principle in any quality review we undertake. This includes conformance with Web Content Accessibility Guidelines standards as a minimum.

6. We will always seek to minimise the impact or disruption of any change – when you entrust us to provide software and services on your behalf, we will always seek to coordinate and communicate any changes, updates or new releases so that your services are not disrupted. Where a fault occurs, we will remedy this fault according to the highest professional standards, by communicating openly with you and rectifying the issue as quickly as possible.

7. We believe you have a right to know how your service is performing at all times – we will share performance data summaries with you at no additional cost and will be open to discussing any additional detail you may require where it is reasonable and practical to do so without imposing any further charges. We will only seek to charge for requests that require significant development effort to provide.

8. We are committed to Place by design – our investment in place-based initiatives, through our solutions and technology, will always be designed to bring government, businesses and communities closer together to promote healthy, thriving local ecosystems with improved outcomes and sustainability for the Place. We will act responsibly and make a positive contribution to society.