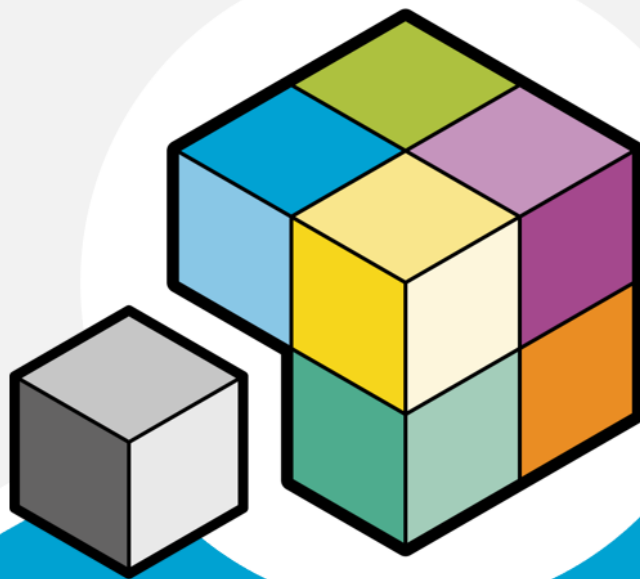


Digital Place for Family Hubs

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



www.placecube.com

G-Cloud 15 Service Definition

Service Overview	2
Service Features	2
Service Benefits	2
About Placecube	3
Digital Place for Family Hubs	4
How Open Place Directory Underpins the Family Hub Platform	4
Open Place Directory – Data Management Capabilities	5
Support, Migration & Integration Services	6
Security & Privacy	6
Service Levels, Performance & Availability	6
Governance	7
Contract information	7

Digital Place for Family Hubs

G-Cloud Service Name

Digital Place for Family Hubs

Service Overview

Supports Councils in giving every child the best start in life. Our solution is your digital ‘front door’ providing a single point of entry to join-up universal services and children’s social care, ensuring all parents and carers can access support they need when they need it.

Service Features

- Full platform for Family Hub Digital Front Door
- Enables 24/7 guidance on parenting, child development, and mental health.
- Registration and Booking Capability available 24/7
- Open Place Directory data management platform included
- OPD supports Family Information Service, Send Local Offer, OFSTED.
- Mobile-first design, delivered as web portal, app also available.
- OpenAPI to connect with OFSTED and other council systems
- Powerful search and filters by age, location, and topic.
- Interactive tools include postcode service finder and events listings.
- Optional personalisation delivers tailored content, events, and notifications.

Service Benefits

- Providing parents with the tools to manage challenges independently
- Frontline benefits, efficiencies, reliable data available to many applications
- Target help and personalise self-service with higher quality data
- Reduce statutory services demand, encouraging earlier access to services
- Easy mobile access removes barriers to vital family services.
- Clear journeys save time for parents, carers, and professionals.
- Powerful search connects families to relevant local help faster.
- Engaging tools increase participation in local events and services.
- Trusted information builds confidence and informed family decision-making.
- Secure, scalable technology supports long-term service growth.

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.

Digital Place for Family Hubs

The Placecube Family Hubs Digital Platform is a comprehensive, accessible digital solution designed to serve as a central “Digital Front Door” for families. Its purpose is to connect parents, carers, professionals, and young people with trusted content, tools, events, and local support, while also meeting local authority standards for accessibility, security, and governance. The platform aims to streamline access to family-focused resources, promote engagement, and provide personalised experiences where appropriate.

At its core, the platform is a responsive, mobile-first website that offers clear pathways for three primary user groups: parents and carers, professionals, and young people. It provides a robust site-wide search, filters by age, location, topic, and event type, and integrates intuitive navigation elements such as breadcrumbs and internal linking. Content is structured and easily manageable via a CMS with editorial workflows, accessibility fields, and API access for future integration with apps or other systems.

The platform can host a rich range of informational content, including articles on pregnancy, early years, parenting, children and young people, health and wellbeing, and local family hub services. Users can access multimedia resources, download PDFs, and follow trusted external links to organisations such as the NHS. Each physical local hub has a dedicated page featuring services offered, accessibility information, images, maps, and contact details.

Interactive tools enhance user engagement, including a postcode-based service finder. A central events and activities system allows users to filter by date, location, and age, view event details, integrate calendars, and access external booking links. Optional features support personalisation, enabling users to set preferences, receive tailored content and event recommendations, and receive email or push notifications.

The platform also provides forms and contact functionality with clear validation and confirmation messaging, ensuring seamless communication between users and hub administrators. Professional audiences are supported with dedicated guidance, referral routes, and partner resources, while all content is underpinned by robust policies on privacy, accessibility, cookies, and safeguarding.

Technically, the platform is hosted on UK-based cloud infrastructure (AWS), with separate environments for development, user acceptance testing, and production. A phased delivery approach—from discovery and planning through design, build, content migration, testing, and launch—ensures high-quality implementation and governance.

In summary, the Placecube Family Hubs Digital Platform combines accessibility, comprehensive content, interactive tools, and personalisation to provide a trusted, centralised digital gateway for families, professionals, and young people seeking support and engagement.

How Open Place Directory Underpins the Family Hub Platform

Open Place Directory (OPD), which forms part of the Family Hub package, provides the foundational service data layer for the Family Hub digital platform. It manages, assures, and publishes the local and hyper-local service information that families, professionals, and young people subsequently discover through the Family Hub website and tools, such as the service finder and location-based search. By separating service data management from the user-facing Family Hub experience, OPD ensures that information remains accurate, current, and consistently structured, while enabling the Family Hub to present trusted, personalised, and searchable support information across a place.

Open Place Directory – Data Management Capabilities

Open Place Directory is a robust platform designed to collect, manage, and distribute reliable service data. Its functionality is built around three core roles—Volunteer Data Collectors, Service Providers, and Service Assurers—which together ensure comprehensive, accurate, and quality-assured information.

Volunteer Data Collectors can submit service details through structured forms or by uploading flyers and posters, with the ability to save drafts and complete submissions later.

Service Providers have full visibility of their services and can create, update, and maintain records as required. They can also manage Venues, held in separate data tables to protect data quality, and collaborate with Service Assurers through task and messaging workflows to support validation and assurance.

Service Assurers oversee the directory, controlling publication, managing providers, venues, and services, and applying consistent tags aligned to needs and circumstances. These tags enable effective filtering within Family Hub tools, such as by age range, need, or eligibility.

Service data is made available via open APIs (webservices), supporting integration with the Family Hub platform and other frontline systems. The fully documented API enables flexible reuse. Together, this approach ensures the Family Hub presents trusted, up-to-date service information while reducing duplication and cost across the system.

Support, Migration & Integration Services

Our Support, Migration & Integration Services are designed around real user needs, ensuring continuity, confidence, and long-term sustainability. We work closely with stakeholders to understand existing systems, data structures, and user journeys, enabling smooth migration of content and data with minimal disruption. Legacy datasets are carefully audited, cleansed, and mapped to ensure accuracy, consistency, and accessibility within the new platform. Integration with existing databases, APIs, and third-party services allows organisations to retain valuable data while improving usability and performance. Alongside technical delivery, we prioritise self-sufficiency by providing clear documentation, training, and ongoing support, empowering teams to manage content, users, and integrations independently. Our approach reduces reliance on external suppliers, supports scalable future development, and ensures the platform continues to evolve in line with user needs and organisational goals, delivering lasting value beyond launch.

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.