



Service Definition Document

G Cloud

plinth

Service overview

Summary

Running a programme that supports residents involves three core challenges: choosing the right partners to deliver services, supporting them to deliver effectively, and demonstrating impact to stakeholders.

Most programme managers juggle separate systems for each. Spreadsheets for provider management, one system for case recording, another for bookings, manual processes for reporting. The result is duplicated data entry, fragmented information, and hours spent pulling together reports.

Plinth is a complete platform for the entire programme lifecycle. From commissioning providers through to impact reporting, everything lives in one place. Information flows through automatically, meaning what gets recorded during delivery becomes the evidence in your impact reports, without hours spent on spreadsheets.

"If you're looking for an intuitive, flexible system that truly understands Family Hub needs and can grow and adapt with you, Plinth is the way to go."

Catherine Drake Wilkes, Family Hubs Manager, Westminster City Council

"Plinth's AI grant management system is transformational—due diligence is easier than ever, allowing our team to focus on the human element."

Michelle Cooper MBE, Point North Community Foundation

Trusted by local authorities, foundations, and voluntary sector organisations across the country



The Complete Programme Lifecycle

Plinth supports programme managers through every stage; from selecting and onboarding delivery partners, through frontline service delivery, to demonstrating impact. Each stage flows into the next: the providers you commission are set up to deliver; what you and they record during delivery becomes the evidence in your reports. One platform, one source of truth

Step 1: Choosing Partners

Whether you're commissioning providers, distributing grants, or managing a mixed economy of delivery partners, Plinth streamlines the selection process.

Provider & Grant Applications

- Online application forms with customisable questions
- AI powered eligibility checks as applications are written, reducing ineligible submissions
- Scoring tools for consistent assessment across panel members

AI-Powered Due Diligence

- Instant verification via Charity Commission and Companies House APIs
- AI reads PDF accounts and extracts key financial metrics automatically
- Automatic policy review, safeguarding, GDPR, equality policies checked for compliance and currency
- Risk scoring across bespoke factors

Award & Contract Management

- Panel collaboration tools and decision tracking
- Payment scheduling and invoice tracking
- Bespoke exports for accounting systems
- Complete audit trail from application to award

Partner CRM

- Track contracts, SLAs, and renewal dates
- Communication history with delivery partners
- Performance monitoring against KPIs
- Centralised document storage for agreements and policies



Step 2: Delivering Services

Once partners are in place, or if you are delivering the services yourself, Plinth provides the tools for frontline teams to manage and record their work with residents, whether that's casework, activities, bookings, or volunteering.

Case Management

- Registration forms and client records with single resident view
- Demographics and location data (ward, local authority, NHS CCG) for geographic reporting
- AI-powered case note transcription—conversations become structured notes automatically
- Live AI assistant suggests questions and key points during conversations
- Automated quality assurance against your documentation standards
- Theory of Change outcome tracking with AI-identified evidence and individual heatmaps
- Early risk identification flagging residents at risk of escalation
- Case pathways—organise by service type (e.g., Employment, School Exclusion) with pathway-specific outcomes
- Workload management with visual capacity indicators and case assignment tools
- Referrals—accept and make referrals through integrated networks
- Reminders, tasks, and activity timelines
- Granular access controls with role-based permissions and restricted notes for safeguarding



AI-Powered Service Directory

- Residents describe their needs in plain language; AI matches them to appropriate services
- Real-time updates as services change their information
- Multi-language support
- Embeddable on council websites or accessed via standalone portal

Activity Booking

- Public calendar with complex eligibility rules (age, location, FSM status, programme criteria)
- Session management and attendance tracking
- Waitlist management
- Payment integration (Stripe, cash, vouchers) with outstanding balance tracking
- Personal budgets—manage credits and vouchers across programmes

Room & Venue Booking

- Space management with availability calendars
- Resource allocation and equipment tracking
- Approval workflows for external bookings
- Recurring booking support

Volunteer Management

- Volunteer registration and hour tracking
- DBS status monitoring
- Skills matching and scheduling

Surveys

- Custom survey builder for different purposes
- Distribution via email, SMS, or embedded on website
- Response tracking and analysis
- Anonymous feedback options

Programme Coordination

- Standardised templates across all providers
- Real-time data aggregation from all delivery teams
- Live capacity reports to manage demand
- Single resident login across all providers and programmes

Accessible from anywhere, including on mobile.

Step 3: Evaluating Impact

Everything recorded during delivery flows into reporting. No hours spent on Excel or Power BI, no chasing providers for data.

AI-Powered Impact Reports

- Pull information from your full programme history, outcomes, milestones, financials, and notes
- AI analyses your data and produces structured insights from natural language prompts
- Generate polished, on-brand reports in seconds for trustees, funders, or public sharing

Dashboards & KPIs

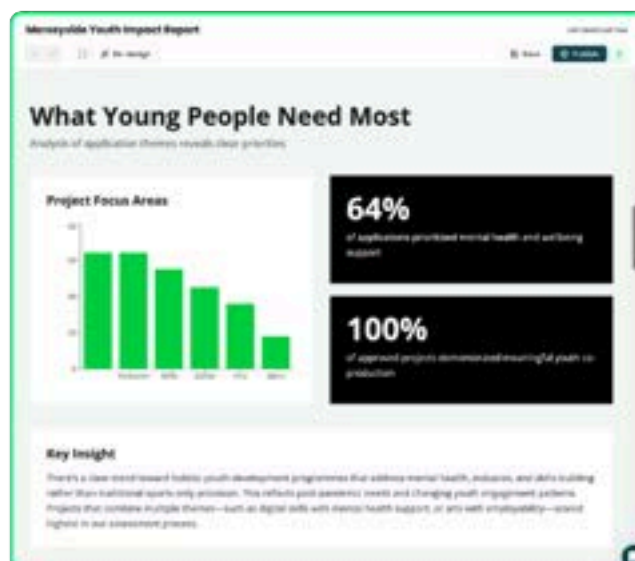
- Real-time visualisation of programme performance
- Automated tracking against KPIs
- Outcome frameworks with customisation options

Social Value & External Comparison

- Measure and calculate social return on investment
- Compare with census and other datasets to monitor programme take-up
- Geographic mapping of service reach and impact

Reporting

- Charts, tables, and maps
- Narrative monitoring reports with pictures and videos
- Custom exports for commissioner requirements (PDF, Excel, CSV)

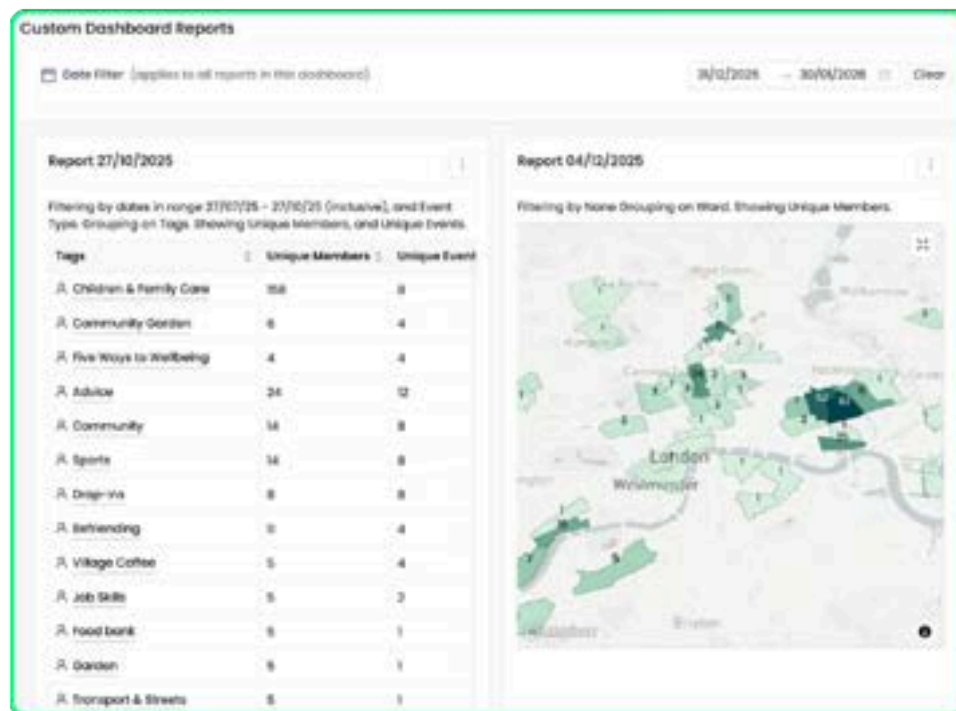


Cross programme integration

All features can be combined across multiple programmes, giving you:

- Complete resident journey visibility across all services they access
- Gap identification in service provision
- Duplication prevention so residents aren't supported twice for the same need
- Cumulative impact measurement across programmes
- Simplified reporting with data aggregated automatically

Each resident has one login across all providers and programmes—no multiple passwords, and they can manage all their data in one place.



Programme Types

Plinth has been deployed for the following programmes, each with configurations matching statutory requirements and sector best practice:

Family Hubs

Robust platform for large number of users, tracking of outcomes and attendance tracking, Family Hub reporting, integration with GovNotify for marketing.

Holiday Activities and Food (HAF)

DfE reporting, provider management, FSM eligibility checking, attendance and meal recording, multi provider booking.

Grant Management

End-to-end lifecycle, AI due diligence, panel scoring, impact reporting.

Short Breaks

Personal budgets, provider directories, statutory reporting for disabled children's services.

Youth Services

Session management, outreach recording, targeted youth support workflows.

Social Prescribing

Link worker caseloads, referral management, wellbeing outcomes.

Early Years

Childcare sufficiency, provider management, funded hours administration.

Community Centres & Hubs

Room bookings, activity programmes, membership, footfall reporting

Older People's Services

Day centre management, transport coordination, wellbeing monitoring

Adult Learning

Course management, learner records, attendance and achievement tracking

Cycle training

Course management, learner records, attendance and achievement tracking

All of these are examples of programmes that Plinth has been used for. However, this is not an exhaustive list, so if you think that there is something we can help with, then do let us know!

Support and onboarding/offboarding

Demonstrations

Demonstrations are available on request and can take place either in person or by video call.

Onboarding process

The onboarding process starts with a consultation meeting to confirm requirements. We then support with setup, styling and data migration where possible.

The process length depends on the complexity and requirements of the programme. But we have got people live within just a few weeks.

Training

Initial Training is available via online and in person meetings. This is initially available for providers too.

After that, we encourage a “train the trainer” approach to allow ongoing support.

We also have user manuals that are accessible and regularly updated.

Finally, we have weekly webinars that are available to be booked for support purposes.

Offboarding

A data extract will be provided to the client for all data where the client is the data controller.

Ongoing support

Ongoing support is provided by live chat and phone during the hours 10:00 to 17:00. Our target median response time is under 15 minutes.

Accessibility

All support articles and live chat meets WCAG 2.1 AA or EN 301 549 accessibility standards.

Technical details

Data backup and disaster recovery

We take weekly emergency backups that are stored in a Google Cloud storage bucket (also hosted within the EU at europe-west3). In a staging environment, we make sure to test that these backups can be used to restore the database.

Day-to-day changes in data are stored in an Audit Log, allowing organisation administrators to revert unintentional or erroneous changes to user information, event information or attendance information.

Time to Spare Ltd has a detailed business continuity plan, in case of emergencies that can be inspected on request.

Technical requirements

The client must have one of the following browsers installed on their computer to use the software (a modern browser):

- Google Chrome
- Microsoft Edge
- Firefox
- Safari 9+
- Opera

The client must allow its staff members to have access to our websites, which must not be blocked by an firewall or equivalent.

Outage and maintenance management

The service is available for 24 hours a day, 7 days a week throughout the year. Individual service levels agreements can be agreed at the contract stage. Should outages occur, where they are due to errors from Time to Spare Ltd, we aim to fix them as soon as possible. Where it is caused by a supplier of Time to Spare Ltd, we have service level agreements in place to minimise this and prevent this.

Time to Spare Ltd provides ongoing maintenance of the platform and the code to prevent outages from happening. Due to our development methods, we do not regularly require to prevent access to the platform during maintenance.

Hosting options and locations

All data is hosted on our servers. Currently they are hosted by Google's Firestore database, hosted within the EU (at europe-west3 in Frankfurt, Germany). Should a client have demands for data to be hosted in the UK, they should get in touch with data@plinth.org.uk

Encryption

All data is encrypted in transit and at rest in our Firestore database. Firestore is directly integrated with Google Identity Platform allowing row-level permissions on all data. These user accounts are generated by individuals, and passwords are then salted and hashed using a modified version of bcrypt.

Access to sensitive data is controlled by user-created accounts which can be managed by each organisation. All API calls to personal data are authenticated and all traffic encrypted via TLS. All sites are served exclusively using the https protocol.

Access to code & deploy pipelines

Our code is stored in a private repository on Github, using the Git version control system. Only approved members of the team, and approved external contractors, can access the code base to read existing code or to push new versions. When a new version is created by one of these approved contributors, we first create a branch of our existing code base, and our CI/CD pipeline automatically creates a preview deployment for testing.

Approved contributors must use 2 Factor Authentication to access their Github accounts to prevent access from malicious actors.

API secrets or other third party service keys are stored as encrypted environment variables on our hosting provider (Vercel). They are not checked into code.

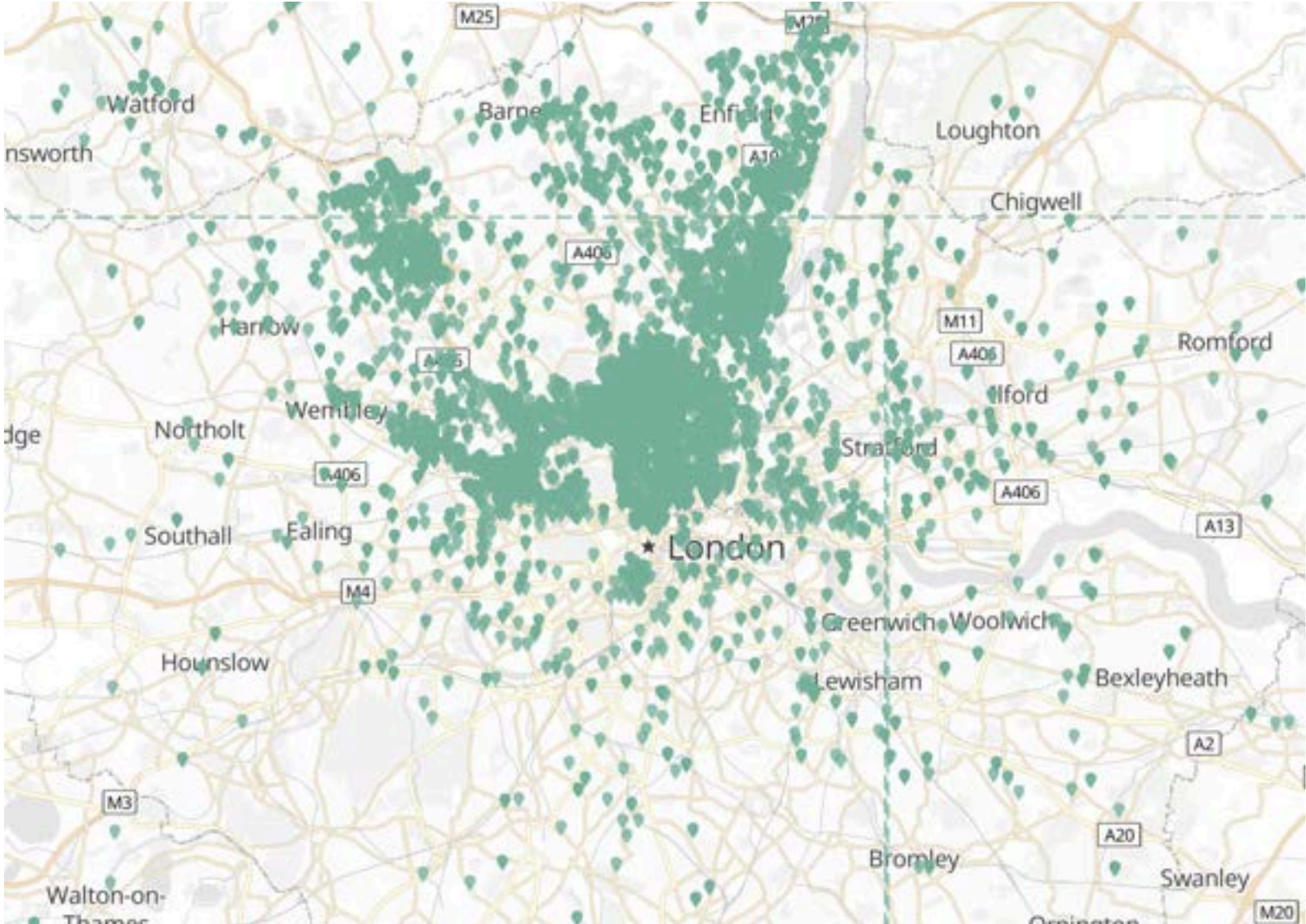
Code quality and reviews

Before deployment to production, code is checked by static analysis tools built into our code editors, we run automated and manual QA and security testing and then code is reviewed by other members of the team.

New versions are first deployed to a staging environment for final testing. Any deployment can also be rolled back with one click to prevent any disruption in service.

Responsibility & incident management

Our CEO, Tom Neill, is named as our board representative for security of the service, and is the named individual registered with the ICO. All employees are aware of their responsibilities towards maintaining security of the service. If any incidents occur, the whole company is made immediately aware of the situation through an internal Slack channel. In addition to this, we maintain public, product and professional indemnity insurance.



Want to know more?

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Website: plinth.org.uk

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