

Service Definition

Goodsted - Social Value and Volunteering Management Platform

1. Service overview

Goodsted is a cloud-based software service that enables organisations to manage social value and volunteering activity in one place. It is used by housing associations, local authorities and public sector organisations to coordinate activity, engage stakeholders and maintain clear records of delivery.

The service is designed for organisations delivering social value across multiple teams, partners and locations, where activity is often managed through fragmented processes such as spreadsheets, emails and disconnected systems.

Goodsted is provided as a configurable SaaS application. Each customer organisation operates its own Goodsted application, configured to its structure, operating model and use cases.

2. What the service does

The service supports the planning, coordination and monitoring of social value and volunteering activity. Organisations use Goodsted to create initiatives and activities, invite participation from staff and external partners, track delivery against commitments, and capture evidence throughout the year.

Goodsted helps reduce manual administration, consolidate coordination and improve visibility of activity and progress across teams, programmes and partner organisations. This supports clearer engagement with staff, suppliers and community partners.

3. Who the service is for

The service is suitable for housing associations, local authorities and other public sector organisations that need to manage one or more of the following:

- staff volunteering
- community volunteering
- coordination and promotion of community partner needs
- social value delivery
- supplier commitments

Goodsted can be used by a single organisation or across multiple organisations working together, including suppliers from the private and not for profit sectors.

4. Key features

Key features of the service include:

- Management of social value initiatives, activities and volunteering opportunities
- Participation management for staff, suppliers and external partners
- Tracking of social value commitments, targets and delivery status
- Structured evidence capture with timestamps and user attribution
- Configurable measures and custom data fields
- In-platform dashboards showing participation and progress
- Role-based access controls and permissions
- Structured data export for reporting and analysis

5. Collaboration and connected organisations

Each organisation uses Goodsted through its own application. Where organisations work together, their applications can be connected to support collaboration around shared initiatives, contracts or commitments.

This connected approach allows organisations to collaborate while maintaining clear ownership of data, defined access permissions and auditable records of activity when working with business suppliers and community partners.

It avoids the need for shared tenants or open-access platforms, supporting public-sector governance, data separation and accountability when working with suppliers and community partners.

6. Reporting and data export

Goodsted provides in-platform views and dashboards to support operational oversight of social value and volunteering activity. Data is captured in a structured format and can be exported for use in external reporting, business intelligence, ESG or SECR systems.

The service is designed to complement existing systems rather than replace them. Goodsted does not produce statutory disclosures or calculations, but supports downstream reporting by providing consistent, auditable input data.

7. Service constraints and assumptions

- The service is provided as a web-based SaaS application
- Internet access is required to use the service
- The service supports standard modern web browsers
- Customers are responsible for defining their own social value measures and reporting requirements

8. Onboarding and implementation

Onboarding typically includes account setup and configuration of organisational structures and user roles. The service can be configured to reflect different operating models without bespoke development.

Optional onboarding, configuration and data setup support is available, as described in the Pricing document.

9. Support and service management

Goodsted provides ongoing service support during standard business hours. Support includes access to help documentation and direct support for technical or usage queries. Optional enhanced support services are available, as set out in the Pricing document.

Service updates and improvements are delivered through the platform.

10. Security and data protection

The service includes role-based access controls to manage visibility and actions by user role and organisation. Customer data is logically separated between organisations.

Goodsted processes personal data in accordance with applicable data protection legislation. Further details are provided in the Terms and Conditions document.

11. What the service does not do

Goodsted does not:

- Calculate emissions or sustainability metrics
- Produce statutory disclosures or reports
- Provide consultancy or advisory services
- Deliver social value activity on behalf of customers

Responsibility for delivery outcomes, validation and reporting remains with the customer and their partners. The service enables organisations to manage and evidence their own activity.