Teams and Leadership Platform: Service Definition Document

Supplier: Teams and Leadership Ltd

Service: Teams and Leadership Platform (SaaS)

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1. What the service is

Teams and Leadership Platform is a secure, UK-hosted SaaS development platform designed to help public sector organisations facilitate confidential feedback and diagnostic reviews. It streamlines individual 360-degree feedback and team diagnostics by gathering multi-source stakeholder input and generating structured PDF reports. Each output is linked to evidence-based guidance and practical development exercises. Unlike performance management tools, this platform focuses exclusively on reflective learning, psychological safety, and team effectiveness at scale.

2. Who it is for

The platform is suitable for organisations that want a structured and confidential way to:

- develop leaders and managers through 360 feedback
- understand and improve team effectiveness
- identify themes and development priorities across groups
- support constructive working relationships and culture

It is commonly used in public sector settings but can be deployed in any organisation looking to offer a reflective development process at scale.

3. What the platform enables

3.1 Review types and modules

The platform supports a range of review types, which can be selected and configured to fit the organisation's needs, including:

- individual 360 feedback reviews
- team reviews and team diagnostics (including stakeholder input where configured)

- senior team and leadership team diagnostics
- optional specialist modules configured by agreement (for example board, executive team, clinical service, or triumvirate reviews)

3.2 User roles and workflows

Participants complete questionnaires, view their outputs, and access linked development resources.

Administrators use an admin dashboard to set up reviews, manage invitations, track completion, and access reporting outputs.

3.3 Outputs and reporting

Outputs and reporting include:

- structured PDF reports for individuals and teams
- organisation-level dashboard reporting and usage metrics
- exports available in agreed formats where appropriate, subject to confidentiality safeguards

3.4 Confidentiality and safeguards

The platform supports confidentiality safeguards including anonymised aggregation of responses and minimum response thresholds where required to reduce the likelihood of identifying individual respondents in small cohorts.

4. Configuration and customisation

The platform can be configured to align with an organisation's context. Options include:

- selecting from pre-existing review types
- applying organisation branding (logo and colour scheme)
- tailoring questionnaires and reporting to align with competency frameworks, values, and leadership programmes (at additional cost, see pricing document)
- Configuration and bespoke tailoring are typically delivered by the supplier to ensure consistency, data protection, and reliable operation.

5. Delivery model and compatibility

- Service model: SaaS (supplier-hosted)
- Access: web browser over HTTPS
- Hosting: UK-based cloud hosting (AWS UK region)
- Browsers: current supported versions of Edge, Chrome, Firefox, Safari
- Mobile: mobile-first responsive design on modern mobile browsers

- Installation: no local installation required

6. Support and service management

Support is provided via email or ticketing during UK business hours: Mon–Fri 09:00–17:00 (UK, excluding public holidays)

Response target: we endeavour to respond within 2 hours during business hours

Incident handling: significant incidents are prioritised, with updates to nominated contacts where appropriate

Onsite onboarding, training, facilitation, or workshops can be provided by agreement subject to additional fees.

7. Onboarding

Onboarding typically includes:

- an initial remote setup session for administrators (configuration, cohorts, internal communications)
- guidance and documentation for administrators and participants

8. Security overview

Key security controls include:

- encryption in transit using TLS 1.2 or higher over HTTPS
- encryption at rest (AES-256)
- role-based access controls and least-privilege administration
- MFA supported and can be enforced at organisation level
- audit and system logs retained for at least 12 months
- documented incident management process
- The supplier holds Cyber Essentials certification. Formal ISO 27001 certification is not held by the supplier.

In addition to internal penetration testing, we utilize automated vulnerability scanning via AWS-native security tools (such as Amazon Inspector) to provide continuous monitoring for vulnerabilities and unintended network exposure.

Security by Design: Application development follows the NCSC's Principles of Secure Development, ensuring that security is integrated into the agile software development lifecycle (SDLC).

Proactive Monitoring: Service health, access anomalies, and potential compromises are monitored 24/7 through AWS-integrated protective monitoring, allowing for rapid triage and containment.

9. Data protection and privacy

The platform is designed to minimise personal data collected. Personal data typically includes staff name and work email address to enable account access and service communications. Feedback reports are produced from aggregated questionnaire responses with confidentiality safeguards.

A Data Processing Agreement is available and sets out roles, responsibilities, security measures, and retention and deletion arrangements.

10. Availability and resilience

The service is hosted on resilient cloud infrastructure in the UK and is monitored for availability and performance. Backups and recovery processes support service continuity. Planned maintenance is communicated in advance where possible.

11. End-of-contract and data exit

At the end of the contract term, access ends unless renewed. The organisation can request an export of organisational data and reports. Exports are provided securely in agreed formats, subject to confidentiality safeguards. Data retention and deletion follow the agreed retention schedule and documented retention and disposal process.

12. Accessibility

The service is delivered via a responsive web interface. We have carried out an informal accessibility review with a UK charity supporting blind and partially sighted users and made improvements (including colour scheme changes). We have not completed formal certification against WCAG 2.2 or EN 301 549 for the full service interface. Reasonable adjustments and support can be provided on request.

Accessibility Roadmap 2026

1. **Q1 2026:** Complete full internal audit of the 'Review Journey' against WCAG 2.2 Level A criteria.
2. **Q2 2026:** Implement 'Skip to Content' links and enhanced keyboard focus indicators across all user dashboards.
3. **Q3 2026:** Update all automated PDF reports to ensure they are 'Tagged' for screen reader compatibility.

4. **Q4 2026:** Publish a formal Accessibility Statement on the platform in line with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

13. Commercials

Pricing is provided in a separate pricing document. Buyers can procure:

- an organisation-wide annual licence, or
- a cohort-based licence for leadership programmes, with optional one-off design and setup fees

Optional bespoke configuration and onsite services are priced separately by agreement.