

Service Definition

Service name: Engage
Supplier: Greatbatch Ltd trading as Letterbox
Distribution



1. Service overview

Engage is a free-to-use, web-based mapping and engagement platform designed to support public sector organisations in planning, targeting and evidencing communications and engagement activities. The service enables users to define, visualise and analyse geographic areas using interactive mapping tools, including custom-drawn zones and the selection of administrative boundaries such as wards and parishes. Engage allows users to review property-level information and associated datasets within mapped areas to understand scale, coverage and potential impact. The platform supports engagement and consultation planning by helping teams identify affected locations, assess geographic reach and prepare clear, evidence-based outputs to support internal decision-making and stakeholder engagement. Engage is accessed via a standard web browser and is designed to be intuitive, allowing users to explore areas, adjust parameters and review results without specialist technical knowledge or local software installation.

2. Service scope

Engage provides mapping, visualization, and planning functionality only. The service does not deliver physical or digital communications, host public consultation content, or function as a system of record. Engage is intended to support planning and analysis activities rather than operational delivery.

3. Service access

Engage is accessed through a secure, web-based interface using a standard internet browser. No local installation or specialist software is required. Users access the service via authenticated accounts.

4. Support and service management

Engage is provided as a free-to-use service. Standard support is available during UK business hours via email and covers access queries, general usage and incident reporting. Additional assistance may be provided by agreement where appropriate.

5. Security and data protection

The service is hosted in a third-party cloud environment. Security is managed through proportionate controls, with senior-level oversight in place. Data is protected using industry-standard security measures in line with relevant legal and regulatory requirements.

6. Getting started

Engage is designed to be simple to start using with minimal onboarding. Guidance and documentation are available to support users in becoming productive quickly, without specialist technical knowledge.

7. Ending use of the service

There is no formal contract required to use Engage. Users may choose to stop using the service at any time. Where requested, user access can be removed. Data is retained or securely deleted in accordance with data protection legislation and supplier retention policies.

8. Accessibility

Engage is designed to meet WCAG 2.1 AA accessibility standards. Accessibility is considered throughout design and development, and reasonable adjustments can be made where required to support user needs.