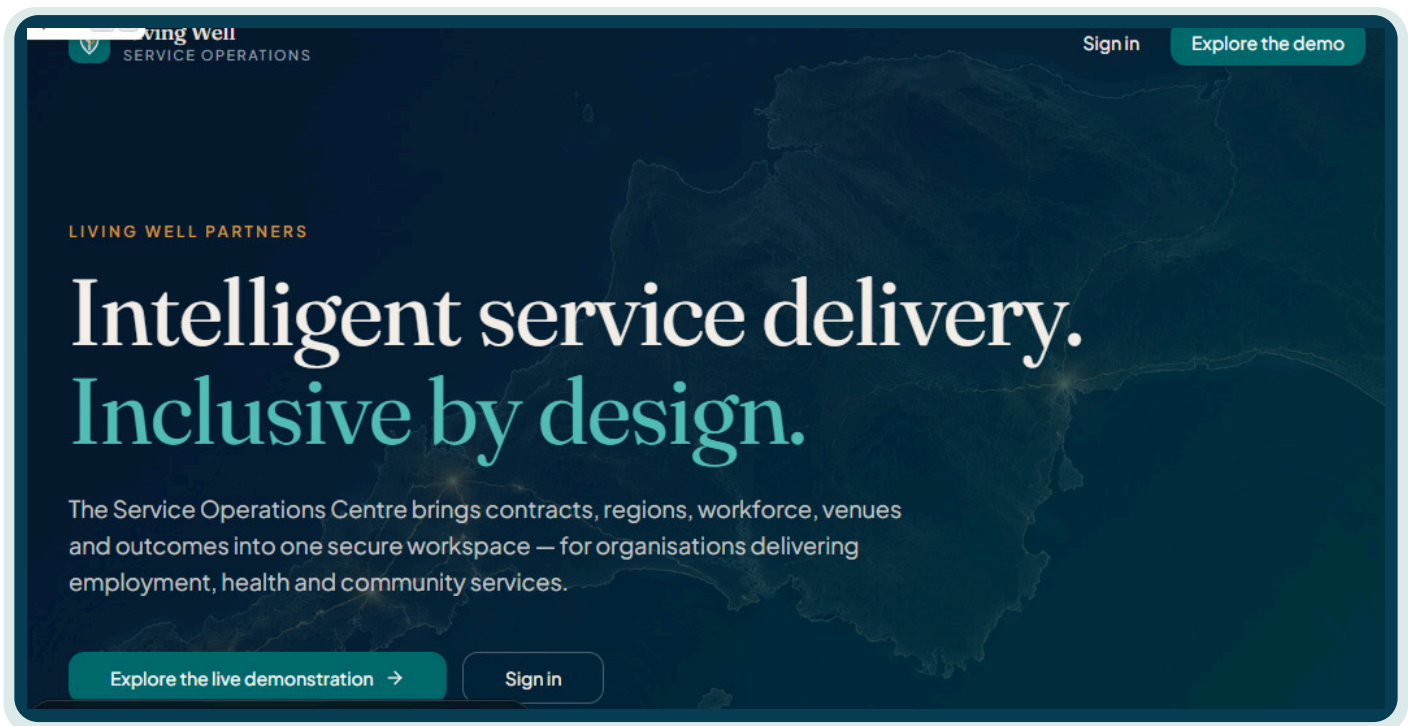


ORGANISATIONAL BROCHURE / OCTOBER 2026

Service Operations Centre

The digital operating layer for complex, people-centred services.



PRODUCT VIEW / ILLUSTRATIVE INTERFACE

People. Innovation.
Better outcomes.

ONE WORKSPACE. MULTIPLE MOVING PARTS.

See the whole service.

From referrals to workforce availability, regional appointments and contract oversight, the platform brings essential operations into view.

One command centre for every contract you deliver.



Operational command centre

Referrals, caseloads, capacity, venues, spend and outcomes — calculated live from your own records.



Multi-contract, multi-region

Run several contracts across any geography, each with its own budget, regions and waiting-time limits.



Geographical scheduling

Group face-to-face appointments into regional coaching days to cut travel and room costs. Coming in Stage 2.



Inclusive workforce



Approved venue network

Accessible, confidential rooms with honest, manual booking confirmation.



Isolation by design

Every organisation is its own workspace, enforced in the database — not just

A clearer picture of delivery

Monitor programme activity, coordinate resources and identify where attention is needed — without treating every contract as a separate silo.

MULTI-CONTRACT
oversight

REGIONAL
coordination

OPERATIONAL
visibility

A MORE ADAPTIVE DELIVERY MODEL

Built around people. Ready for complexity.

Support varied working patterns and geographically dispersed teams while maintaining clear responsibilities and professional oversight.

01 Inclusive workforce coordination

Plan around agreed availability, roles and service needs.

02 Referrals and service workflows

Track progression, waiting times and required follow-up.

03 Appointments and venues

Bring delivery locations and bookings into one view.

04 Geographical planning

Compare practical scheduling options and resource use.

05 Organisational separation

Support distinct organisations and contracts with scoped access.

Capabilities and configuration are subject to demonstration and agreed scope.

ONE PLATFORM. MANY DELIVERY ENVIRONMENTS.

For organisations that deliver.

Designed for organisations coordinating services across people, locations, teams and contractual commitments.

HEALTH & WELLBEING

Regional support, coordinated pathways and operational visibility.

EMPLOYMENT SERVICES

Flexible coaching teams, referral journeys and delivery oversight.

LOCAL AUTHORITIES

Multiple programmes, commissioned services and local partnerships.

CHARITIES & PROVIDERS

Distributed teams, shared venues and accountable service activity.

EDUCATION & TRAINING

Programme coordination and flexible professional delivery.

PRODUCT & DELIVERY UPDATE

Designed around people. Ready for practical delivery.

An independent operational platform

The Service Operations Centre brings multi-contract and regional coordination, referrals, workforce availability, appointments, venues and oversight into a distinct product. Capabilities and configuration are subject to demonstration and agreed scope.

Inclusive workforce coordination

Plan around agreed availability, working patterns and service needs while preserving named responsibilities, cover and professional oversight. Scheduling records do not require diagnoses or private health details.

Person-centred service operations

Digital coordination supports reliable delivery. Participant choice, safeguarding, professional judgement and timely support take priority. Detailed rostering processes and financial assumptions remain internal.

From demonstration to implementation

Use fictional data to explore relevant workflows, then agree organisational access, data responsibilities, security, accessibility, support and assurance requirements. There is no assumed integration with NHS systems or other Living Well products.

A CONVERSATION ABOUT YOUR PRIORITIES

Better access. Practical innovation. Lasting possibilities.

Explore a demonstration, a scoped paid pilot or an organisational licence and implementation partnership.

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