

Mission-led businesses and service organisations

Build the service behind the promise.

A worthwhile idea needs an operating approach: a clear user, a defined contribution, usable information and responsibilities that survive a handover.

IAE connects regulatory, access and evidence expertise with service design, original handbooks and focused digital workflow development.

A useful first output

A service map and handbook module, followed by a digital brief where useful.

For the people you support

A client or service user can see what the service does, what happens next and where to ask a question. Staff have a shared way to deliver the promise.

Possible starting points

Service design and handbooks

Begin with one journey. Leave with a service map and a handbook module your team can put to work.

Tailored digital tools

Begin with one task and its intended users. Develop a brief and working demonstration for them to assess.

Evidence and publishing support

Begin with one resource or source collection. Establish the key changes, source register and review responsibilities.

Community-informed service design

Begin with one open decision. Prepare an involvement brief and a practical feedback-to-action record.

These are suggested starting points, not eligibility rules. Explore all ten offers at iaeconsults.co.uk/working-together.html.

Prepare a useful first conversation

Use this sheet privately to shape a short outline. It is not an application, agreement or request for medical information.

Who is the work for?

Name the intended users and what they need to do. This keeps the output connected to a real task.

What is difficult now?

Describe one recurring question, handover or resource gap. An example helps define the work.

What would help first?

Choose a manageable output and how someone would use it. This prevents the brief becoming a list of activities.

Who should review and maintain it?

Identify the appropriate role and any format, language or timing needs. These shape the handover.

Leave out personal medical records and confidential case details. Keep or edit this on your device. Nothing is sent by downloading or completing this sheet.

Choose the appropriate contact route at iaeconsults.co.uk/working-together.html. Scope and arrangements are agreed before work begins.