

Service Definition

Getting On Better (GOB)

Supplier

OnePlusOne Marriage and Relationship Research

Service name

Getting On Better (GOB)

Service summary

Getting On Better (GOB) is a digital relationship support service designed for delivery by UK Local Authorities. It provides structured, evidence-based online learning for parents and carers, alongside optional practitioner eLearning and training resources, to support healthy relationships and family functioning.

The service is delivered primarily through the Articulate online learning platform, with supporting materials accessed via OnePlusOne's website.

Intended users

- **Buyers:** UK Local Authorities
- **End users:**
 - Parents and carers accessing online courses
 - Practitioners accessing eLearning and practitioner resources (where licensed)

The service is not currently marketed to, or sold directly to, individuals or organisations outside Local Authorities.

Service components

1. Parent digital courses (core service)

- Self-directed online courses for parents and carers
- Evidence-based relationship and communication content
- Accessible via secure Articulate course links
- No specialist software required beyond a modern web browser

Included as standard within a GOB licence.

2. Practitioner eLearning (optional / package-dependent)

- Online eLearning modules for practitioners
- Designed to support delivery, understanding and implementation of GOB
- Access provided via Articulate

Availability depends on the licence package purchased and may be subject to additional cost.

3. Practitioner tools and resources

- Downloadable guidance documents and PDFs
- Practical tools such as Getting On Better cards and resources referenced within practitioner learning
- Hosted on OnePlusOne's website and accessed via secure links

Access is limited to licensed users.

4. Practitioner training (optional)

- Practitioner training may be available:
 - As part of specific licence packages, **or**
 - As an additional paid service

Training formats, pricing and availability are agreed separately and are not included unless explicitly stated in the licence agreement.

Service delivery model

- The service is delivered as a **cloud-hosted online service**
- Content is accessed via:
 - Articulate (parent and practitioner eLearning)
 - OnePlusOne's website (supporting documentation and tools)
- No on-premise installation is required

Onboarding and setup

- OnePlusOne works with the Local Authority to:
 - Configure access to courses
 - Provide secure course links
 - Share documentation and guidance for rollout
- No technical configuration is required by end users

Support

- Support is provided via email: **info@oneplusone.org.uk**
- Support covers:
 - Access issues
 - Content queries
 - Licence-related questions
- There is no routine phone support

Data handling and reporting

- Usage and engagement data may be collected to support:
 - Contractual reporting
 - Service improvement
- Data exports are provided **on request** to the buyer, in line with data protection legislation and licence terms
- Users do not self-export data directly from the platform

Accessibility

- The service is designed with accessibility considerations in mind, including:
 - Clear navigation
 - Readable layouts
 - Compatibility with modern browsers
- Informal accessibility testing has been undertaken

- Formal certification against a specific WCAG standard has not yet been completed

Security

- User access is controlled via secure login or dedicated course links
- Data in transit is protected using industry-standard encryption (TLS 1.2 or above)
- Hosting and platform security is managed by third-party providers used by OnePlusOne

Service constraints

- The service requires internet access and a modern web browser
- Functionality is dependent on the availability of third-party platforms (e.g. Articulate)
- Customisation beyond agreed licence terms is not supported

End of contract

- At the end of the licence period:
 - Access to the service is withdrawn unless renewed
 - Data exports may be provided on request in accordance with contractual terms
- No automatic renewals occur unless agreed

Pricing and licensing

- Pricing is based on licence agreements agreed with the Local Authority
- Some components (such as training) may be:
 - Included only in specific packages, or
 - Charged separately

Buyers should refer to the **Getting On Better Licence Agreement** for full commercial terms.