

Abuse Awareness, Self-Advocacy and Enablement Training Service Tender and Service Improvement Plan



Project Team

Team: Jake Graham and Lara Gillman, supported by GCC departments such as Operations, Procurement, Information Management, Legal and Communications.

About the Project

About: A need to improve contract monitoring processes for this service has been identified, and the new contract tender gave the Project Team the opportunity to implement this Service Improvement. To implement effective contract monitoring that evidences value for Individuals and GCC, the Project Team must clarify the scope of the service, eligibility criteria and outcomes.

Contract monitoring must ensure the service aligns to the strategic vision of Adult Social Care.

Aims & Objectives

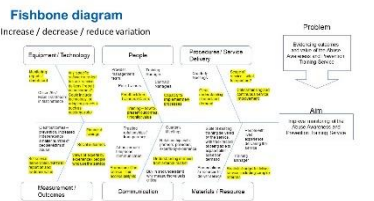
To improve reporting mechanisms and the quality of data gathered for this service by developing the scope and service specification, KPI's and a new contract monitoring process by October 2024.

This objective will lead to higher quality services for Individuals, who will benefit from skills development which supports independent living.

Measures Used

- Contract monitoring reports evidencing value of the provision to be submitted quarterly.
- Contract monitoring reports evidencing outcomes and achievement against agreed KPI's.
- Case studies evidencing good practice.
- Feedback from experts-by-experience and other stakeholders e.g. referral sources and carers.

Quality Service Improvement and Redesign (QSIR) Tools: Methodologies used and contribution to your project

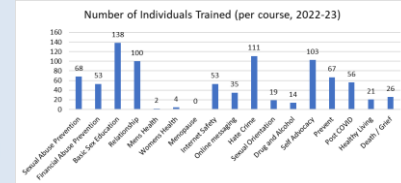


A **Fishbone Diagram** was used to review the cause and effect of the problem. This showed the team monitoring needed to be improved and that more feedback from stakeholders was required to develop an understanding of demand. This would lead to development of the scope of the service and its KPI's.

Other methodologies included: a **Driver Diagram** to plan activities, a **Nine-Sector Table** to review stakeholders in terms of their power and influence, **Brainstorming**, development of a **Balanced Scorecard** to clarify the vision, set objectives and develop KPI's and **Plan, Do, Study, Act** to ensure cycles of continuous improvement are actioned in the future.

The **Six Thinking Hats** model supported the team to evaluate change from different perspectives. This included the need to develop the service scope, accessible engagement and change management.

Hat	Comments
Green	Our idea is to improve contract reporting and the quality of data, information and findings so we can evidence and report on the return on investment of this contract.
Yellow	This will allow Commissioners and the Provider to continuously improve services and evidence that value for money has been achieved. It will also support us to show the benefits and quality of the service, and why it is important / should continue to be delivered.
Blue	We need to develop the scope and specification of the service to effectively monitor outcomes. Additionally, the Project Team must support the successful Provider to implement this change, as they may not have the capacity to do so themselves. This may include additional training.
Red	We should work to overcome the challenges listed, because this process could provide the basis for improvement and increased quality for this service in the future which benefits the Council and users.
Black	This new process could be too time-intensive for a small Provider likely to deliver this contract, and it could take valuable resources away from delivering the service. It may lead to resistance from the Provider if the change is not managed and communicated effectively.
White	We need to find out more about demand and capacity to deliver training within the planned budget. We must engage with Experts-by-Experience and other stakeholders to develop an understanding of demand and potential KPI's - this means making sure communications are accessible. The Project Team should engage with a partner to implement this effectively, and it will take investment. We could research the demographics and number of people with disabilities transitioning from childhood to adulthood - this is accessible via the Market Position Statement and Population Profile in Gloucestershire.



Demand and Capacity Tracking helped the Project Team to understand what courses deliver value, and where there may be waste. The data above shows uptake of courses between 2022-23 and is one of the datasets we used to develop the scope of the service which informed KPI development and monitoring processes.

Project Outcomes, Progress and Impact

Activity	Complete
Stakeholder mapping and engagement	February 24
Data analysis, demand and capacity tracking	February 24
Refine vision and scope of the service	March 24
Development of contract specification and KPI's	April 24
Contract tender and award	August 24
Communicate change / process with Provider	September 24
Implement monitoring process, test and learn	October 24

Learning for the Improvement Community

This project showed the importance of reviewing data and working with stakeholders when developing a service. This information enabled the team to develop a robust specification, which meets demand and will support effective monitoring of this contract and the outcomes it delivers in the future.