

# SCDIP Implementation Phase progress report

March 2019

<b>Name of council:</b>	Shropshire Council
<b>Project name:</b>	Redesign and Empower the Care Provider market (RECaP)
<b>Project summary:</b>	Data visualisation approach dependent on aggregating data to improve commissioning approaches to reduce demand for care.

## Progress update

The project team has effectively assembled and delivered a working model of the Bridge able to demonstrate and effectively visualise a series of complex data sets in an interactive, highly engaging environment.

The development plan with our external provider has been agreed with timescales. The primary challenge to date has been linking communications between three different providers. Most effective method of preventing communication and relationship breakdown has been to implement a requirements traceability matrix (RTM). It has also been beneficial to complete a glossary of terms used by parties to avoid miscommunication.



## Product update

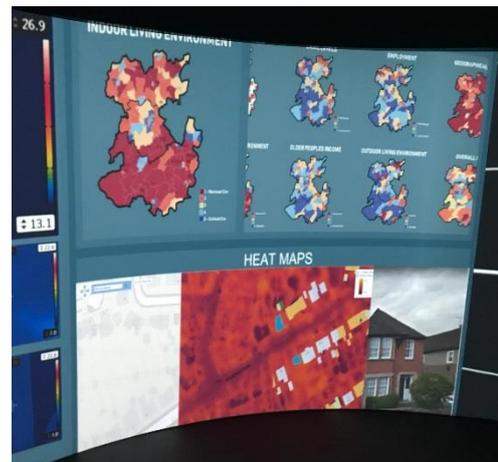
The Igloo, 360 data environment, has been purchased and data tool developed to enable data to be displayed. Data analysis tool will be tested with a public demonstration on 29th January with directors and cabinet members.

## Partner involvement update

The three local developer partners have worked to collaboratively develop a unique data analysis tool that we have been able to share and demonstrate to a number of regional partners and individual councils including West Midlands ADASS Performance and Knowledge Network Commissioning Network and 5 individual councils. Seeable, visual and user interface specialists have completed the housing aspects of the project. Igloo is the hardware provider of the Bridge technology have provided and installed the equipment are providing support and training plus working with our other partners to ensure the hardware is compatible with the software.

## Outcomes defined and measurement methodology update

We are using two methods of the theory of change model to establish high level resource requirements using logic model principles that have enabled buy in and focus from our partners. We have established high level resource requirements, activities, outputs outcomes and impacts. Success is measured on delivery and meeting each activity and output within the given timeframes.



## How would you know if the project is failing / successful?

Using the RTM as a RAG Report we are tracking the progress of key milestones and tasks flagging up any delays as amber and escalating anything that is showing as red. Ultimate project success will be determined by whether or not we deliver all of the tasks and milestones contained within it.

## What are the key learnings so far?

Communication is key, having mechanisms that ensure clear communication between parties. Ensuring that key senior stakeholders have a pivotal role in the development of the project, to maintain senior level buy in. Having this detail and clearly defined development strategy agreed by all parties having clear milestones has been key to stop scope creep. By the end of this phase we expect to have more effective tools to run a project with varying providers from different sectors the challenges have been working cohesively with different personalities, backgrounds, and priorities. These tools will be vital for development of any kind as working with three or more partners is a certainty.

## Sharing learnings?

Documentation, including post project reviews that will summarise lessons learnt (what went well and what didn't), team meetings, where sharing what has been learnt during the week is an integral part of the agenda. We have informed neighbouring councils of the opportunities to develop the tool and approach for

transforming the way that social care presents its narrative. Our advice would be relationships are key, not often seen as a priority in the public sector, building relationships with internal stakeholders and external providers is key to project success and yields the best return on investment with your time and effort.

### **How would you support other councils in running a similar project?**

Documentation, supplying them with the project review. Follow up with 121's and workshops to better understand their requirements and how our knowledge can help them and work together to develop their project.

### **How are you planning to keep this project sustainable after the SCDIP funding is finished?**

The objective of the project is to develop an operational tool that has value to multiple sectors and has the ability and as a result commercial potential.