

South Ayrshire Way Strategic Change Programme

Engage Process

Achieving Control through Process Management

3rd of November 2022

“A benefits-led programme”

How to measure impact and productivity improvements

Our experience



Team approach

Encourages and develops benefit led approach



Validating benefits

Credible data, collaboratively produced



Generate new ideas

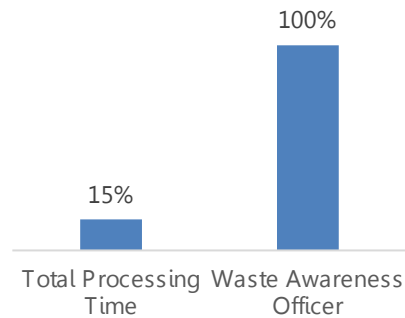
Projects and benefits being identified



Providing data

Assists in baselining benefits and project performance

Reduction: As Is To Be



Housing Online



197 hrs


Strategic Change Programme

The Promise Project



south-ayrshire.gov.uk

south
AYRSHIRE
COUNCIL
Comhairle Siorrachd Àir a Deas

Making a Difference Every Day 

What is the Promise ?

Scotland made a promise to care experienced children and young people:

The promise exists
so that
children and young people
in Scotland can grow up
loved, safe, and respected.



The promise that Scotland
made to care experienced
children and young people
is built on five
foundations: family, voice,
care, people and
scaffolding.

That they will grow up loved, safe and respected.
And by 2030, that promise must be kept.

The Promise Scotland steps in to lead change projects where gaps exist in the change that's currently happening.

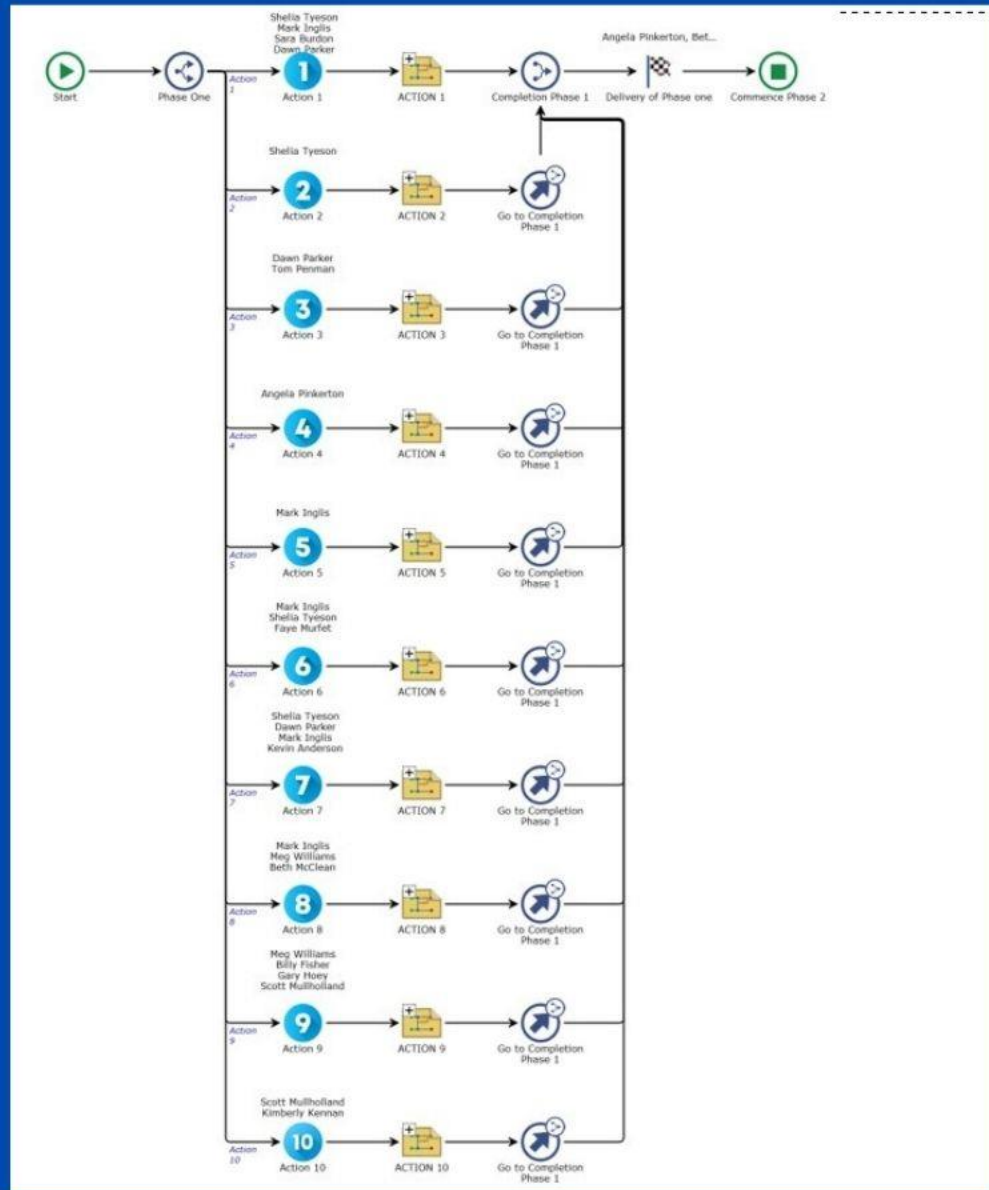
At South Ayrshire Council we as part of the Strategic Change Programme are assisting members within the HSCP to realise the benefits that will come from the delivery of The Promise.

To do this we first needed to produce a road map of how we could deliver the Ten Actions that have been aligned to Phase One of the Promise which will be delivered by March 2024.

From this road map we can identify process owners and give a clear picture of all those involved within each of the ten actions of phase one.



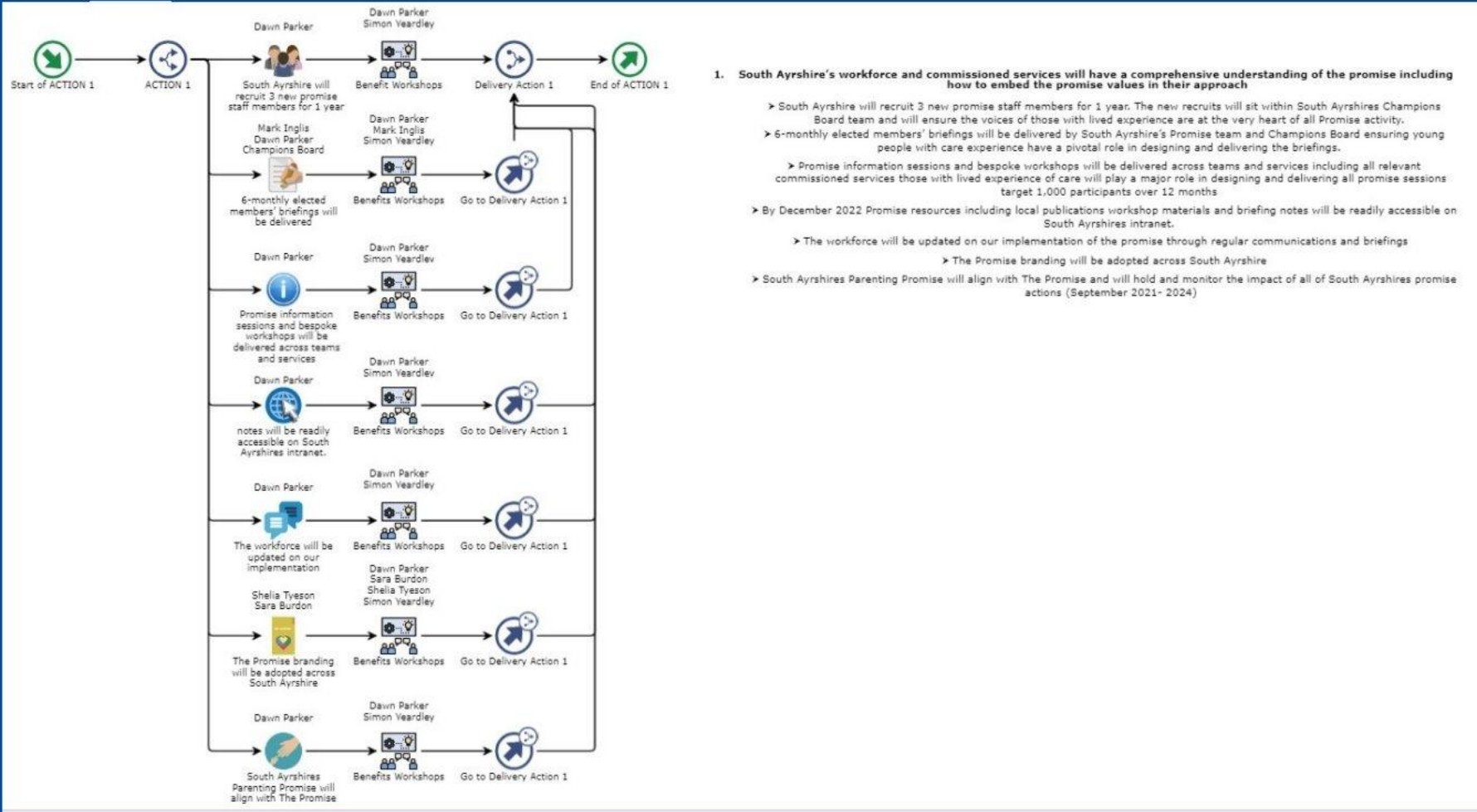
Mapping the processes



- The initial Ten actions were mapped.
- Identified action owners
- Timescales of each action
- Sub-processes of each action developed
- Provided overview of Phase One



Mapping the processes



The sub-processes were mapped.

- Action outcomes defined
- Identified action owners
- Timescales of each item identified
- Benefit owners assigned
- Outcomes recognised



Realisation of Benefits

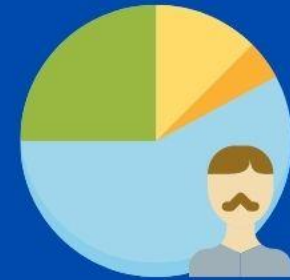
Once all the Maps had been completed the key stakeholders could then look towards the realisation of the project benefits.



Cashable



Qualitative



Quantitative



Realisation of Benefits

From the production of the sub-process maps task owners could now look at their assigned tasks and develop the benefits for each.

BENEFITS TRACKER													
Insert a reference for tracking the benefit	Provide a description of the benefit, including information on any stakeholders positively affected by the benefit	Choose whether the benefit is qualitative or quantitative. You may not have measurement data for qualitative benefits..	Starting figure or measurement which will be used for comparison purposes	State the source of the baseline and system used to capture the information	KPI for the change in service delivery (cash/non-cash) Figure or measurement you aim to achieve	KPI for the change in service delivery Figure or measurement you aim to achieve	Date you expect to realise the benefit	Describe how data will be captured and measured i.e. satisfaction survey, budget reports etc.	Person responsible for ensuring the realisation of this benefit	State how often progress will be measured	State how progress will be reported, e.g. system download, Word document, Screen Shot	State how often progress on the benefit will be reported	Is the benefit on track to being delivered, or is further action necessary?
Benefit Ref ID	Description of Measurable Benefit	Benefit Type	Baseline / Current Performance	Source	Target (financial)	Target (non financial)	Target Date	Method for measuring benefit	Benefits Owner	Frequency of Measurement	Reporting method	Reporting frequency	RAG Status
A11	Recruitment of additional service members to deliver an improved service.	Quantitative	number of bespoke promise posts in place at start of benefit = 0, 50k funding secured to fund posts	SAHSCP recruitment		recruitment of 3 staff members	august 2021 secure funds september 2021 posts in place	posts in place within champions board team	Dawn Parker	when posts are in place and reviewed at 7 month to decide future of posts	reporting of activity generated by posts	6 months	Green
A12/A15	6-monthly elected members' briefings will be delivered by South Ayrshire's Promise team and Champions Board allowing elect members to be more engaged and have a wider understanding of the promise.	Quantitative	number of promise sessions delivered to elected members at start of benefit = 0	Committee Services		2 briefings per year	31st March 2024	Committee services evaluations and anecdotal information/verbal/written feedback from elected members	Dawn Parker	every 6 months (after every session)	reported via word document	6 months	Green
A13/A15	Promise information sessions and bespoke workshops will be delivered across teams and services including all relevant commissioned services increasing awareness, knowledge and understanding of the promise.	Qualitative	number of bespoke promise sessions delivered at start of benefit = 0	champions board monitoring information (required for external funding)		1000 participants attending by 31st December 2022	31st December 2022	mixed evaluations evaluation forms teams chat one to one interviews with sample group	Dawn Parker	every 6 months	reported as part of funding monitoring framework	6 months	Green
A14	By December 2022 Promise training resources including local publications workshop materials and briefing notes will be readily accessible on South Ayrshire's intranet increasing awareness, knowledge and understanding of the promise.	Qualitative	number of resources including local publications available on SAHSCP website at beginning of process =	webmaster and H&SCP Comms		Full access to workforce commissioned services and wider public	30th Dec 2022	number of hits of users accessing website	Dawn Parker	monthly review of website	monthly user report (via comms)	monthly	Green
A17	Improved form of communication which embeds 'the promise' in local strategy	Qualitative	Published Ts in every 3 years	South Ayrshire's Parenting promise launched December 2021		open source document multiple forms of communication	31st March 2023	service survey/feedback	Dawn Parker / Mark Inglis	annually	annual review	annually	Green
A1.6	Raised awareness to the deliverable outcomes of the promise across all SAC staff.	Qualitative	All SAC staff have signature on email reflecting commitment to the promise	SAC Emails		All staff to have link in their email signatures	31st July 2022	Record of views to page by use of email link	Sarah Burdon/ Danielle Rae	Quarterly	Word report	Quarterly	Green



Next Steps

- Working with HSCP key stakeholders to monitor delivery of actions
- Use maps as a means of monitoring progress
- Monitoring of Benefits delivery

