

# **Improvement Project Updates Guide**

## **Guidance for Project Managers**

Now that your project charter has been approved, you will need to share progress on your project with CPA Management Group and Board on a quarterly basis, until the project is complete. This should be no more than two pages.

The update report is a short summary of progress towards achieving the overall project aim, including details of what changes you have tested between reporting periods and the improvement data which tells you whether your changes are making a difference.

### **Reporting Timescales**

Improvement progress updates from project managers are required monthly (1<sup>st</sup> of every month) for CPA Management Group on the following dates for

- 1 December 2021
- 4 January 2022
- 1 February 2022
- 1 March 2022
- 1 April 2022
- 2 May 2022
- 1 June 2022
- 1 July 2022
- 1 August 2022
- 1 September 2022
- 3 October 2022
- 1 November 2022
- 1 December 2022

### **Report Format**

We have set up a report template for you on Sharepoint (you will have received a separate link to access this). This means that you will be able to go into the document at any time to update the information on your project and we will use the latest version in the folder for submitting to the Management Group and Board. We will send you a reminder to help you ensure that projects are updated on time.

The report is designed to focus on the outcomes of the project, rather than a general update on activity. The report will be pre-populated for you with details of the project aim, start date and end date.

Project Aim		Start Date	Testing End Date	Progress Scale	Project RAG
<i>Insert project aim</i> <b>Project Manager:</b> (Insert Project Lead, Organisation) Project Charter Approved *** (Link to Project Charter)					G – on track A – off schedule R – at risk
Changes being tested		Are our changes resulting in improvement?			
What changes are being testing?	Which Locality and/ or test group				
		Are there any issues/risks we are escalating?			
Improvement Data					

We need you to keep this up to date with the latest information on progress.

**Progress Scale:** Use the progress scale to evaluate where you are on your improvement journey. All projects that have been approved by the CPA Board will be at a minimum of stage 4.

Score	Stage of Project	Description
1	Project area identified and agreed (complete for all LOIP projects)	Project has been identified as a priority from the Local Outcome Improvement Plan or Locality Plan
2	Draft Outline Project Charter and team in place	Draft Improvement Project Charter has been developed (rationale, initial aims, scope, resources, timescales, measures, expected outcomes) and project team formed.
3	Understanding baseline of current system (Data and practice)	Current system is being analysed- applying tools such as process mapping; cause & effect diagrams etc to understand processes and people, including readiness for change and analysis of baseline data
4	Project Charter endorsed by CPA Board	Knowledge of the system and other evidence of what could work have been brought together into a theory of change. This has been articulated in a final Improvement Project Charter which has been shared with the CPA Board. (A driver diagram may also be developed to support this stage.)
5	Change ideas and project measures further refined and prioritised	Range of specific change ideas developed further, measurement plans established and initial PDSAs are being planned
6	Testing underway	Testing strategy developed and is being deployed. Data being gathered and analysed (e.g. through use of run charts)
7	Initial indications of improvement	Anecdotal evidence or feedback that changes are resulting in improvement can be reported.

8	Improvements achieved	Evidence of improvements shows in project measures and has been reported to Community Planning Aberdeen Management Group. Implementation and Spread plans are being developed and deployed.
9	Sustainable improvement	Implementation plans have been deployed for key changes. Spread plans are developed if appropriate. Data indicates sustainability of impact of changes implemented in system.
10	Project complete	The aim has been met or exceeded and improvement sustained and spread where appropriate. Changes are now part of business as usual.

**Project RAG:** This section should detail if your project is on track (green), at risk (amber) or off track (red) in terms of your project plan. If at risk, or off track, please use the Issues/Risks & how we will overcome them section to provide detail on the risks/issues which are resulting in the project not being on track.

**Changes Being Tested:** In this section use the table to list the change ideas outlined in your charter which have been/or are being tested. Insert the month testing started. If no changes are being tested at this time the project team should provide a brief explanation for why. For each change idea, you should also specify which locality you are testing in and who (which group) you are testing with.

**Are our Changes Resulting in an Improvement:** This section should be no more than 100 words and should provide a brief overview of whether your changes are helping you to achieve the aim, making a brief reference to the improvement data to back up your statement. If you have any infographics, videos, reports on the outcome of your tests of change, share them in this section.

**Issues/Risks and how we will overcome them:** This section should provide a brief overview of any issues/risks that are impacting on you achieving the aim, and that you want to escalate to the OIG/Management Group for support.

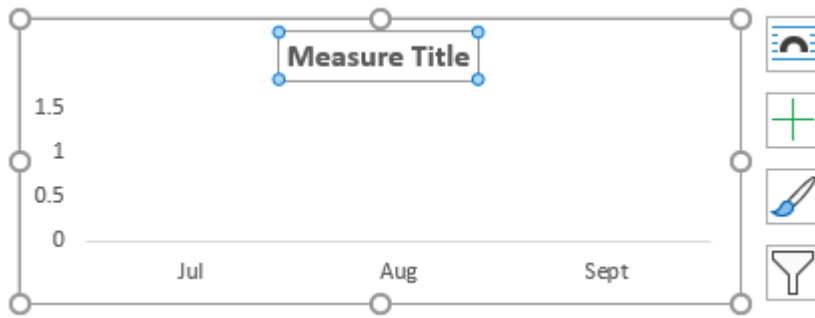
**Improvement Data:** The Improvement data section is critical to understand whether your changes are resulting in improvement. The section is divided into 4 quadrants to allow you to display progress using the key improvement measures for your project. We have pre-populated the report for you with basic level QI charts for the project outcome measure and any other relevant measures published in the LOIP. There are also blank charts in the report for you to add any additional data which demonstrates the impact (good or bad) of the changes you are testing.

The report is produced using Word, but you will be able to update your data/ charts from this application. This means that you can make all your updates in one place. See how below.

### **Editing the Improvement Data Sections**

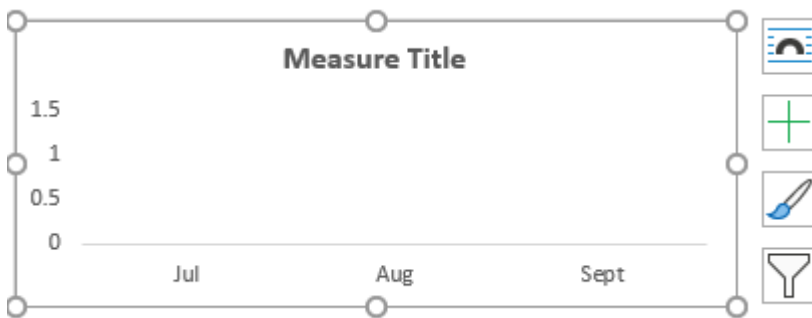
**To change the chart title:**

Left click on 'Measure Title' then left click again to edit the text box:



**To add/change data:**

1. Click once anywhere on the chart you wish to edit, and the following icons will appear to the right of your chart



2. Right click on the chart area and select Edit Data; then edit data in Excel:

The following popup will appear to allow you to edit the details as an Excel sheet:

3. Once you have entered/changed the data, close the window and the Excel sheet will populate the chart.

### **Other Uses for the Improvement Data quadrants**

If no data is yet available for a measure, a quadrant could include:

- A photograph of the tests being undertaken;
- A brief update on progress of the project change ideas;
- Or stakeholder feedback on the project.

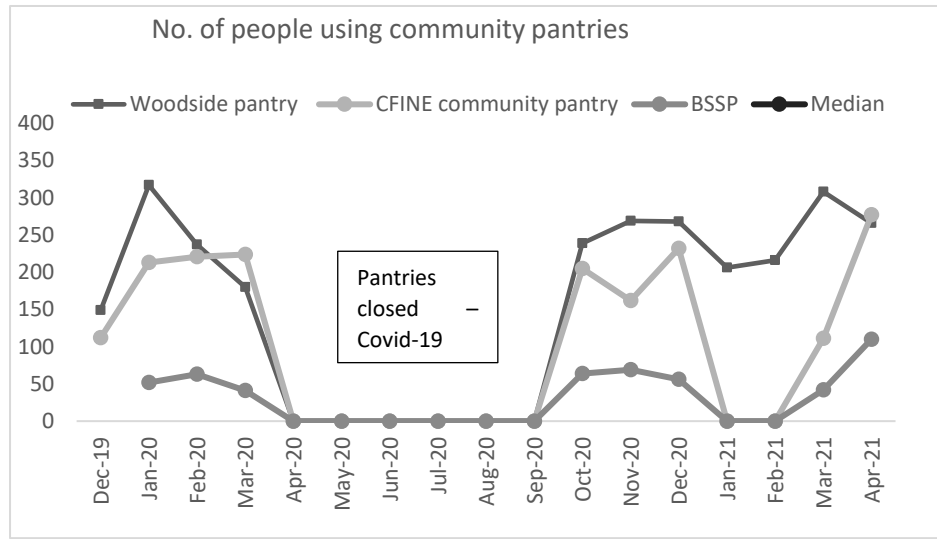
These quadrants should not be used to provide further contextual detail; change ideas; issues and barriers or progress of the project as a whole

**See exemplar of a completed template overleaf.**

**EXAMPLE PROJECT UPDATE: NOT REAL DATA**

Project Aim		Start Date	Testing End Date	Progress Scale	Project RAG
Increase the number of people using community pantries by 20% by 2023. <b>Project Manager:</b> (Graeme Robbie, Project Lead, CFine) <a href="#">Project Charter</a> <a href="#">Approved December 2019</a>		Dec 19	July 23	6	Green - On Track
<b>Changes being tested</b>		<b>Are our changes resulting in improvement?</b>			
<b>What changes are being testing?</b>	<b>Which Locality and/ or test group</b>	In terms of achieving the 20% increase we are only just recovering from covid and getting back to pre-covid levels and therefore not seeing the improvement yet. We can see that following covid restriction easing the use of pantries has returned to, or increased from pre covid numbers as per data below. See the attached <a href="#">summary</a> of our key achievements, challenges and next steps for the BS&S pantry and read the case studies about the impact on people using the pantries. We've seen 50% of our volunteers go onto gain employment. Provision of transport to our CFine pantry has seen numbers increase by 50%. We are working with one third sector organisation about implementing the pantry business model.			
Use of volunteers to manage the pantries to develop 'community ownership'	Central – Woodside; People who are unemployed				
Mobile Pantry managed by volunteers	City Wide; Low income families				
Cooking classes, including shop to cook, budgeting, kitchen skills, health and nutrition advice	North – Cornhill; Families receiving free school meals				
Transport to food pantries from across the Locality	South – Cove & Kincorth & Central Locality Wide; People with pantry membership				
Development of pantry business model	Central; Organisations currently providing foodbanks	<b>Are there any issues/risks we are escalating?</b>  Funding for the transport to food pantries will cease in July 2023 – sustainability needs to be considered. Discussions held with Funding Team but to date no potential funding opportunities identified.			

### Improvement Data



Woodside Pantry re-opened in January CFINE Community and BSSP closed December 2020

