

PROJECT PLAN First Three Months

PROJECT NAME	Digitally Inclusive Notts – Nottingham Mencap			PROJECT MANAGER	
PROJECT DELIVERABLE	A support service to help vulnerable adults acquire the skills to use the devices and data supplied by Nottinghamshire Council to help them achieve their health and social care outcomes.				
SCOPE STATEMENT	Initial preparation, setup, and High Level Mobilisation Plan for first 3 Months				
START DATE	(Prep) 12/01/2021- Actual from day 1 after Standstill	END DATE	10/06/21	OVERALL PROGRESS	15 %

AT RISK	TASK NAME	ASSIGNED TO	START DATE	END DATE	DURATION in days	STATUS
	Month 1.					
	Identify initial staff to deliver hands on and on-line support, ensure DBS checks and safeguarding and person-centred planning training up to date.	█	12/1/21	31/01/2021	Confirm 1 day following contract commencement	– 3 Tutors, 7 tech Supporters and admin resource provisionally identified for rapid start if bid successful. Complete. █ to Project Manage
	Share vision and scope of project with internal staff, partners and meet (virtually) with council colleagues after standstill period to discuss management of project. With commissioners: Clarify secure email address (week 1) Organise weekly progress meetings with Commissioners for week 1-6 Agree/clarify mobilisation plan	█	Week 1	End week 1	7 days	Informal internal briefing complete
	Create project steering group including council representatives and confirm agreed outcomes	█	Week 1	End week 1	7 days	
	Ensure capacity for up to 40 service users in first month	█	12/01/21	28/02/21	Confirm no change day 1.	Complete

	Set up phonenumber, answerphone to be operational by week 2. Mobile phones purchased for Tutors/Tec supporters.	[REDACTED]	12/01/21	14/03/2021	1 day from contract commencement	Flexible phonenumber and dedicated phone identified (will be available from 10/2/20) in conjunction with overall phone expansion project. Mobiles identified and costed.
	Create joint Communication plan in consultation with Notts CC and arrange briefing dates. Arrange 4 sessions in month 1 Put on website, Facebook.	[REDACTED]	Week 1	Mid-week 2	10 days	
	Weekly Internal Management Review meetings- Standing items – Risk Assessments, PPE, Communications, Problem solving	[REDACTED]	Week 1	Week 4	4 Weeks	
	Prepare for picking up initial 50 tablets, investigate and license key apps. Configure tablets for use.	[REDACTED]	Week 1	End week 1	7 days	Accessibility Suite and relevant apps identified- focus group and further testing required
	Collect and store tablets securely, log reference details. Identify courier options for delivery.	[REDACTED]	Week 1	Ongoing	1 days	Secure area identified. Courier options investigated.
	Consult with user focus group to establish initial tablet set up and apps suit.	[REDACTED] Service User reference Group	Week 1	End week 1	7 days	Attendees identified
	Finalise reporting, assessment matrix and create starter pack to accompany tablet use.	[REDACTED]	End week 1	End week 2	7 days	
	Deliver tablets and induct service users 1- 40 using a person-centred approach. Tec supporters will: 1. Assess base level skills and identify support needs. 2. Establish achievable goals and outcomes 3. Work through an accessible induction package.	[REDACTED]/Tec Supporters/Tutors	Within 5 working days of receipt of referral from Day 10.	Various	28 days	

	Contact each person for process feedback to amend and refine materials and approach.	█ Tec Supporter	Within 5 working days of 1 st contact	various	28 days	
	Monthly monitoring report to commissioners – Internal data plus Mosaic Social Care data.	█	Week 1	End week 4	28 days	
	Share Business Continuity Plan	█	End Week 2	End week 3	7 days	
	Virtual meeting with 'My sight Nottinghamshire', 'Disability Direct and' and Nottinghamshire Deaf Society'	█	End Week 4	End Week 4	1 day	Contacts aware of Project
	Month 2					
	Deliver devices and induct up to 30 new service users	█/Tutors/Tec Support	Within 5 working days of receipt beginning week 5	End week 8	28 days	Capacity in place
	Remote or in-person reviews of up to first 20 service users. Recover devices where appropriate.	Tutors/Tec Support	Beginning week 5	End week 8	28 days	Capacity in place
	Develop the 'peer support' concept and link with the recruitment of volunteer cadre.	█	Week 6	Week 6	1 day	Links to NTU and TB established
	Create and deliver training packages for additional staff to become "Tec. Supporters" if demand exceeds 80 service users at end of Month 2.	█/Training portals/█	Week 7	Week 8	2 weeks	
	Recruit 10 Volunteers to supplement the support programme and help set up the Group Support network	█/Partners	Week 5	Week 10	5 weeks	
	Pick up next tranche of Devices from store, add to asset register and secure after preparation.	█	Week 6	Week 6	1 Week	
	Review IT support processes and Apps with Stoneward IT	█	Week 6	Week 6	1 Week	

	Weekly progress meetings with commissioners 4-6 -, two sessions (Review the need for/frequency for further meetings at end of 6 th meeting)	█	Week 5	End week 6	2 Weeks	
	Weekly Internal Management Review meetings. Add feedback from reviews to feed into refinement of processes and strategies. Check geographical coverage for gaps in support.	█	Week5	Week 8	4 Weeks	
	Meet with steering group to monitor progress and issues.		TBA after initial meeting	TBC	1 Day	
	Brief key council personnel (potential referrers) and existing network to explain and promote the goals of the Service – 2 sessions for Council teams	█	Week 5	Week 6	2 Days	
	Review the need for additional advertising/awareness raising in the light of referral rates. Discuss with Steering Group.	█/Steering Group	TBA	TBC	1 Day	
	Month 3					
	Deliver devices and induct up to 25 new service users	█/Tutors/Tec Support	Within 5 working days of receipt beginning week 9	Week	4 Weeks	
	Remote or in-person first reviews of up to second set of 20 service users. Review outcomes and recover devices where appropriate.	█/Tutors/Tec Support	Beginning week 9	Week	4 Weeks	
	Carry out second review of service users 1-20. Review outcomes and recover devices where appropriate.	█/Tutors/Tec Support	Beginning week 9	Week	4 Weeks	
	Develop strategies and activities to ensure continues engagement with tech	█	Week 10	Week12	3 Week	
	Generate case studies to show progress so far.	█	Week 10	Week 12	3 Weeks	
	Steering group/Briefing- Formal review of overall outcomes and the need to alter delivery of project to improve outcomes.	█/Steering Group	Week 12	Week 12	1 Week	

	Formal presentation to NM Board documenting first 3 months of Project.	██████	CoM Meeting June	TBC	1 Day	
	Pick up next tranche of Devices from store, add to asset register, secure, and prepare	██	Week 12	Week 12	1 Week	
	Commence ongoing 'Group Support and Peer Support' Programme	██████	Week 12	Ongoing	To end of Project	
	Weekly Internal Management Review meetings – Add formal Review to agenda- week 11	██████████	Week 9	Week 12	Ongoing	