

DELIVER

Change Request Form

Project Name 05 Quality Framework
Project Manager Mary Gardner

Change requested by:	Project Group
Date:	10-Jul-19
Change Request:	Broaden scope to organisational-wide

Details of the change being requested

The project looks to refocus its activity and timelines. It is recognised that quality standards should take an organisational-wide approach rather than focus on Services activities. The elements of the project that look to introduce standards will be paused until there is clearer direction from the Theory of Change work in shaping the new strategy. Once understood the project will look to move to adopting a standards model which can support all of Independent Age to drive quality improvement.

Purpose of the change request

To ensure that a quality standards framework is responsive of the demands of the new strategy for the whole of the organisation the introduction of a standards model is to be pause until the strategy development can inform its requirements. Project leads will work with the new strategy development project to ensure that strategy will make clear its commitment and intention to quality improvement

Expected impact

The project will continue to deliver on key objectives in improving quality and assurance for Services however introducing cohesive overarching standards for the Service approach will extend to an organisational-wide remit. Milestone 2 - Agreement of quality standard and accreditation system, deliverable 3: agree standards model and Milestone 3 - Standards and evidence statements developed will be 'on hold'.

Anticipated costs

Broadening the scope of the standards framework may increase costs as the level of resources would need to be scaled up. The costs will also be reliant on the option of which model to adopt. The costs of the amended project plan for Services will reduce by £5k for consultancy. This amount will address some of the shortfall of the quality evaluation and satisfaction work.

To be completed by the Project Manager

Change requested submitted to:	Simon Hewitt Avison, Project Sponsor
Date:	10-Jul-19
Decision:	Approve change request

Sign-off structure	
Up to £Xk; X delay	Project Manager
£k - £k; Y delay; inability to meet a stated benefits	Project Sponsor
£k - £k; Z delay; inability to meet multiple stated benefits	SMT