

Scope Doc.

The objectives need to be simple to measure and provide you with tangible evidence that will support a case to sustain the service.

Project Scope Document (Service Adoption - Response Volunteer)

This document is for completion by the project lead for the RV service adoption. Helpforce will support you in getting this to a complete state, but please do have a go at completing it ahead of your scoping session, especially the project baseline section.

Trust Name	
Project Title	
Project Lead	

Details of Project

Project baseline

Your current RV situation; what is being delivered now, by how many volunteers, in what areas and what types of activities the volunteers are completing. What systems, processes are you using.

Key issues with your service; what issues are you looking to solve by improving your existing situation e.g. not able to fulfil demand, volunteers not being well utilised or unfulfilling activities, time consuming/clunky processes or systems etc.

Project vision/ goals

This is just a short statement that captures exactly how you see the RV working once it's established (look forward 12 months), what key issues will have been solved and what specifically you want the RV service to accomplish e.g. what infrastructure is in place, what activities are the volunteers completing, how many volunteers you have, level of buy in etc.

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Ensure you and your line manager are aligned regarding the existing situation and issues

Exercise - get your line manager to list key issues to identify gaps/ confirm alignment with you

Milestones are what you have done, not what you are going to do, taking time to work these out across your timeline, they will help frame your project plan. They need to be realistic

This is your elevator pitch, making sure you can describe your vision in a succinct way highlighting key benefits. Help people to picture your service and gain buy in.

Knowing what out of scope helps prevent scope creep, gives you the confidence to say No to random additions to the plan by saying - It's out of scope for phase 1, it's here in phase 2 etc. Adding in something new either will change the timelines or mean something else moves out of scope.

Understand what data you will need to ensure the service is running effectively (performance data). What are your stakeholders data needs? Ensure you can demonstrate impact related to organisational strategic objectives too.

Project objectives

Project objectives are what you plan to achieve by the end of your project. This might include deliverables and assets, or more intangible objectives like increasing productivity or motivation. Your project objectives should be attainable, time-bound, specific goals you can measure at the end of your project.

List 1- 5 SMART objectives that will help you achieve your vision that you will be able to measure

(e.g. Successful engagement across X wards, resulting in a consistent number of referrals (approx X) each week by month 6.).

List Key Milestones across 12 months

Project milestones mark specific points along a project's timeline. They are checkpoints that identify when activities or groups of activities have been completed or when a new phase or activity is launched. You can differentiate milestones from other elements of a timeline because they take no time to complete; think of them as signposts that keep things on track.

Out of scope

*List what will **not** be delivered as a part of the project. These are items/ activities that are likely to be associated with this project but that have been discounted as part of this plan due to time/ budget/ resource constraints e.g. a new hub or volunteer management system).*

Measurement

List/ describe the areas that you need to be able to measure and evidence performance in.

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