

**HealthTrust Europe LLP: ITT to establish a framework agreement for consultancy solutions and advisory services Contract Notice (FTS) Ref: 2023-041574**

**Technical Response – G1\_Contract Monitoring\_Ethical Healthcare Consulting**

G1: Please detail how you objectively measure the performance of a project to ensure you have met the contract requirements. Your response should include details of:

• the format and content of performance reviews;

• frequency of performance review; and

• communication channels used for the performance reviews.

**EHC Response:**  
  
To objectively measure project performance and ensure contract requirements are met, EHC have a structured approach:

**• the format and content of performance reviews;**

Our performance reviews are comprehensive, involving key stakeholders and team members. These reviews focus on quality across the following:

* Evaluating the alignment of current project status with the initial scope.
* Assessing the delivery of project objectives within each sprint.
* Reviewing budget management and adherence to the scope.
* Discussing contract variations, if any, through Change Control Notices (CCNs).
* Reporting against any agreed KPI’s set out in the call off contract
* People and their wellbeing

**• frequency of performance review;**

Performance reviews occur at multiple intervals, and are generally:

* Bi-weekly standups, three times a week, for ongoing alignment and adjustments.
* Retrospectives are held at the end of each two-week sprint, focusing on continuous improvement.
* Budget reviews are conducted weekly, ensuring financial alignment with project goals.
* Show and tell sessions, conducted fortnightly, serve as a platform for progress demonstration and scope validation.

**• communication channels used for the performance reviews.**

We engage key stakeholders and our teams through meetings (either virtually or on-site) for detailed discussions and presentations.

Highlight reports and presentations are used to visually represent progress, challenges, and next steps.

Regular and structured communication ensures transparency and collaboration and helps EHC work with their clients on improvement and feedback structures.

EHC commits to preparing monthly reports on the status of any ongoing pieces of work to the client’s Authorised Officer in the form of a contract report. These reports will contain the identification of the designated officer responsible for each specific project. Furthermore, our reports will offer a comprehensive summary highlighting project progress and status, with a particular focus on developments from the preceding calendar month. We will also provide details regarding fees billed to date, including cost breakdowns and achieved milestones, encompassing any additional services rendered. Additionally, we will provide an estimate of anticipated outstanding fees for work completion.

An example of where we are doing this already is with the Southern Counties Pathology Network, where monthly reports are required to be submitted to NHS England on the progress of the roll out. A tracked report is sent to NHS England against the overall programme plan and any risks are also communicated within this forum.

An example EHC management summary plan can be evidenced through supporting documentation ***‘SD9 Example Management Review 280722’.***