



**TVI Value-driven
implementation approach**
***SEN Transport Route
Optimisation Support***



Our execution principles

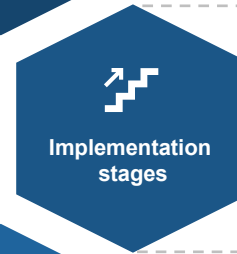
Our goal is to help councils move from an approved business case to live, operational digital services with speed, agility and control, ensuring early and measurable benefit realisation.

Approval of the FTV business case means the council is **ready to procure and mobilise** for implementation, with the digital solution, support, funding, procurement route and delivery expectations clearly defined



Our implementation approach is underpinned by a clear **set of delivery values** that ensures consistency, scalability, flexibility and rapid benefits focused delivery (see next slide).

A strong **track record of delivering rapid, user-centred digital solutions in local government**, we bring the experience, knowledge and credibility to do this with confidence.



These principles are applied across a **simple and repeatable implementation framework** that guides councils from business case approval to fully operational digital services.

TVI provides **end-to-end support** including programme/project management, change, service design and delivery support, to accelerate progress and reduce risk.



We apply a tiered model that **tailors the level of governance, pace and delivery method** to the complexity, benefits and risk of **each implementation**

TVI works alongside your digital partners to ensure new technology is implemented smoothly, adopted by staff and delivers lasting value for services and communities.

TVI's implementation delivery values

Clear structure, governance, ownership and capacity

Clear Delivery Structure – Defined project/programme setup, operational ownership and governance.

Right Skills and Capacity – The council and partners provide the skills and resource to deliver.

Consistency – A common, repeatable set of implementation stages used across all opportunities.

Tailored methods, appropriate controls and delivery discipline

Scalability – Framework adapts to size, complexity and risk.

Flexible Delivery – Tiered model allows appropriate delivery methods and governance.

Pace with Control – Parallel design/build/readiness, supported by timely decisions.

Evidence-led, user-centred, transparent design and testing

User-Centred Design – Decisions grounded in user needs and service impact.

Iterative and data-led – Test, learn and improve as you rollout.

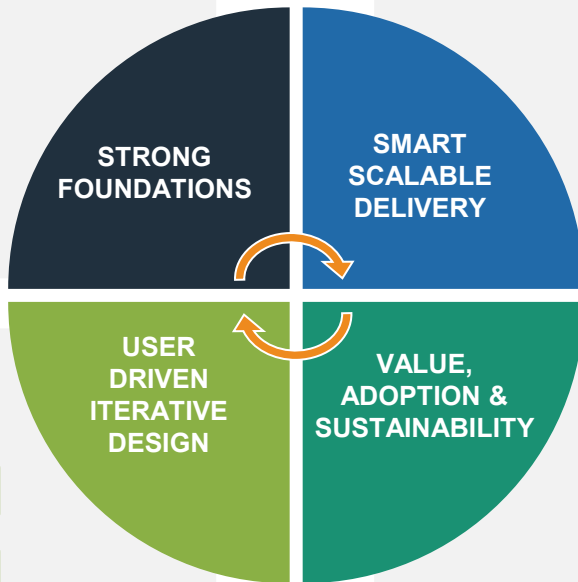
Transparency – Clear visibility of progress, risks and decisions.

Outcome focused delivery and long-term change

Benefits-Focused – Measurable outcomes and financial impact guide delivery.

Partnership Approach – Co-designed and delivered with services and partners.

Embedding and Sustainability – Adoption, capability-building and ongoing benefits.



Where TVI adds value



TVI sits between councils and technology suppliers, bringing delivery experience, governance expertise and pragmatic programme and project management. We help local authorities and our digital partners **turn ambitious ideas into working solutions** - bridging strategy and implementation, managing complexity and ensuring solutions deliver tangible, evidence-backed benefits.

Our implementation offer

TVI provides end-to-end support including programme/project management, change, service design and delivery support, to accelerate progress and reduce risk.

Contracting and Procurement

- Develop requirements specifications based on user needs, service design and future operating models.
- Support supplier shortlisting and evaluation through market engagement, scoring and due diligence.
- Support a compliant procurement process – at accelerated timelines

Programme, Project and Change Delivery Oversight

- Experienced delivery leads to plan, govern and coordinate design and implementation activity in a pragmatic way
- Use of agile and hybrid delivery methods to maintain pace and flexibility.
- Rapid set-up of delivery plans, RAID logs and PMO tools to bring structure and control from day one

Service Design and New Operating Models

- Conduct practical as-is analysis to understand pain points and opportunities.
- Co-design future service models, changes to process, workflows and roles aligned to the digital solution.
- Ensure new processes integrate seamlessly with the technical configuration provided by the digital partner

Change Management and Adoption

- Manage stakeholder engagement, change planning and communications.
- Support training, coaching and change readiness to ensure new tools are used consistently.
- Transition to live and early operational stabilisation.

Benefits Measurement and Realisation

- Define benefits, KPIs and success criteria at the outset.
- Build simple benefit trackers to demonstrate early impact.
- Support continuous improvement after rollout to maximise value.

Fast Track Implementation

- Pilot first to test, learn and prove value early with coordinated testing/UAT to ensure solutions work
- Run design, build and change readiness in parallel to accelerate delivery and shorten time to go-live.
- Streamlined governance, templates and supplier collaboration to resolve issues quickly.

TVI's implementation support model: School transport route optimisation

An overview of the process

Get started

"Point of change" implementation

Scaled deployment

1 Practical adoption

- Support initial data upload to QRoutes system, supporting data manipulation and documenting data manipulation requirements
- Engage with regular transport team meetings and align to current ways of working
- Co-design team workshop for QRoutes intervention criteria
- Support with Corporate, IT and Procurement processes (as desired)

2 Integration into working practice

- Formal mapping of transport route management processes
- Set and distribute criteria for QRoutes analysis and data-driven intervention (presented within team meetings)
- Define process for data upload to QRoutes, minimising manual data manipulation requirements
- Integration costs / benefits paper

3 Iterative change & measurement

- Utilise QRoutes to support service intervention at the point of change or need, based on the criteria delivered by the co-design team
- Work with change agents to deliver change within defined scope at point of need (e.g. school joiners/movers/leavers, fleet changes and contracts, needs change)
- Measurement of benefits from initiatives, with continual presentation back to transport team
- Co-design of to-be processes, minimising need for changes in ways of working

4 Evaluation & Options appraisal

- Feedback and co-design session with whole transport team to consider areas of benefit, identify future areas of usage and discuss management of implementation risks
- Summarise interventions to date, aggregating into consolidated financial model
- Define future state plan for scaled deployment, within and beyond ALN transport
- Outline detailed communications plan and begin engaging with wider stakeholder groups
- Evaluate technical requirements and/or additional data manipulation resources

5 Integration to BAU

- Transition to QRoutes as default way of working for SEN/ALN transport
- Engage with parents, children, teachers, schools, passenger assistants and transport partners to brief on new approach
- Support pilot transition at defined time with high levels of support
- Handover of process, knowledge and ownership to transport team
- TVI undertakes a coaching and mentoring role, drawn on only as required, enabling the team to operate independently

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