

WP1: Demand & Flow Diagnostic (6 weeks)



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Audience

This work package is ideal for senior operational leaders and system owners who are responsible for service performance but lack clear visibility of demand patterns and flow inefficiencies.

- Directors
- Heads of Adult Social Care
- NHS operational leads (e.g. community services, discharge, urgent care)
- Local authority transformation and commissioning leads
- System partners within Integrated Care Systems (ICS)

What this delivers

A rapid, evidence-led diagnostic designed to give senior leaders clarity, control, and confidence over system performance.

- Get to the truth quickly. Understand what is really driving demand, where flow is breaking down, and how much activity is avoidable or repeat (failure demand).
- Unlock immediate performance gains, identify practical, high-impact changes that reduce pressure, improve throughput, and stabilise services within weeks, not months.
- Move from insight to action. Leave with a clear, prioritised 90-day plan, with defined ownership, outcomes, and delivery milestones aligned to system priorities.
- Align your system. Create a shared, evidence-based view across partners (ASC, NHS, providers), reducing friction and enabling coordinated action.
- De-risk transformation. ensure future investment and change programmes are targeted, justified, and grounded in real operational insight—not assumptions.

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- Analyse end-to-end demand across the system (volume, type, source), distinguishing between value demand and failure demand (repeat contacts, inappropriate referrals, delays).
- Map service pathways to pinpoint bottlenecks, handoff delays, and capacity constraints impacting flow and outcomes.
- Use qualitative insights (staff, service users, partners) alongside data to understand root causes—not just symptoms—of pressure in the system.

Identify demand drivers, bottlenecks, and failure demand

Deliver a 90-day actionable plan

- Produce a prioritised set of interventions focused on quick wins and high-impact changes (e.g. pathway redesign, triage improvements, capacity rebalancing).
- Define clear ownership, governance, and delivery milestones aligned to organisational priorities and statutory requirements.
- Establish measurable outcomes and KPIs (e.g. reduced waiting times, improved throughput, lower rework) with a tracking framework for delivery.

- Creates a shared evidence base across stakeholders, aligning system partners around key challenges and priorities.
- Positions future phases of work (e.g. transformation programmes, commissioning redesign, digital enablement) based on validated need.

A structured starting point for improvement

► Contact Us

We would love to connect with you and hear about your requirements.



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