

Ravensdale Consultancy Ltd

Capabilities Pack

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Improvement and Delivery

Capacity & Demand Modelling

Better flow. Better planning. Better outcomes

Overview

Ravensdale helps teams understand how capacity and demand interact, interpret operational pressures, and make informed decisions. Focused on insight, discussion, and planning — enabling smarter resource use and improved service flow.

Learning Outcomes



Understand service pressures



Identify bottlenecks



Share implications and options



Prioritise action

Scope and Content

- Interpreting demand and capacity data
- Exploring flow and constraints
- Scenario discussion
- Action and improvement planning

Outputs and Deliverables

- Insights report
- Summary recommendations

Intended Recipients

- Leaders and managers
- Operational teams

Format

Bitesize / Programme

Duration

2 hours - 2 Days

Delivery

In-person, online, or blended



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Failure Demand Reduction

Fixing root causes to free capacity

Overview

Helping organisations identify, quantify, and reduce failure demand by understanding what drives repeat requests, poor flow, and rework — and designing improvements that prevent problems at source.

Learning Outcomes



Understand failure demand



Identify drivers



Share insights



Reduce rework and waste

Scope and Content

- Failure demand mapping
- Root cause analysis
- Flow redesign
- Action planning

Format

Bitesize / Programme

Duration

2 hours up to 8 weeks

Delivery

In-person or blended

Outputs and Deliverables

- Diagnostic summary
- Action plan

Intended Recipients

- Operational teams
- Leaders



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Delivery Diagnostics

Reviewing operational effectiveness and impact

Overview

Delivery Diagnostics examine service or programme delivery, assessing efficiency, effectiveness, and alignment with intended outcomes. Findings guide improvement, prioritise interventions, and support planning for sustainable change.

Learning Outcomes



Understand delivery performance



Identify improvement opportunities



Strengthen alignment to objectives



Agree actionable recommendations

Scope and Content

- Service mapping and review
- Performance assessment and benchmarking
- Stakeholder interviews and insight capture
- Recommendations and improvement planning

Format

Workshop / Assessment

Duration

1 Day

Delivery

In-person or blended

Outputs and Deliverables

- Delivery diagnostic report
- Actionable improvement plan

Intended Recipients

- Programme managers
- Operational teams



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Implementation Support and Assurance

Ensuring plans translate into results

Overview

Ravensdale provides structured support to oversee and guide programme implementation. This includes monitoring progress, addressing blockers, and assuring alignment with objectives and strategic goals.

Learning Outcomes



Track implementation progress



Identify and mitigate risks



Ensure alignment with strategy



Provide assurance to stakeholders

Scope and Content

- Implementation planning and support
- Progress monitoring and reporting
- Risk and issue management
- Stakeholder assurance sessions

Outputs and Deliverables

- Implementation reports and dashboards
- Assurance feedback and recommendations

Format

Ongoing Support

Duration

Variable

Delivery

In-person or blended

Intended Recipients

- Senior managers
- Programme leads
- Neighbourhood Health Partnerships



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Delivery Coaching

Supporting professional growth and applied learning

Overview

Ravensdale's Delivery Coaching helps professionals apply knowledge, tools, and frameworks to real-world projects while reflecting on confidence, capability, and personal effectiveness. Practical, goal-focused, and tailored to the individual's context.

Learning Outcomes



Solve work challenges effectively



Make decisions with clarity



Reflect on personal effectiveness



Plan next steps clearly

Scope and Content

- One-to-one guidance
- Linking insight to professional goals
- Exploring confidence and self-perception
- Understanding personal fulfilment drivers and conditions for growth

Outputs and Deliverables

- Clarified priorities and goals using an established tool
- Personal User Manual
- Practical reflection insights

Format

One-to-One

Duration

6 sessions

Delivery

In-person or blended

Intended Recipients

- Professionals seeking growth



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Benefits Realisation

Turning activity into meaningful outcomes

Overview

Ravensdale helps teams define, track, and embed benefits from programmes and change initiatives. Work focuses on clarifying intended outcomes, setting indicators, and ensuring benefits are realised and sustained over time.

Learning Outcomes



Define benefits clearly



Select indicators



Monitor delivery



Sustain improvements

Scope and Content

- Benefits mapping
- Indicator selection
- Tracking and reporting
- Sustainment planning

Format

Workshop / Programme

Duration

1–2 days

Delivery

In-person or online

Outputs and Deliverables

- Benefits map + indicators
- Tracking and reporting plan

Intended Recipients

- Programme teams
- Change leaders
- Leadership teams
- Operational teams



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Quality Improvement (QI)

Practical tools to improve services that matter

Overview

Ravensdale helps teams apply quality improvement methods to diagnose issues, test changes, and improve outcomes. We make QI practical, meaningful, and focused on what matters to staff and service users.

Learning Outcomes



Understand QI methods



Identify improvement opportunities



Test and refine changes



Apply PDSA cycles

Scope and Content

- QI principles
- Driver diagrams
- Measurement for improvement
- PDSA and iteration

Format

Workshop / Programme

Duration

1-3 days

Delivery

Online or In-person

Outputs and Deliverables

- QI plan
- Change test summary

Intended Recipients

- Operational teams
- Change leaders
- Improvement leads



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