

In-Form Solutions Newsletter

A new world

We are all experiencing an unprecedented pandemic that has caused so much distress to everyone and their families, businesses all around the world, charities, care homes and to public authorities, including our valued NHS. The NHS quickly responded to the challenge by reprioritising care and resources including the redeployment of staff from their regular roles to new roles of high demand and stress. This involved the deployment of new staff rosters, procedures, processes and working from new locations which required extensive planning, training, communication, managing and monitoring. There have been lots of new challenges, including for the many people now working from home and, whilst conforming to all Government guidance, we are now embarking on the road to recovery, addressing the backlog and preparing for a “new normal” way of living and working.

“The work and the approach has been exceptional”



1. **Delivering high quality outcomes**
2. **Agile, yet secure.**
3. **Diverse range of skill sets**

A highly experienced multi-disciplinary team dedicated to improving service outcomes with a robust infrastructure.

Our teams rising to the challenge

As a flexible organisation with robust business, information and quality management processes, we were able to quickly adapt to the challenge and the needs of our clients. In order to protect the welfare of our team, our office was immediately closed on a temporarily basis, as we were already set up to work remotely, our team were able to continue support from home and communicate through tools such as *Microsoft 365 including Teams & SharePoint*. Our Business Continuity Plan was implemented immediately and all staff and supply chain partners were involved in adopting a new innovative and flexible strategy. This is regularly reviewed, as are the needs of our clients, along with the safety and welfare of our team. To avoid issues of social isolation, our teams regularly engage in remote group or one to one meetings as well as participating in weekly informal virtual social events.

Supporting our clients through COVID

Our teams have continually supported our clients through COVID-19 and have been directly involved in assisting a number of organisations during the pandemic, including the Welsh Office, the Governments of Gibraltar and Jersey, St Helens CCG, the Isle of Wight Health Care NHS Trust, NHS Procurement and University Hospital Birmingham. We even had a clinical member redeployed to the NHS COVID wards which was challenging, yet rewarding. Other In-Form Solutions team members have supported with the planning and redeployment of services, contracting, financial recovery, procurement and enhancing the supply chain, formulating business cases, costing services and continuing with our contract monitoring roles. Most of this has been undertaken remotely.

Providing a secure and agile resource

In-Form Solutions are ISO9001 Quality Management certified, NHS Digital DSP compliant as well as fulfilling public sector procurement requirements. Clients are assured that our team is agile and flexible enough to support them in planning and implementing services and to improving their outcomes. We are able to deploy teams quickly and offer a combination of on site and secure remote working, complying to all Government guidelines and governance requirements. As “*Be inspired*” accredited mentors, we also support businesses through their recovery programme too.

The Board of In-Form Solutions thanks all staff, contractors, suppliers and, of course, clients for their valued support, professionalism and dynamism in these extremely challenging times. Adapting has not been easy for anyone, and the “new normal” will be quite different for everyone, but we must not lose our focus on improving our public services, continuing to emphasise local resilience, flexibility, innovation and financial security. Understandably, much of our normal work is still on hold, but it has not gone away. We are here for you, ready to meet the challenges ahead, when you are ready too.



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