**People Waiting – Demand Planning**

**Project description** – Within Adult Social Care at Essex County Council we are looking to review the way we manage demand flow and waiting lists. We are seeking information to understand best practice and whether there are certain tools and techniques used in the market to efficiently manage demand and queues. We are interested in what tools and techniques external organisations that are a similar size to Essex County Council use to effectively manage their queues and demand.

We would appreciate if you could answer the following questions – (answers to be a max. 500 characters)

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| **Question** | **Response** |
| **Question 1)** Have you delivered a project providing tools and/or techniques to support demand planning and waiting list management? If so, who have you delivered this to, what type of organisation are they, what is the size of the organisation? |  |
| **Question 2)** What are the challenges they faced? |  |
| **Question 3)** What were the outcomes of the project? |  |
| **Question 4)** What lessons were learned from the project? |  |