ART – our Why

- Developed around the 2020-21 COVID pandemic Vaccination campaign.

- ART also arose from observations of NHS Diabetes Prevention Programme assessments with feedback from community conversations around COVID-19 vaccine uptake.

- It is an adaptation of the 2014 Sage vaccine hesitancy framework (known as 'the 3 Cs') to address the observation that Literature and interventions often focus on behaviour and attitudes of populations and omits structural, system and service drivers of activity and outcomes.

ART's Aim –is to shift agency for uptake improvement from potential service users towards providers and services.

It does this by clarifying the drivers of uptake and establishing the actions within the service or provider's circles of control and influence.

This shift supports services and providers to identify issues and make often small, but highly effective changes to processes that improve service uptake, retention and the experience for service users.

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How ART is used in Newham

ART supports teams to systematically explore a service pathway and find what is working well and what isn't from the service user perspective

ART works well with other approaches like Coproduction / User feedback / Data monitoring and

And with other tools designed in Newham

> DWeLLIN /DILLIN

> Core 20 cohort finder

> Well Newham Approach

ART supports teams to better understand the needs of existing and potential service users to improve the experience for all.

ART is simple and easy to use.

ART can be used to code insights from qualitative enquiries.

The impact of using ART and the experience can be captured via the ART Process Evaluation Pack.

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How you can get involved with an ART Project

Newham London

Providers	Commissioners	Community insights	ICB/ADPH	Academic
• Pathway optimisation guide • Guide use Process and outcome evaluation	• Specification optimisation guide • EQIA support tool	• Coding framework • Peer researchers	• Service ART implementation framework • Service pathway improvement	• Validations • relationship with COM-B/ EAST etc

- To use ART in your pathway and complete a short process evaluation, to help us refine it please contact :-
- Adeola.Agbebiyi@newham.gov.uk   Mobile : 07956 937961

newham.gov.uk

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