Definition of Done / Good / Fulfilled / Daily Output / Deliverable Completion

PRN-41: **Definition of Done / Good / Fulfilled / Daily Output / Deliverable Completion**
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
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1. Introduction

CAREHOPES (TC) is committed to delivering companionship services that are consistent, measurable, and aligned with each client's companionship plan. This policy defines what "Done," "Good," "Fulfilled," "Daily Output," and "Deliverable Completion" mean within TC's operational framework, including the integration of **Agile delivery principles** and **MoSCoW prioritisation**.

TC recognises that companionship is delivered by humans, not machines. Therefore, our definitions incorporate flexibility, realism, and continuous improvement.

2. Purpose of the Policy

The purpose of this policy is to:

- establish clear, objective definitions of service completion
- integrate Agile delivery principles into companionship work
- prevent misunderstandings between clients, sponsors, and companions
- support TC's quality assurance and safeguarding framework
- ensure fairness in evaluating service fulfilment
- protect TC from subjective or unrealistic expectations

3. Who This Policy Applies To

This policy applies to:

- service users
- individual and family sponsors
- organisational sponsors
- companions and volunteers
- TC staff and administrators
- auditors and governance teams

4. Agile Framework and MoSCoW Prioritisation

TC adopts an **Agile delivery mindset** to ensure realistic, flexible, and human-centred service fulfilment.

4.1. The 80% Completion Rule

A companionship session is considered:

- **Done**
- **Good**
- **Fulfilled**
- **Completed**

when **at least 80% of the agreed outputs and deliverables** in the companionship plan are achieved.

This 80% threshold reflects:

- human variability
- environmental unpredictability
- client mood changes
- mobility challenges
- public transport delays
- unforeseen risks
- natural bottlenecks
- operational constraints

The remaining **20% outstanding deliverables** may be:

- completed later the same day, or
- improved upon in subsequent sessions.

This approach ensures TC remains **realistic, trustworthy, and adaptable**, avoiding rigid or unrealistic promises.

4.2. MoSCoW Prioritisation

TC uses MoSCoW prioritisation to structure deliverables:

- **Must-Have (M)** – essential activities required for safety and wellbeing
- **Should-Have (S)** – important activities that significantly enhance the session
- **Could-Have (C)** – optional activities that add value but are not essential
- **Won't-Have (W)** – activities intentionally excluded due to boundaries or risk

The **80% completion rule** applies primarily to **Must-Have** and **Should-Have** deliverables.

5. Key Definitions

5.1. Definition of "Done"

A session is **Done** when:

- at least 80% of Must-Have and Should-Have deliverables are completed
- the companionship plan is followed
- the companion attends and engages professionally
- the Companion Completion Checklist is completed
- the client is safe and supported
- reasonable adjustments are made where needed

5.2. Definition of "Good"

A session is **Good** when:

- the companion delivers at least 80% of agreed outputs
- the companion demonstrates kindness, respect, and professionalism
- independence is encouraged
- boundaries are maintained
- communication is clear and respectful
- the environment remains safe
- the session contributes positively to wellbeing

"Good" is measured by **behaviour and deliverables**, not subjective personal preferences.

5.3. Definition of "Fulfilled"

A session is **Fulfilled** when:

- 80% of deliverables are completed
- reasonable alternatives are provided where needed
- documentation is accurate
- the client endorses the checklist (where possible)
- missed activities are rescheduled appropriately

Fulfilment is based on **objective documentation**, not personal perception.

5.4. Definition of "Daily Output"

Daily Output refers to measurable activities completed during a session, including:

- social engagement
- wellbeing activities
- community participation
- GP appointment support
- mobility assistance (non-clinical)
- companionship routines
- communication support
- documentation and checklist completion

Daily Output must align with the companionship plan and MoSCoW priorities.

5.5. Definition of "Deliverable Completion"

Deliverable Completion refers to fulfilling the agreed tasks within the companionship plan, including:

- attending scheduled sessions
- completing Must-Have and Should-Have activities
- supporting GP appointments
- maintaining professional boundaries
- documenting the session

- communicating concerns to TC
- ensuring client safety and dignity

6. Objective vs. Subjective Evaluation

6.1. Objective Evaluation

TC evaluates service fulfilment based on:

- 80% deliverable completion
- completed checklists
- documented activities
- companion reports
- risk assessments
- safeguarding considerations
- contract terms

6.2. Subjective Evaluation

Subjective perceptions (e.g., "I didn't like the companion's personality") do **not** constitute:

- breach of contract
- failure of service
- grounds for refund

TC will address subjective concerns through:

- companion reassignment
- updated companionship plans
- client engagement review

7. What Does NOT Constitute Breach of Contract

The following do **not** constitute breach:

- companion lateness with prior notification
- missed sessions that are rescheduled
- missed GP appointments that are rescheduled
- time lost in transit that is fulfilled later

- occasional missed appointments
- client refusal to endorse checklists (recorded as incident)
- personal preference disagreements
- companion reassignment
- completion of 80% deliverables instead of 100%

8. Companion Responsibilities

Companions must:

- aim for 80% deliverable completion
- follow MoSCoW priorities
- complete the Companion Completion Checklist
- maintain professional boundaries
- communicate concerns to TC
- avoid negotiating terms with clients
- ensure safety and dignity
- act with kindness, patience, and respect

9. Client and Sponsor Responsibilities

Clients and sponsors must:

- respect the 80% completion rule
- avoid requesting 100% completion every session
- communicate through official TC channels
- endorse checklists honestly
- avoid requesting services outside the companionship plan
- notify TC of changes in risk factors
- maintain safe environments

10. Incident Reporting

If deliverables are not completed due to:

- client refusal
- environmental risks

- safeguarding concerns
- companion illness
- unforeseen circumstances

TC will:

- document the incident
- notify the sponsor (where applicable)
- reschedule activities
- adjust the companionship plan if needed

11. Quality Assurance

TC ensures quality through:

- checklist verification
- companion supervision
- client engagement reviews
- safeguarding oversight
- periodic audits
- board-level review for complex cases

Quality is measured objectively using the **80% rule**, not subjective expectations.

12. Amendments to This Policy

TC may update this policy to reflect:

- operational improvements
- legal changes
- new services
- governance decisions

Updates will be communicated through official TC channels.