

Work Instruction: Agile Research Delivery Team Request Process

Version	Date	Review date	Author	Ratified by
1.0	06/07/2022	31/03/2023	Briony Dillon	Operational Management Group
1.2	27/01/2023	31/03/2024	Helen Chenoweth	

1. Purpose of Work Instruction

To describe the roles and responsibilities of those involved in requesting support of the Agile Research Delivery Team (ARDT) for delivery or support of studies, and those involved in granting requests, to ensure equitable access to the ARDT resource.

2. Scope

This Work Instruction applies to all staff working for or on behalf of the NIHR Clinical Research Network South West Peninsula (CRN SWP) and partner organisations within the South West Peninsula. The ARDT consists of research nurses, midwives, allied health professionals, practitioners and assistant practitioners employed on behalf of the NIHR CRN SWP as a flexible workforce based across Cornwall, Devon and Somerset. All NHS and Non-NHS settings delivering NIHR research are eligible to request support from the ARDT team to deliver NIHR studies, with allocation of resources being prioritised according to the following criteria, ordered according to importance:

1. Requests meeting the remit of the NIHR Transformation of Research Delivery Programme (TRD) e.g. supports growth of research outside of hospital settings including Primary Care, Social Care, schools, prisons, community centres and other non-NHS settings, or targets an underserved population as defined by the [NIHR-INCLUDE Project](#).
2. Request supports a local CI study, urgent public health study, a study fulfilling national research priorities or managed recovery of a study closing within the financial year that would otherwise fail to reach its recruitment to time and target.
3. Request does not fit in either of the above categories but provision of support is required to maintain progress against or reach NIHR targets or High Level Objectives in partner organisations, including provision of cover in unexpected circumstances e.g. short term staff sickness.

The purpose of the formal request process is to ensure fair consideration of requests by a panel of NIHR CRN SWP managers, ensuring appropriate use of the ARDT resource in line with the purpose and goals of the TRD programme. It also ensures accurate recording of requests, whether granted or declined, positively informing future planning for the appropriate structure and skill mix of the ARDT.

Allocation of ARDT resource will be subject to the commercial cost recovery process when team members are used to support commercial studies. This process is further described in the NIHR CRN SWP Commercial Cost Recovery SOP ([SOP 27 - Commercial Cost Recovery](#)).

3. Responsibilities

3.1. Requesting ARDT support

- The ARDT Google Request Form should be used for all requests, regardless of duration of the request, and the number, banding or skill mix of staff required: [ARDT Request Form](#)

- Requests for support should be made with the knowledge and permission of the Lead Research Nurse/Practitioner (LRN/P) and/or the R&D manager of the requesting organisation, due to the potential financial impact of the cost recovery process.
- Informal enquiries can be directed to the ARDT Strategic Lead or the ARD Team Leaders prior to submission of the ARDT Request Form.

3.2. Allocating ARDT support

- The decision making panel will consist of members of the NIHR CRN SWP ARDT management team, including the Primary Care Research Delivery Manager, ARD Team Leaders and the Social Care/Non-NHS Research Delivery Manager, with a quorum of two members.
- In the event of a dispute regarding the outcome of a request, it will be escalated to the Chief Operating Officer and/or Deputy Chief Operating Officer for review and final decision.
- A member of the ARDT management team will check the requests form daily Monday-Friday, and will request a panel meeting at the earliest opportunity within 3 working days.
- The ARDT management team will provide the outcome of the request via email response to the requester, within 3 working days of the request being submitted.
- Outcomes may include direct approval or decline of the request, or a partial fulfilment according to the needs and capacity of the ARDT. Justification for the outcome will be provided in the email response.
- The ARDT management team are responsible for updating the request spreadsheet with the outcome of the request.