Commercial Continuous Improvement Assessment Framework (CCIAF) tool

User Guide

Version 4.0 **27/10/2023**

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User Guide for the CCIAF Online Scoring Tool

Welcome to the guide for the CCIAF online scoring tool. This tool helps improve work across the government and the public sector. It allows for quick logging of assessments and peer reviews..

This tool is designed to help drive improvement across the Government Commercial Function (GCF) and wider public sector.

How This Guide Helps You
This guide offers tips and advice to help you get the most from the tool.

Key Benefits of Using This Tool

- The tool automates the entire process, replacing the need for spreadsheets.
- Easy registration for all users.
- Step-by-step guidance is provided.
- Quick data input and automated reporting.

Peer Review Process

- The tool simplifies the method of peer review for assessors.
- Secure permissions give you access to different thematic areas.
- A fully-contained peer review process, complete with an in-tool document library.

What can the user guide do for you?

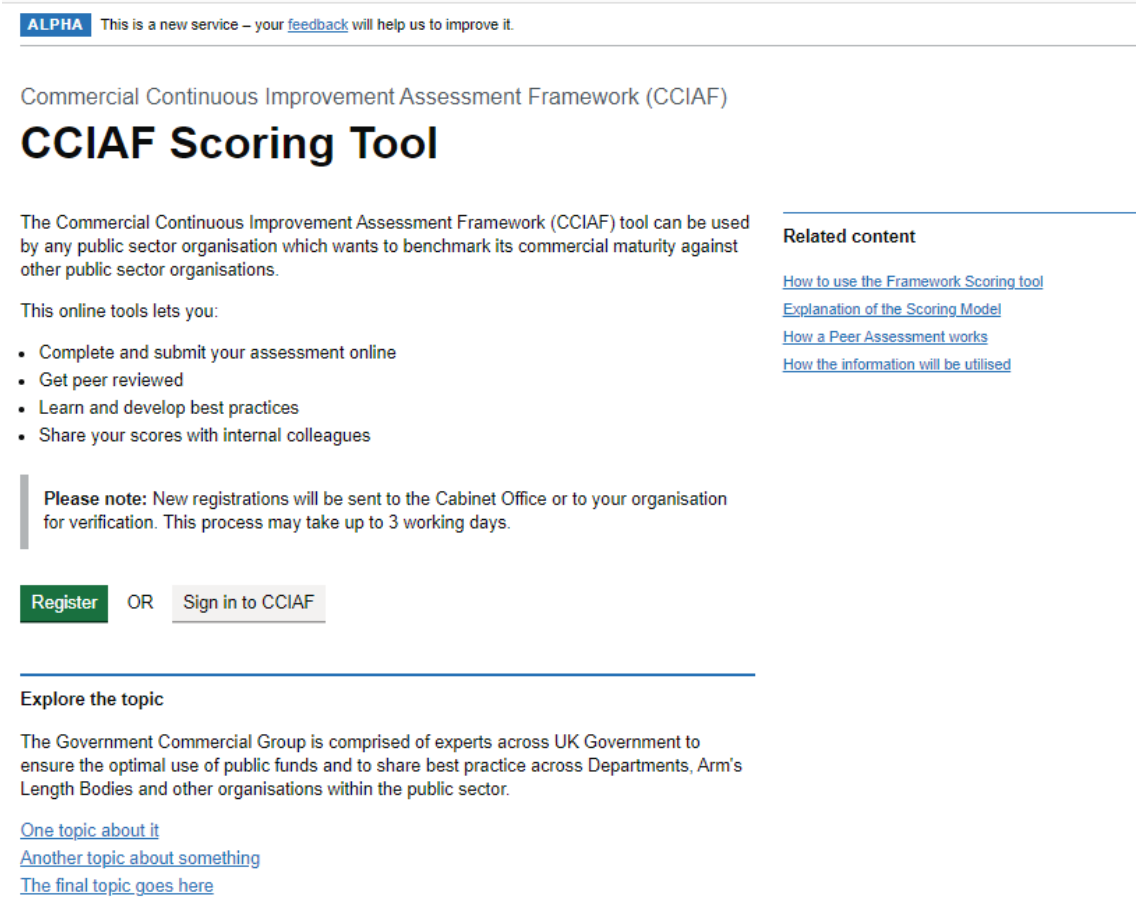
This guide is designed to show a user how to:

- Register to use the Online Scoring Tool
- Manage users
- Updating cover sheet
- Navigate the site
- Add supporting evidence for an assessment
- Safely store sensitive information
- Log essential items in the document library
- Conduct a peer review
- Download a summary of the CCIAF

How to Register for the CCIAF Online Scoring Tool

If you're new to the tool, there are two ways to register:

1. Visit the CCIAF homepage and click on 'Register.'
2. Email the Government Commercial Function for a registration link.



ALPHA This is a new service – your feedback will help us to improve it.

Commercial Continuous Improvement Assessment Framework (CCIAF)

CCIAF Scoring Tool

The Commercial Continuous Improvement Assessment Framework (CCIAF) tool can be used by any public sector organisation which wants to benchmark its commercial maturity against other public sector organisations.

This online tools lets you:

- Complete and submit your assessment online
- Get peer reviewed
- Learn and develop best practices
- Share your scores with internal colleagues

Please note: New registrations will be sent to the Cabinet Office or to your organisation for verification. This process may take up to 3 working days.

Register OR Sign in to CCIAF

Related content

How to use the Framework Scoring tool
Explanation of the Scoring Model
How a Peer Assessment works
How the information will be utilised

Explore the topic

The Government Commercial Group is comprised of experts across UK Government to ensure the optimal use of public funds and to share best practice across Departments, Arm's Length Bodies and other organisations within the public sector.

One topic about it
Another topic about something
The final topic goes here

Requesting Access to the Tool

- In the 'Your Organisation' field, pick your organisation's name from the list if it's already registered.
- If your organisation isn't listed, choose 'My organisation isn't listed' and then select your organisation type from the options.

Organisation

My organisation isn't listed.

Your organisation type

- Central Government Department
- Arms length body
- Local Authority
- NHS organisation
- Police or other emergency service
- Commissioning body
- Other

How to Choose a Parent Organisation and Complete Registration

1. Look for your parent organisation's name in the dropdown. If it's there, select it.
2. If you can't find your parent organisation, choose 'My parent organisation isn't listed' and type its name in the box provided.

Your registration will go to the team in charge. It may take up to two working days to process. For any questions or issues with signing in, email cciafsupport@cabinetoffice.gov.uk.

Parent department

Leave this blank if your organisation does not have a parent department.

My parent organisation isn't listed.

Parent department name

Your organisation name

Password

Confirm your password

By signing up, you are on behalf of your department agreeing to the terms of service set out in the Commercial Standards Data Sharing Agreement and the Privacy Notice.

I accept the above terms of service

Submit access request

What Happens After Registration

Once you finish registering, you'll see a confirmation page and get a confirmation email.

GCG0237

Your request to register has been submitted.

What happens next

You will receive an email asking you to verify your email address. Following this, if your organisation already has an assigned lead assessor, they will be able to approve you, otherwise the Government Commercial Function will review your request to register your organisation.

Checking for Verification Emails

Be aware that some department spam filters may direct verification emails to your spam folder. If you don't receive a verification email, email cciafsupport@cabinetoffice.gov.uk.for manual email verification.

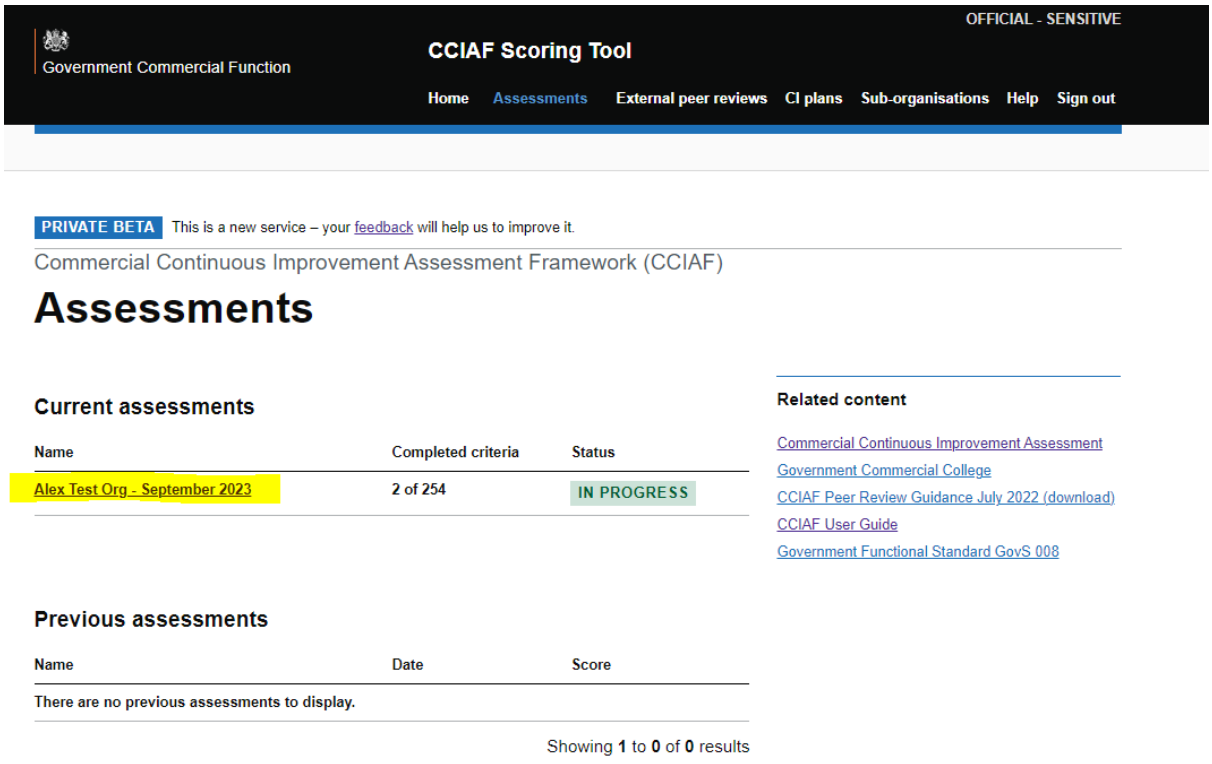
Managing additional users

Once the lead user is registered they can add new users onto the tool.

To assign users to an assessment your organisation needs to have started an assessment.

Click '**Assessments**'

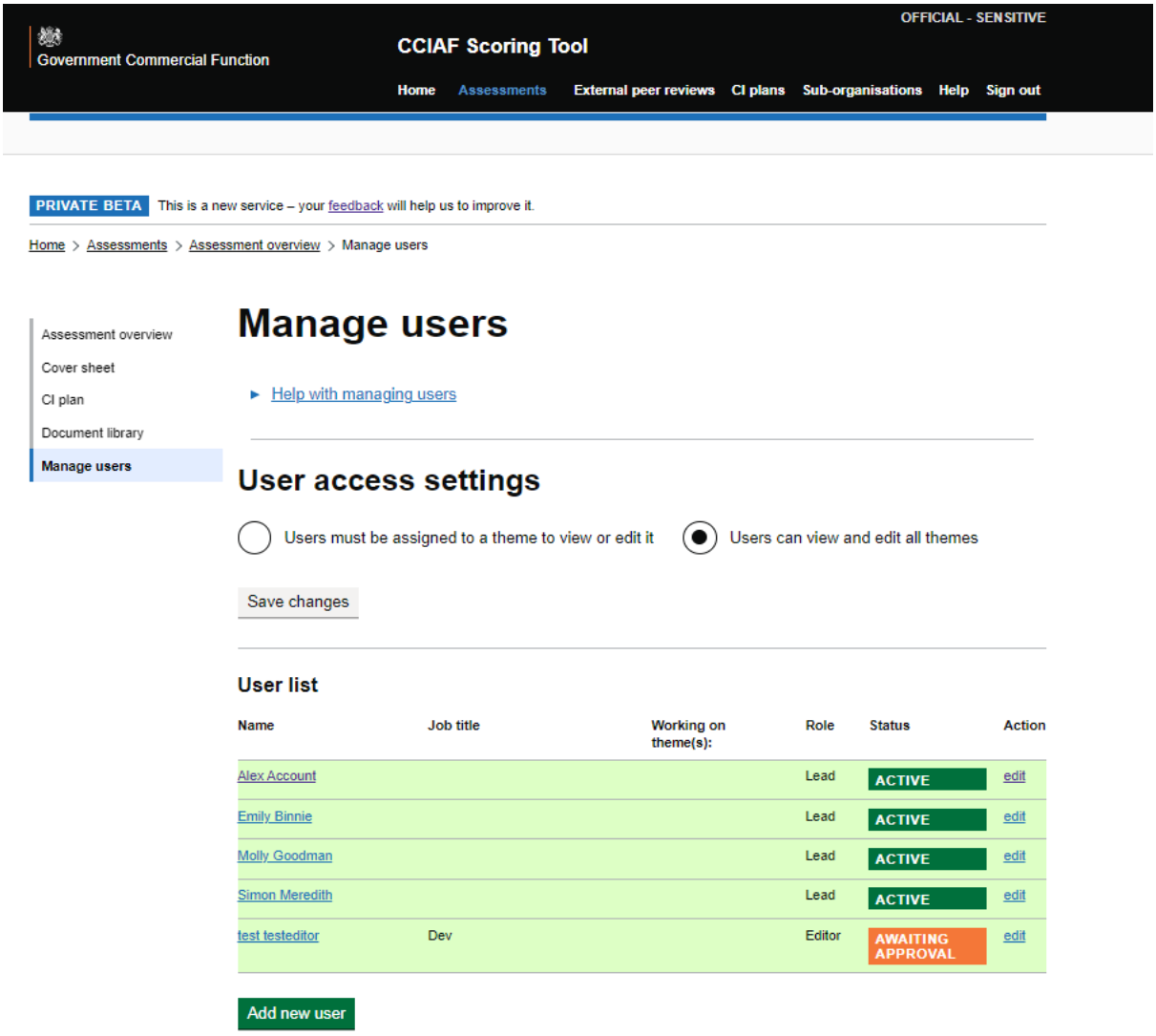
- If you haven't started your current assessment, you will need to click **'create assessment'**
- If you have already started the assessment then open your **current assessment**



Click the **Manage users tab** in the left hand sidebar.

Here you can view all the users who have access to the tool.

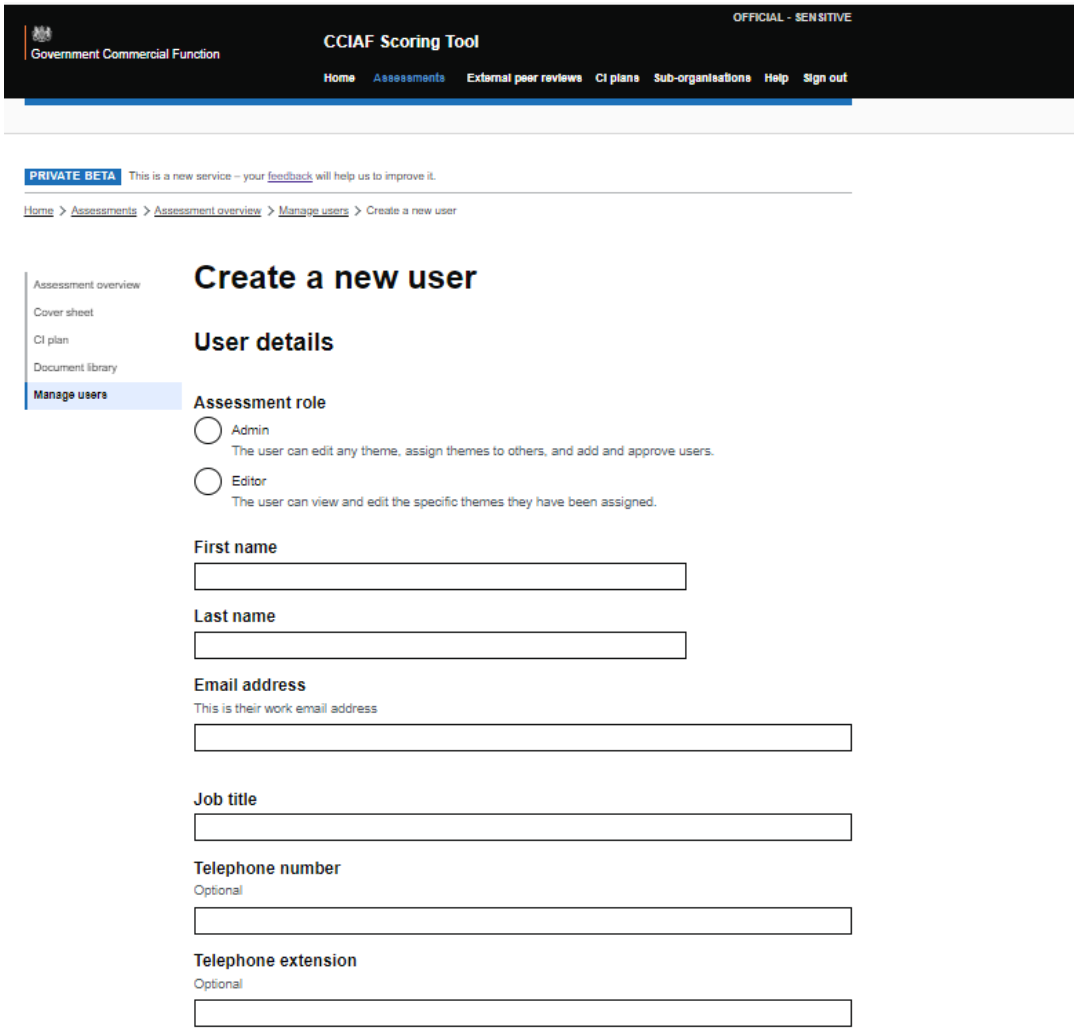
To add a new user click the green button **'add new user'.**
Good to Know: the page you are currently on will be highlighted blue in the left hand Menu



You can select what permissions you want the user to have

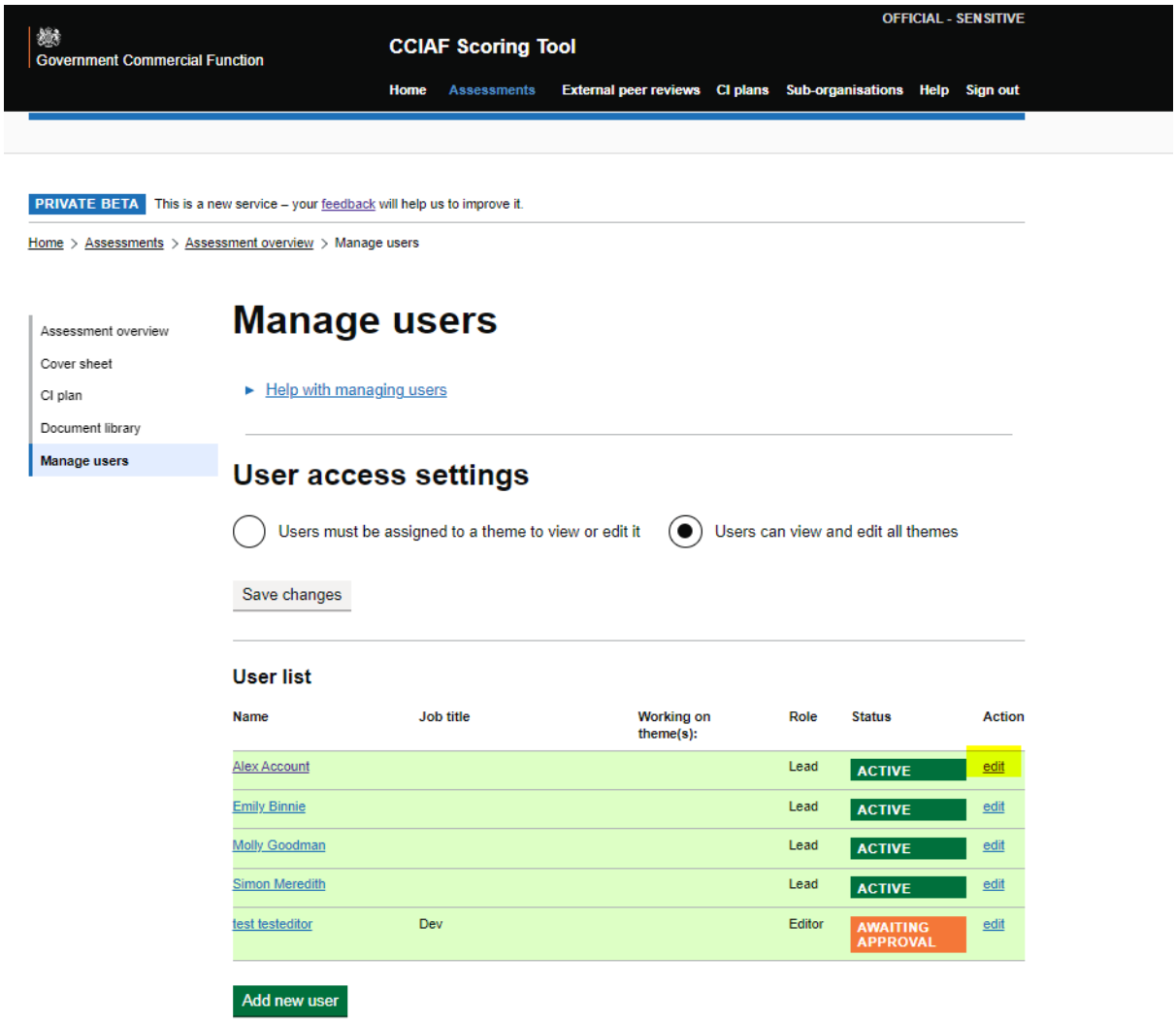
- **Admins** can assign users to themes and edit themes
- **Editors** can only add content to themes they have been assigned to

Lead and admin users can assign users to specific themes. For example, If you only want the user to be able to view and edit Theme 1 then select Theme 1. All the other themes will be hidden to that user.
Once the lead user saves these changes the user will be validated and they will receive an email and will be given access to log in to the CCIAF tool.

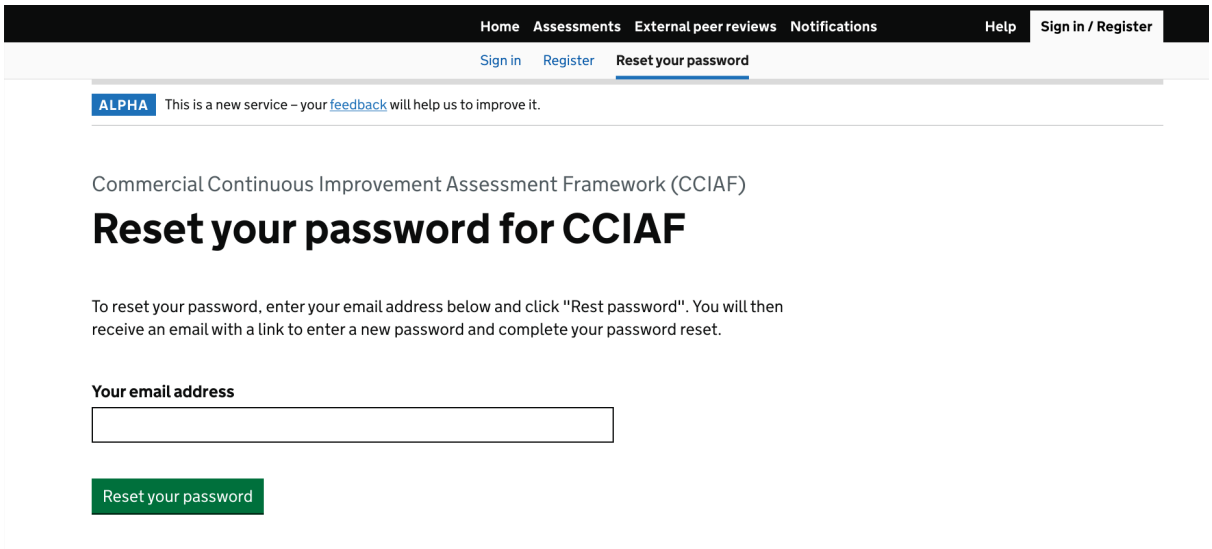


Manage users - editing permissions and access to the tool

Lead users can edit an individual user's access to the tool by clicking on the ‘edit’ link. From there you can update the users permissions or deactivate them so they can no longer access the tool



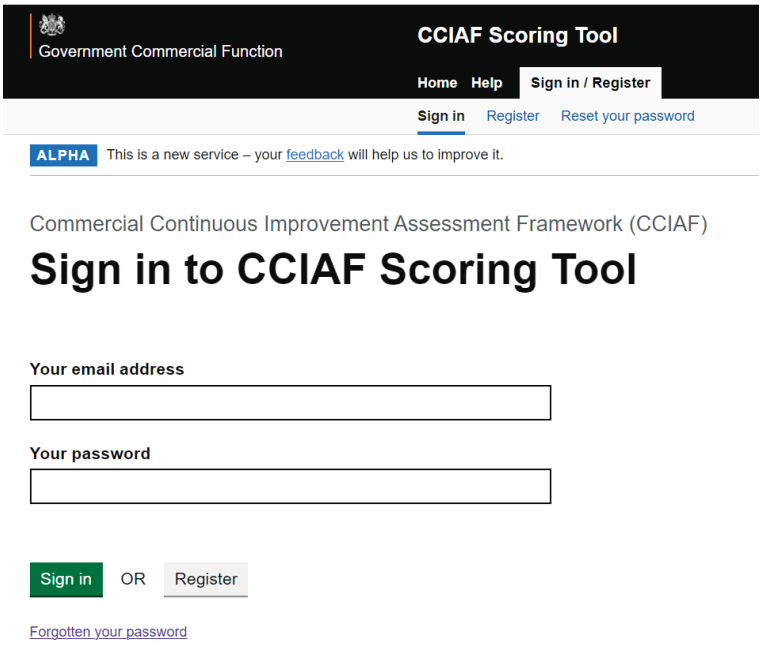
Resetting passwords



Enter your email address - you will then receive a link to set a new password.

Enter your email address and password and press **'Sign in'** If your email address is not recognised, contact your lead user.

Sign in

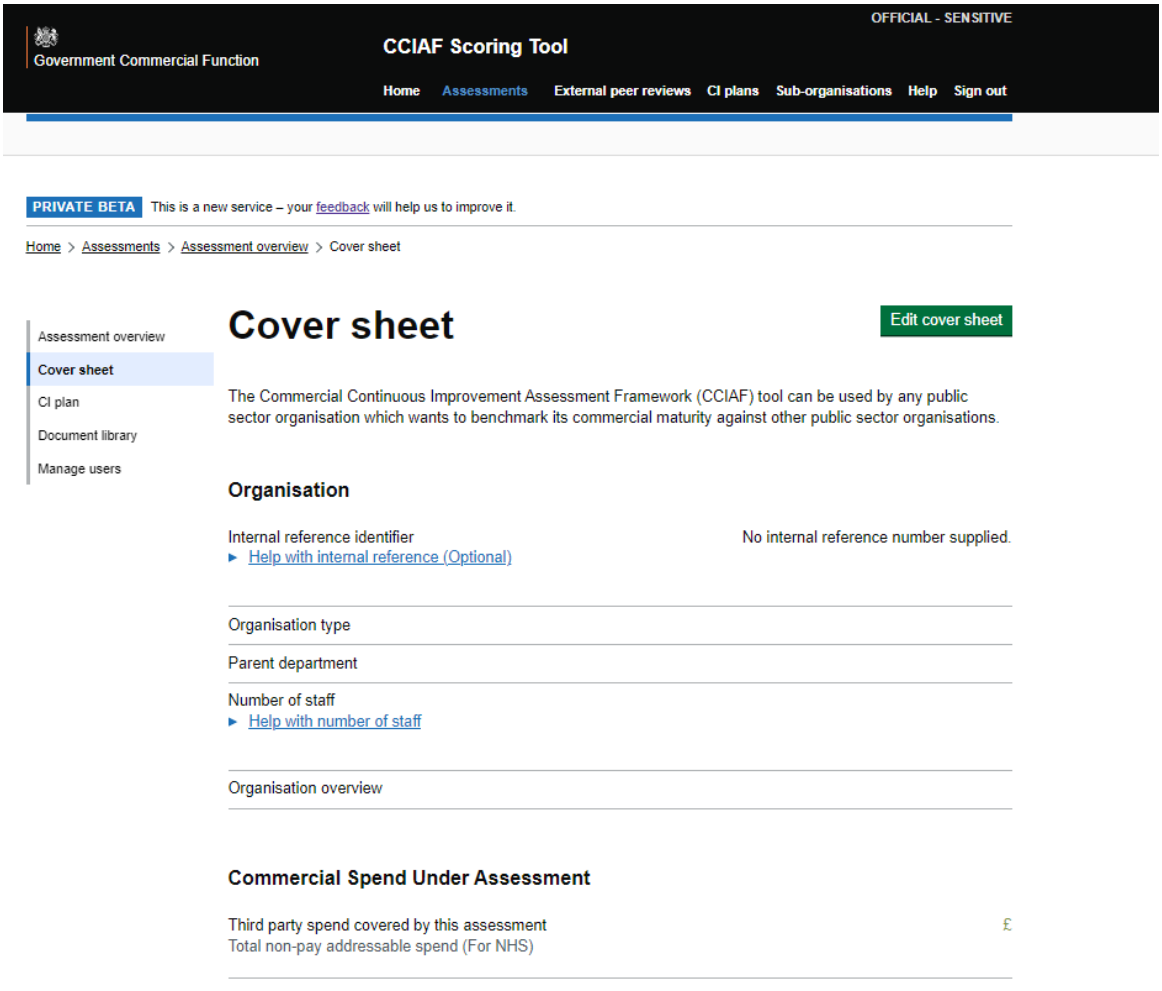

Government Commercial Function
CCIAF Scoring Tool
Home
Help
Sign in / Register
Sign in
Register
Reset your password
ALPHA
This is a new service – your feedback will help us to improve it.
Commercial Continuous Improvement Assessment Framework (CCIAF)
Sign in to CCIAF Scoring Tool
Your email address
Your password
Sign in
OR
Register
Forgotten your password

Cover sheet

You need to complete the cover sheet for your assessment. The cover sheet shows a summary of your individual assessment

- The organisation being assessed
- Number of staff
- Its commercial spend

Here you can also submit any special requests you have for peer reviewers. The Commercial Standards Team will take this into account when assigning your organisation a peer reviewer.



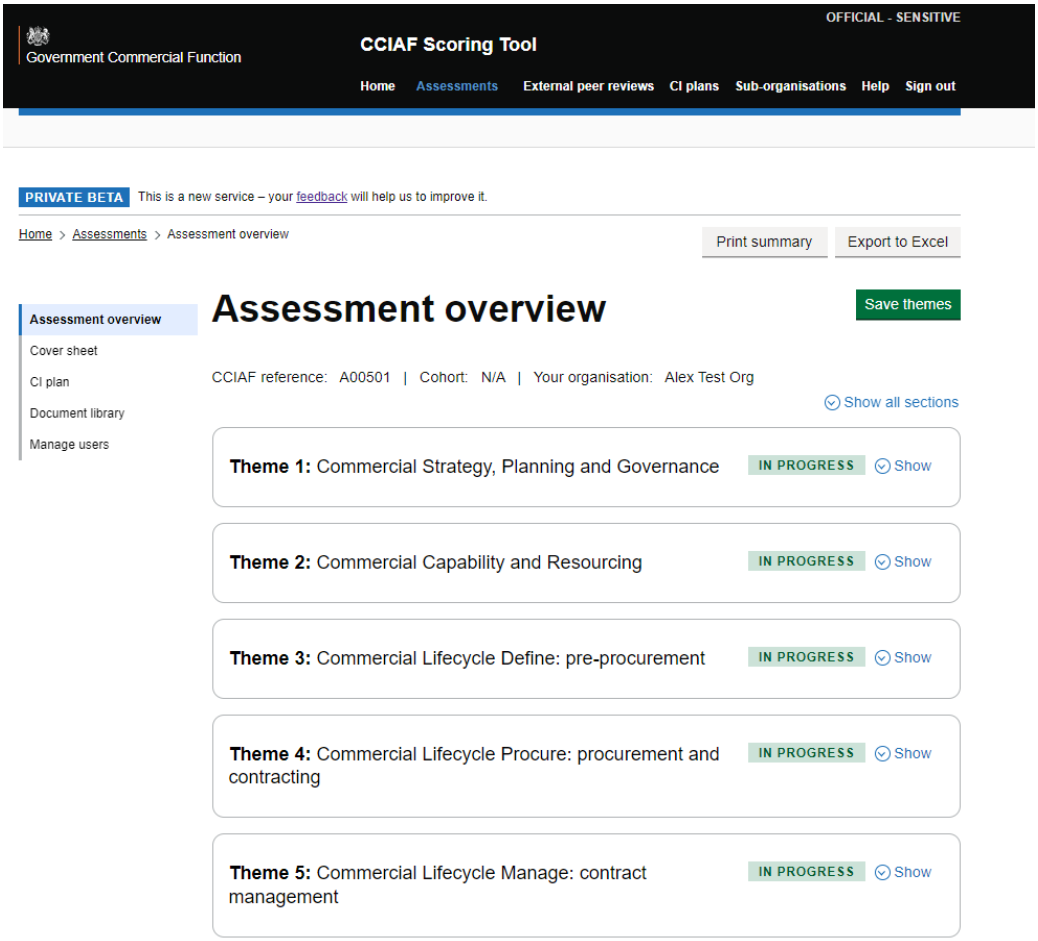
Completing your assessment

When you are ready to start completing the assessment, click into the **Assessment overview page.**

You can complete the assessment in any order.

Depending on how your organisation and the peer reviewing organisation wants to work you can submit individual criteria to peer review or you may want to complete the whole assessment first before submitting for peer review.

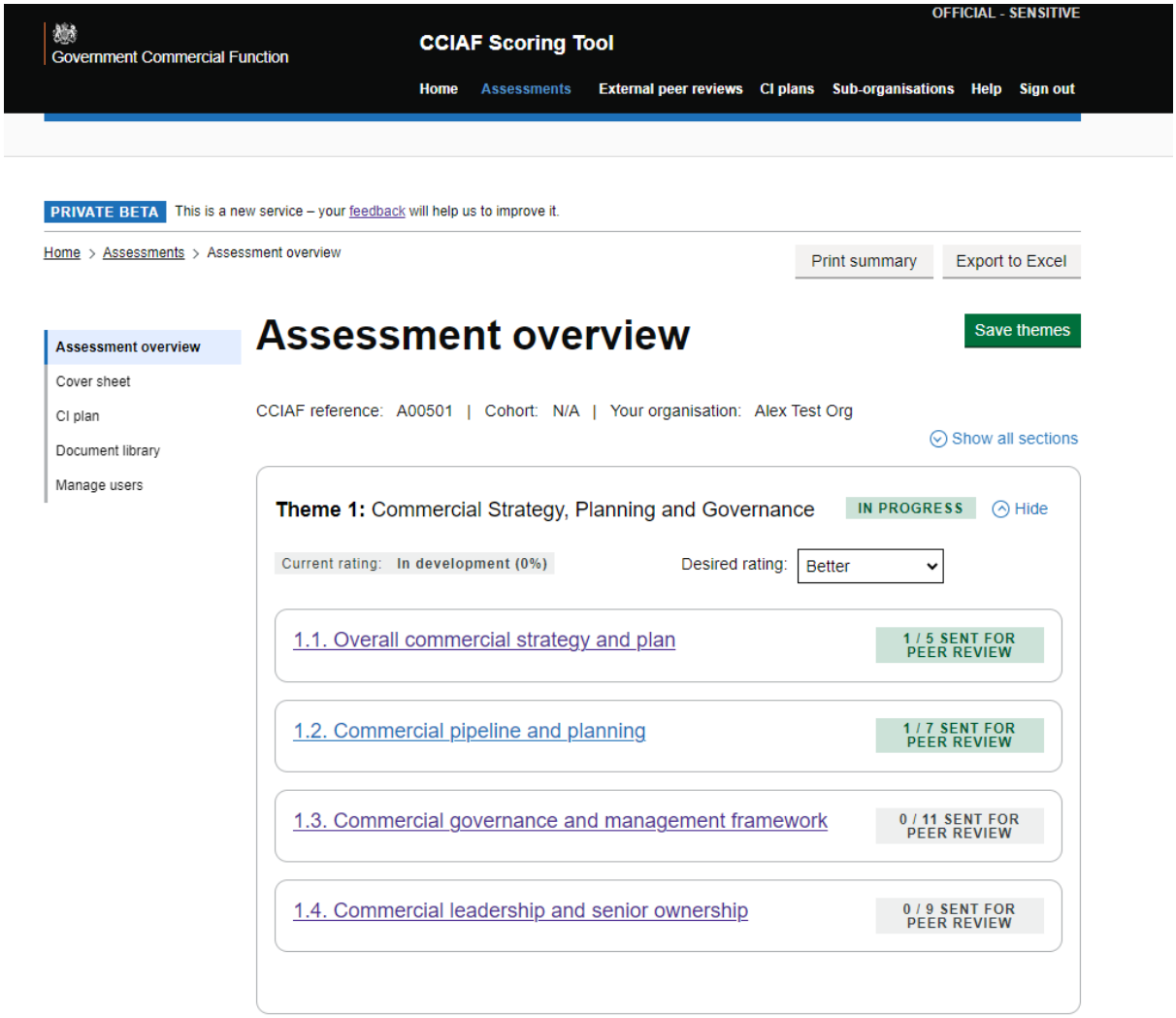
You have to complete all 8 themes and they all have to have been peer reviewed before submitting the assessment to the Cabinet Office



Within each theme you can quickly see next to the practice area how many criteria have been sent for peer review

The current rating is the score that you have achieved in your self assessment so far. This will update when you add more attainment levels into the Theme.

You must select a ‘desired rating’ so that comparisons can be made between the desired and achieved rating.



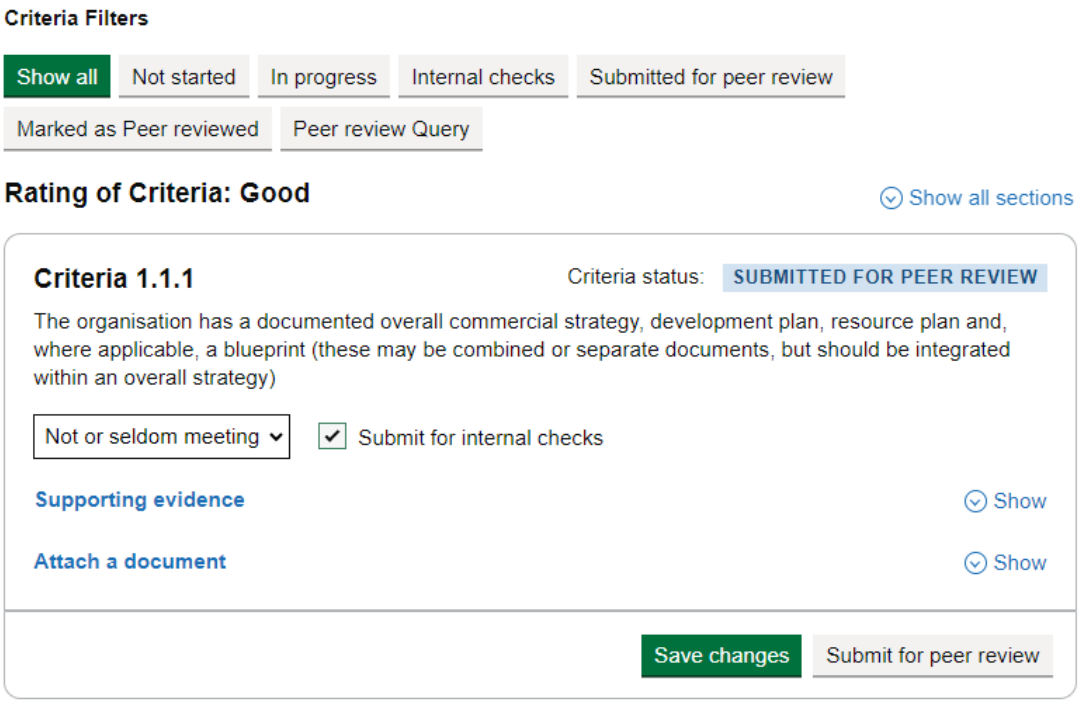
If you are not completing a practice area as part of this assessment then you can select ‘no’

Criteria status and filtering

You are able to filter the criteria within each practice area:

a) Not started = no attainment level has been set or supporting evidence attached
b) In progress = attainment level has been set
c) Internal checks = The user completing the criteria has marked it ready for internal checks. This is so the Assessment lead can review before it is sent to peer review. This is optional, you do not need to mark a criteria as ready for internal checks for it to be able to be sent to the peer reviewer
d) Submitted for peer review = the criteria and any supporting evidence has been submitted to the peer reviewer. Documents will be viewable by the peer reviewer if their status has been set to 'published'
e) Peer review complete = the peer reviewer has now finished completing the peer review for a criteria
f) Peer review query = the peer reviewer has requested more information / clarification

You can also see the status of each criteria in the criteria status



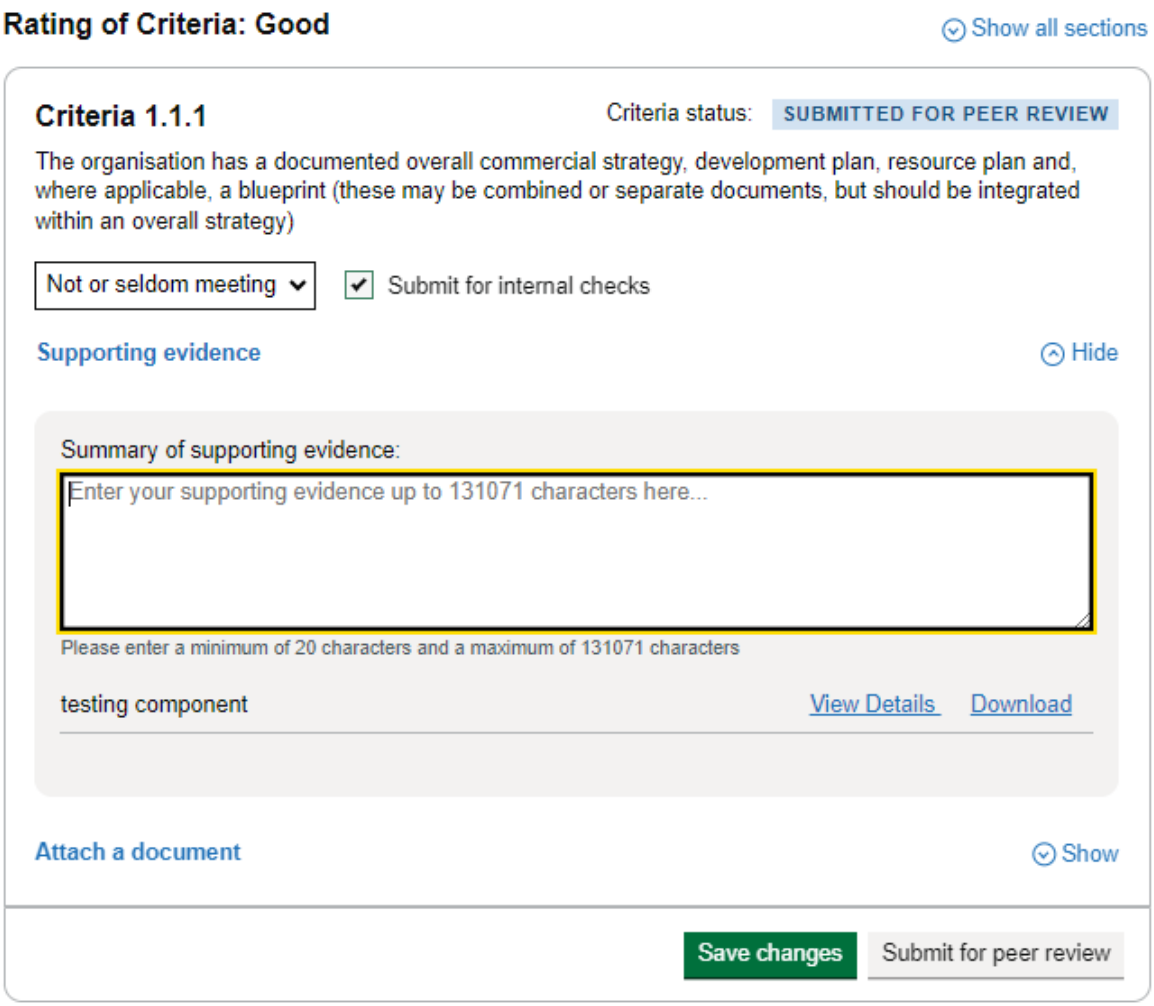
Supporting evidence

For each criteria you need to:

i) select an attainment level in the dropdown box

ii) add supporting commentary to say what you are doing to meet the criteria

ii) attach any supporting documents and / or links



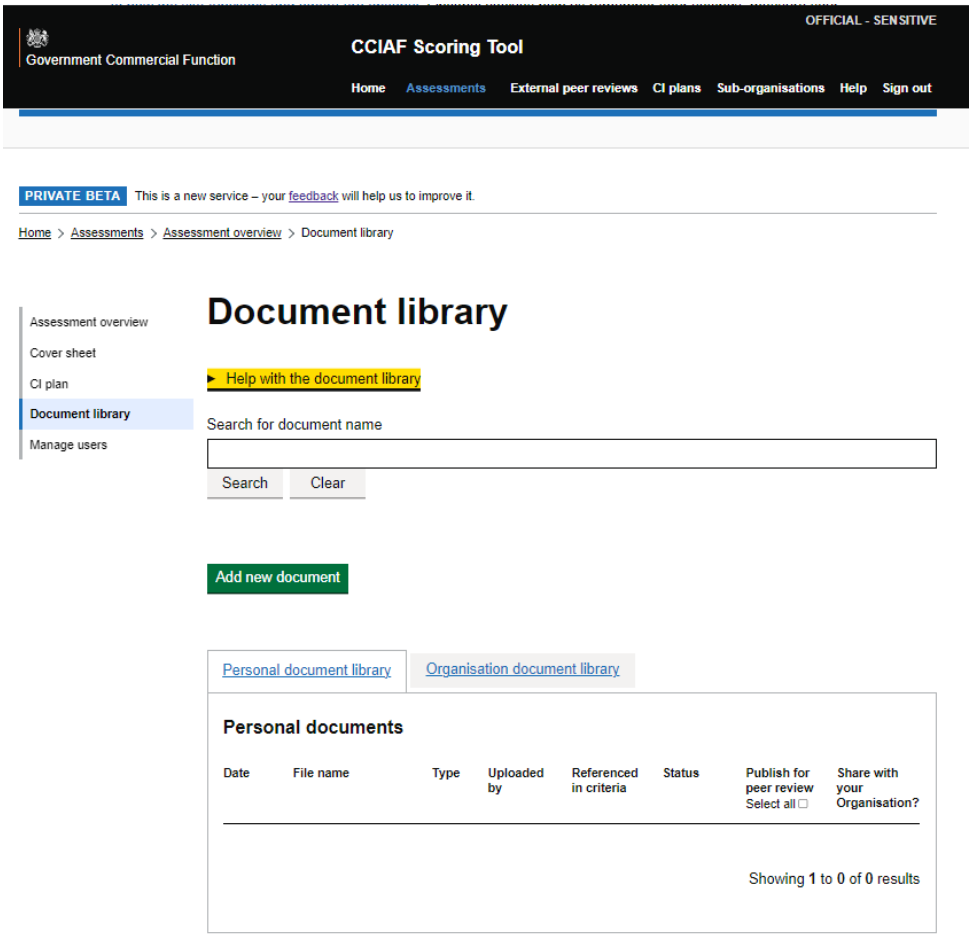
Attaching multiple documents to multiple criteria

You can upload documents in two ways.

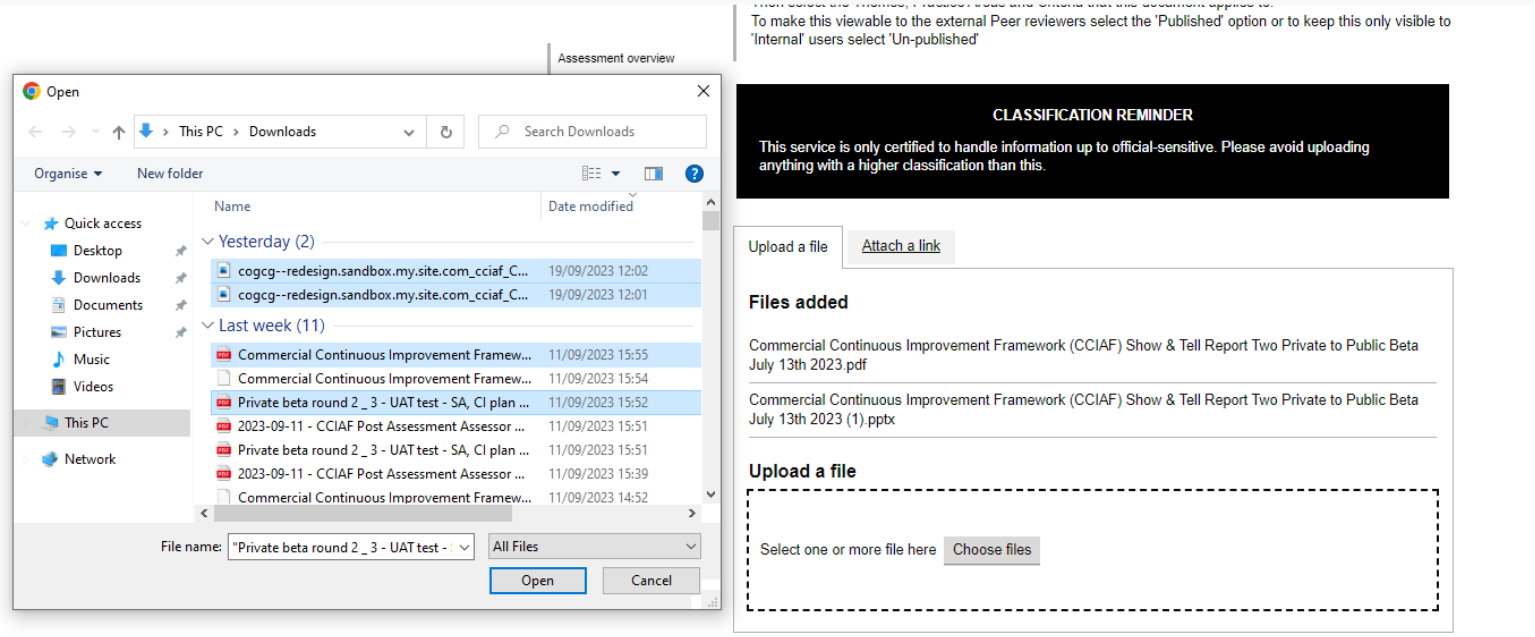
i) You can upload documents within the document library and attach them to the relevant criteria
ii) you can attach documents within the criteria underneath the supporting commentary box

Uploading documents in the document library

Click 'add new document'

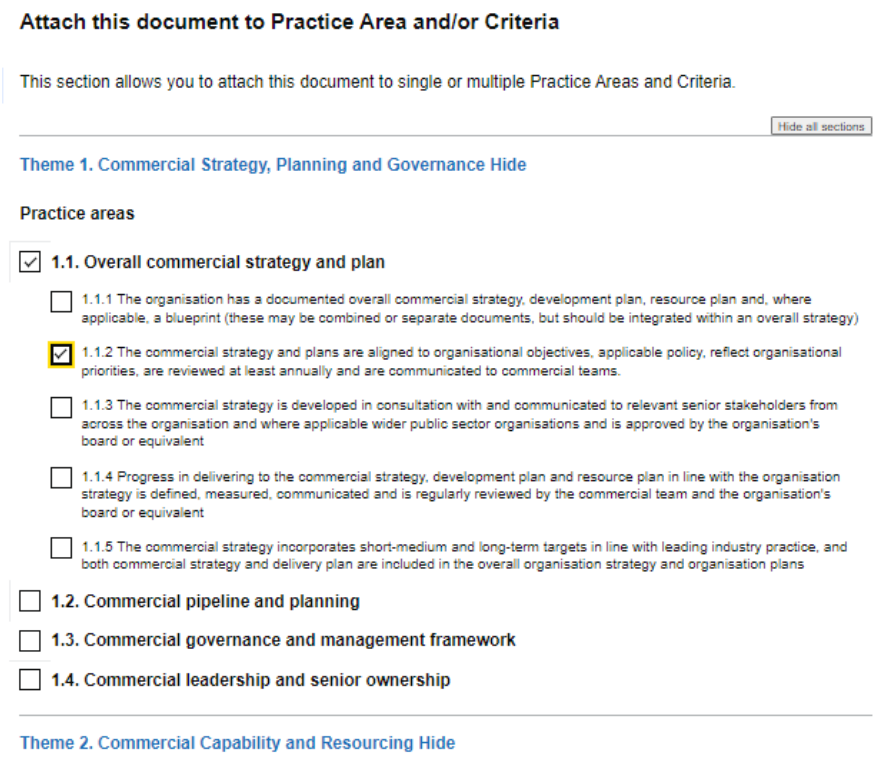


Click ‘choose files’ this will open up a box where you can select multiple documents by holding down the ctrl key on your keyboard.



You can attach these documents to multiple criteria where it is relevant.

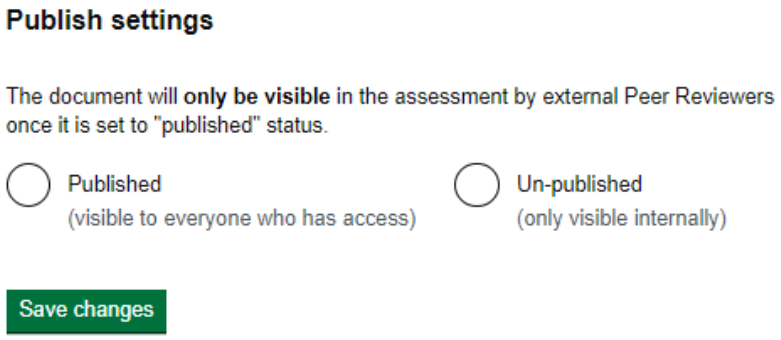
In order to upload any selected files you must click the attach document button at the bottom of the section and select the relevant checkboxes for whatever Practice Area and Criteria within each said Practice Area.



Select whether you want the document/s to be Published or Unpublished

Published = when criteria is sent to the peer reviewer they will be able to view the documents attached to it

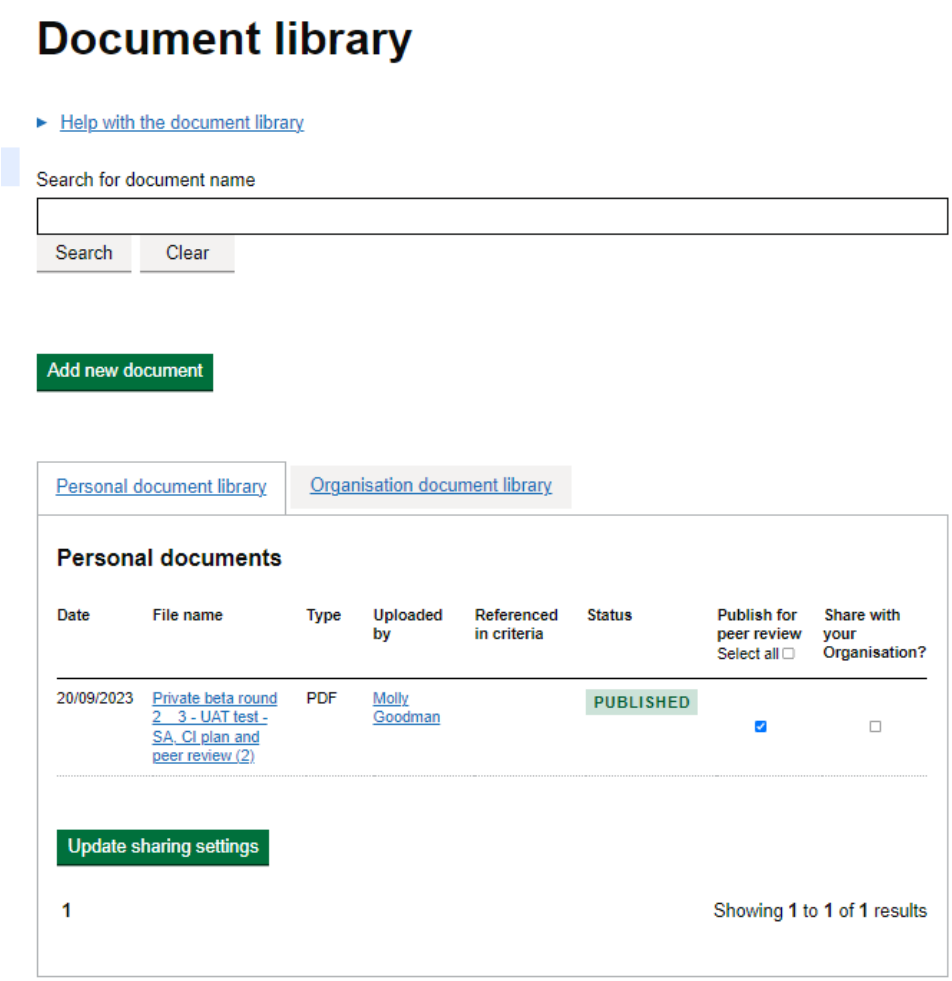
Un-published = Only the person / organisation uploading the document can view it



You can view all the documents that have been uploaded and check their status in the document library.

All documents uploaded will go into your personal document library. To make these visible to other people in your organisation who have access to the tool you will need to click ‘share with your organisation next to the documents. You can also do this quickly for all documents by clicking the ‘select all checkbox’ in the share with your organisation column

To quickly change the status of the document to ‘published’ you can check the box in the ‘Publish for peer review’ column. You can ‘select all’ if you need to change all of them.



I want to upload multiple documents but they aren't all related to the same criteria - how do I do that?

You can attach documents in the same way above. Leave the 'attach this document to Practice Area / Criteria Area' blank.

Select whether you want the documents to be published or unpublished. Click save changes and you will see the documents that have been uploaded. The 'referenced in criteria column will be blank.

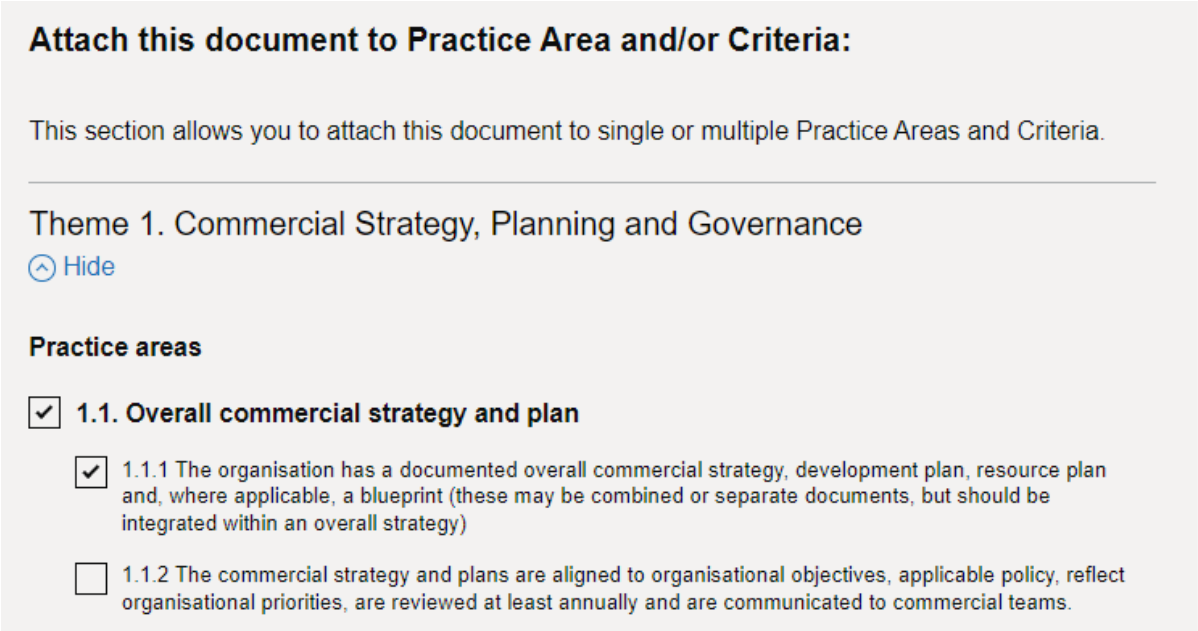
You can assign them to criteria later by clicking on the file name. This will take you to the 'manage single document' page where you can attach it to multiple criteria.

Uploading documents within the criteria

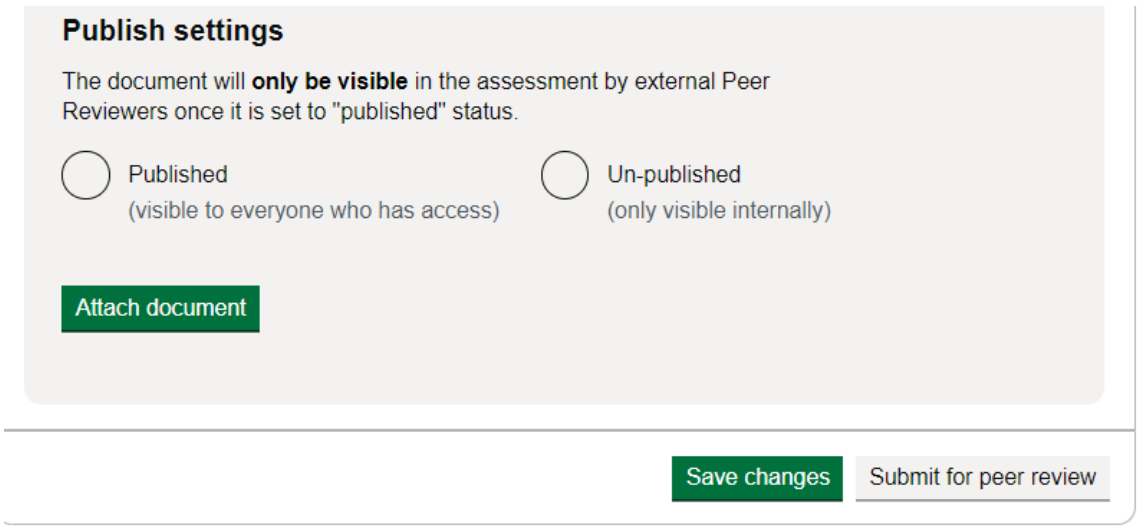
You may prefer to upload documents within the criteria as and when you are completing them.

Click ‘attach document’. You can upload document/s to multiple Practice Areas or Criteria by selecting the checkboxes.

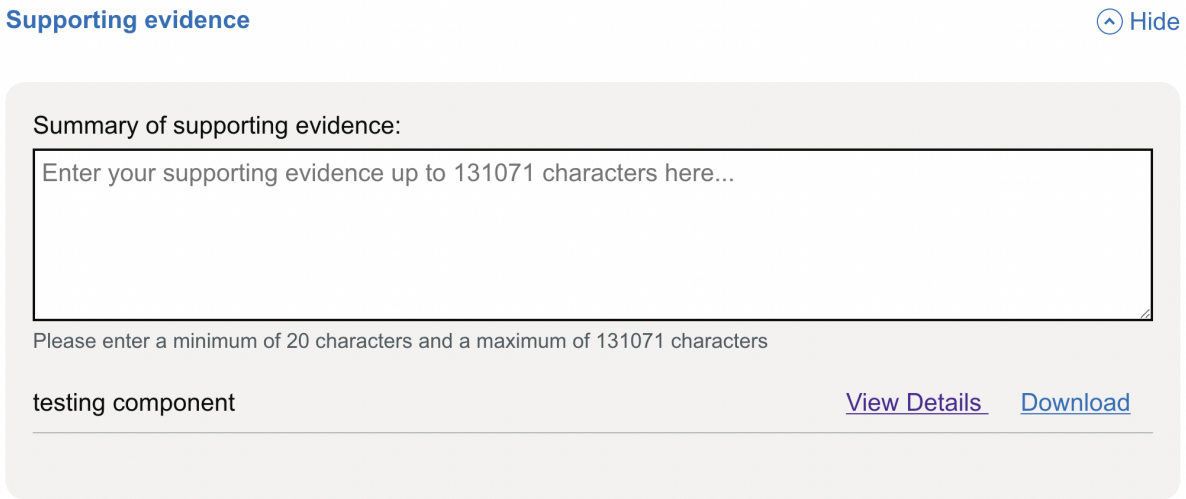
In order to upload any selected files you must click the attach document button at the bottom of the section and select the relevant checkboxes for whatever Practice Area and Criteria within each said Practice Area.



The Save changes button and Attach document button will save changes made for all the criterion (if attaching documents/links, you must select the relevant Practice Areas and Criteria as aforesaid).

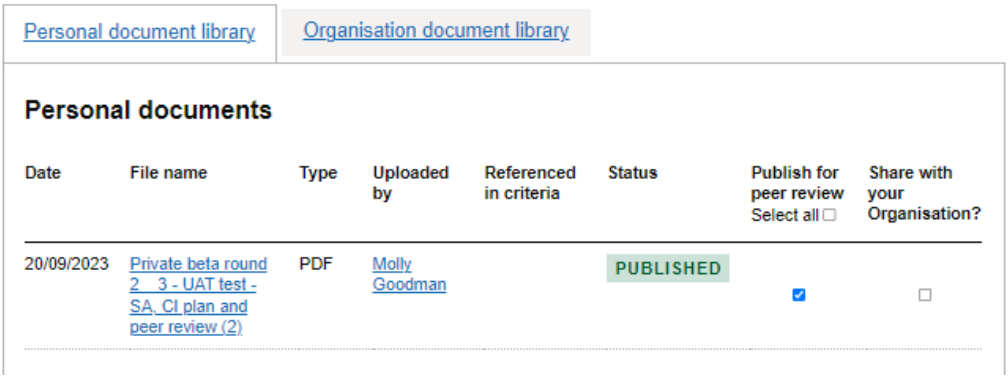


You will be able to see all documents that have been attached to a criteria underneath the supporting evidence box.

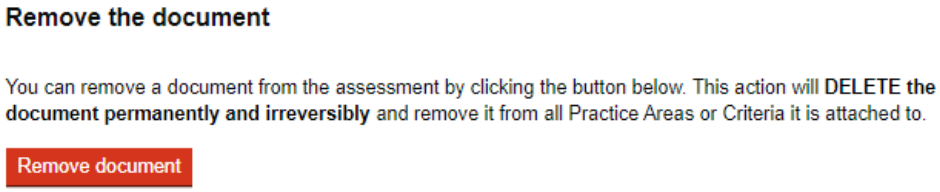


Removing a document

To remove a document you need to click the file name link.

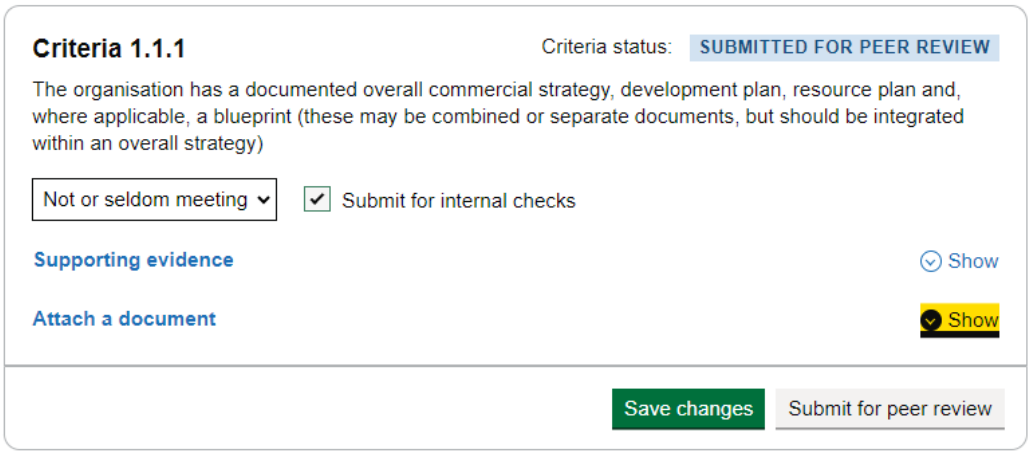


This will open up the ‘manage single document’ page. At the bottom you can click remove document.



Submitting to peer review

You can submit each criteria individually to the peer reviewer. Once you are happy the criteria is complete you can click ‘submit to peer review’.



You will notice that the criteria status will change to ‘submitted for peer review’.

The peer reviewer will be able to view this criteria, the attainment level, the supporting evidence and any documents and links you have attached. In order for the peer reviewer to see the documents they will need to be set to ‘published’.

You can also wait to submit to the peer reviewer after you have completed the whole assessment depending on how you decide to work with the peer reviewing organisation.

Peer review Query

If the peer reviewer has queried for more information you can access this via the peer review query tab. You can action them by clicking on the link which will take you to the criteria that has been queried.

Peer review queries

Below is a list of Indicators that have been peer reviewed and queried. Please review and action as appropriate.

You can access the Indicator by clicking on the Criteria link. This will open in a new tab.

Criteria 1.1.1 Attainment: PARTIALLY MEETING

The organisation has a documented overall commercial strategy, development plan, resource plan and, where applicable, a blueprint (these may be combined or separate documents, but should be integrated within an overall strategy)

Peer review comments: Further supporting evidence required to suggest an attainment

The status of the criteria will also change to ‘peer review query’.

Rating of Criteria: Good Show all sections

Criteria 1.1.1 Criteria status: PEER REVIEW QUERY

The organisation has a documented overall commercial strategy, development plan, resource plan and, where applicable, a blueprint (these may be combined or separate documents, but should be integrated within an overall strategy)

Partially meeting

Supporting evidence Show

Internal governance

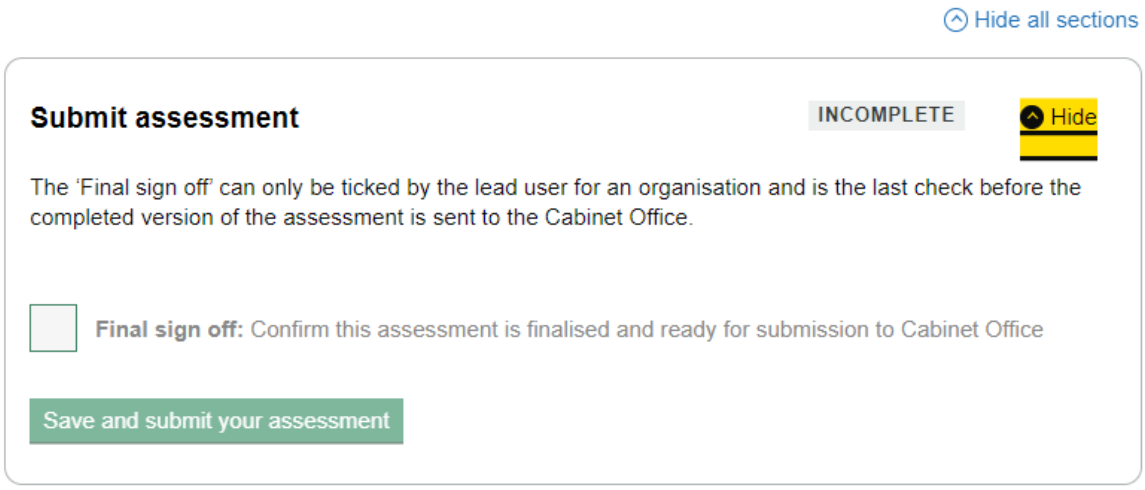
You need to decide internally whether you agree with the peer reviewers score or not.

If the peer reviewer's score is different to your self assessing score and you agree with it then you need to go back and update your attainment score within the criteria.

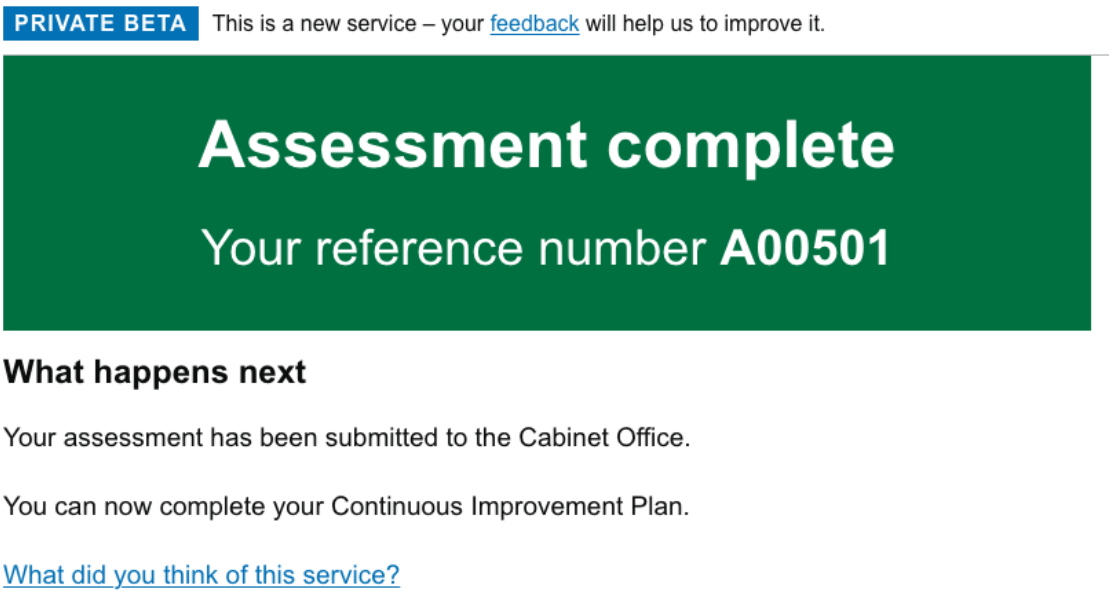
Submitting the Assessment to the Cabinet Office

Once you have completed your internal governance you can submit to the cabinet office.

Once the peer review has been completed you will be able to submit the assessment to the Cabinet Office.
Note: You will only be able to check the final sign off box once the peer review is complete. If any criteria remains in a peer review query or has not yet been peer reviewed you will not be able to complete the final submission to the Cabinet Office.



You will receive a confirmation of your submission via email.



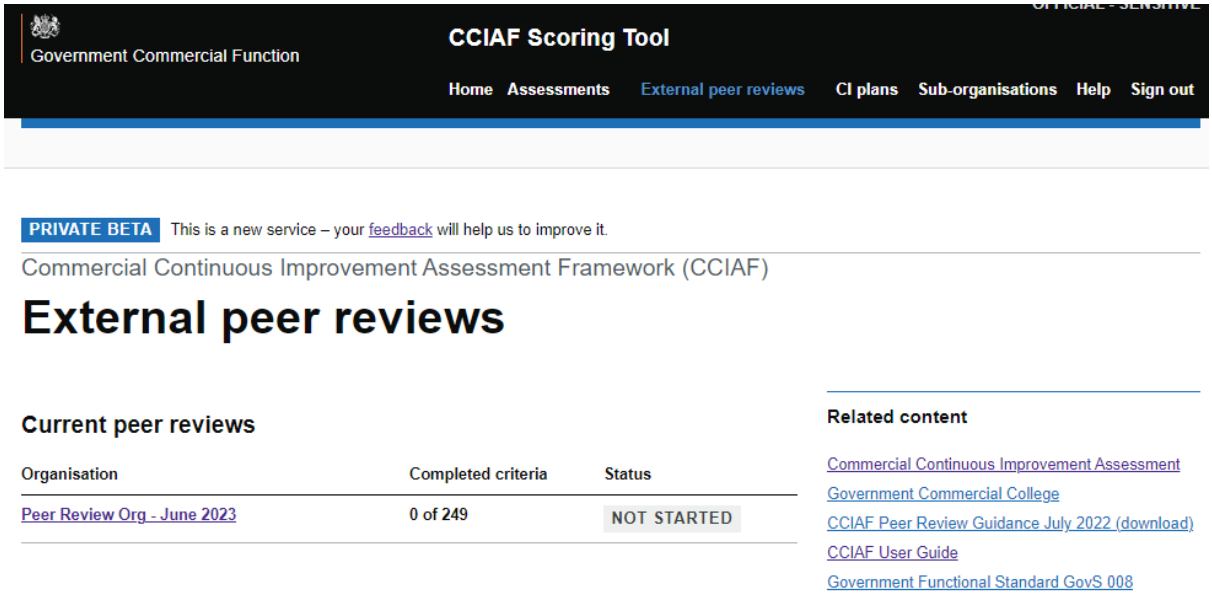
Conducting a peer review

A peer review can take place when the self assessing organisation has submitted to peer review (either at criteria level or the whole assessment).

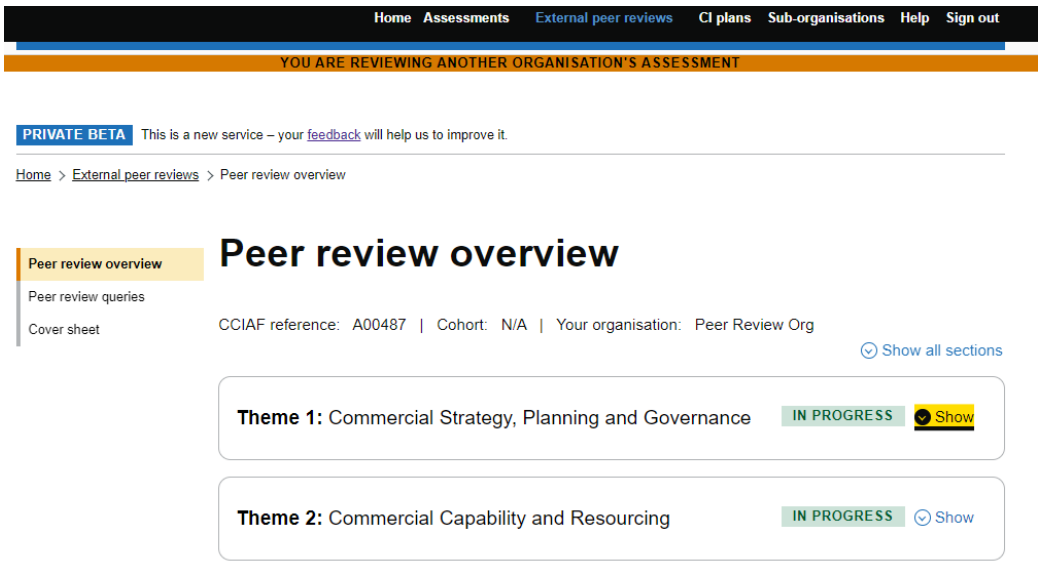
The assessment lead will be notified via email which organisation your organisation will be peer reviewing approximately 2 weeks after the self assessment has launched.

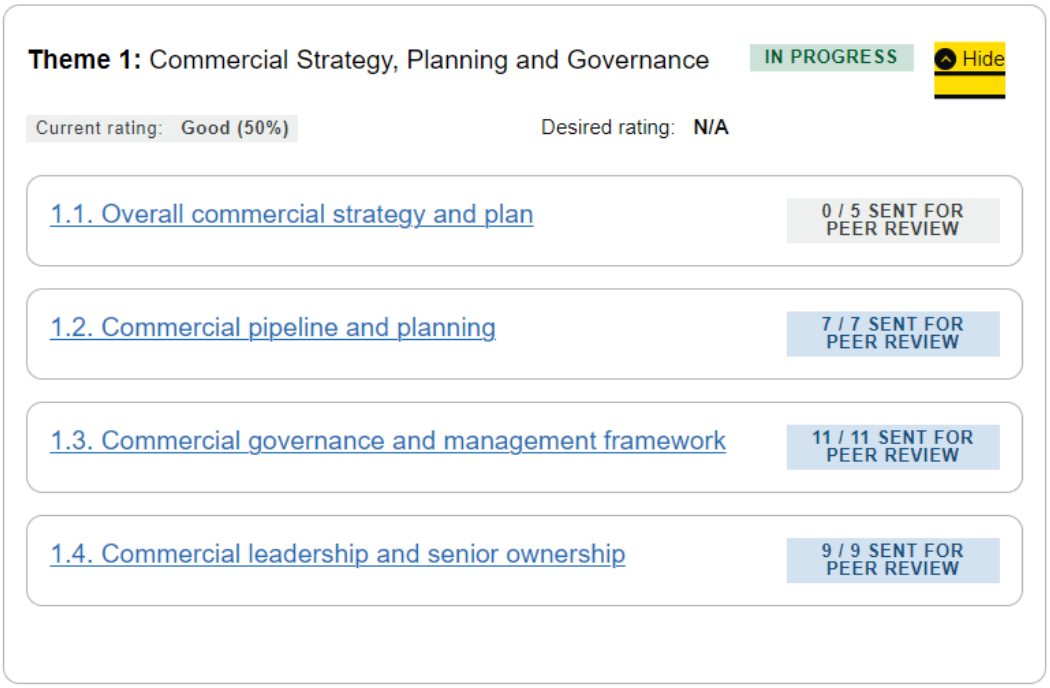
When clicking on the ‘external peer review’ tab you can click on the organisation link. You will be able to view any criteria the organisation has submitted to peer review.

You will not receive email notifications when every criteria is submitted due the amount of emails you would receive. The assessment lead will receive an email once the whole assessment has been completed. However we recommend that the peer reviewer checks the assessment at least once a week to review any criteria that has been sent to peer review.



You can view the organisation's assessment in the overview page. Here you can click into all 8 themes, Practice areas and Criteria. Any supporting evidence and links will be attached to the criteria to which they support.

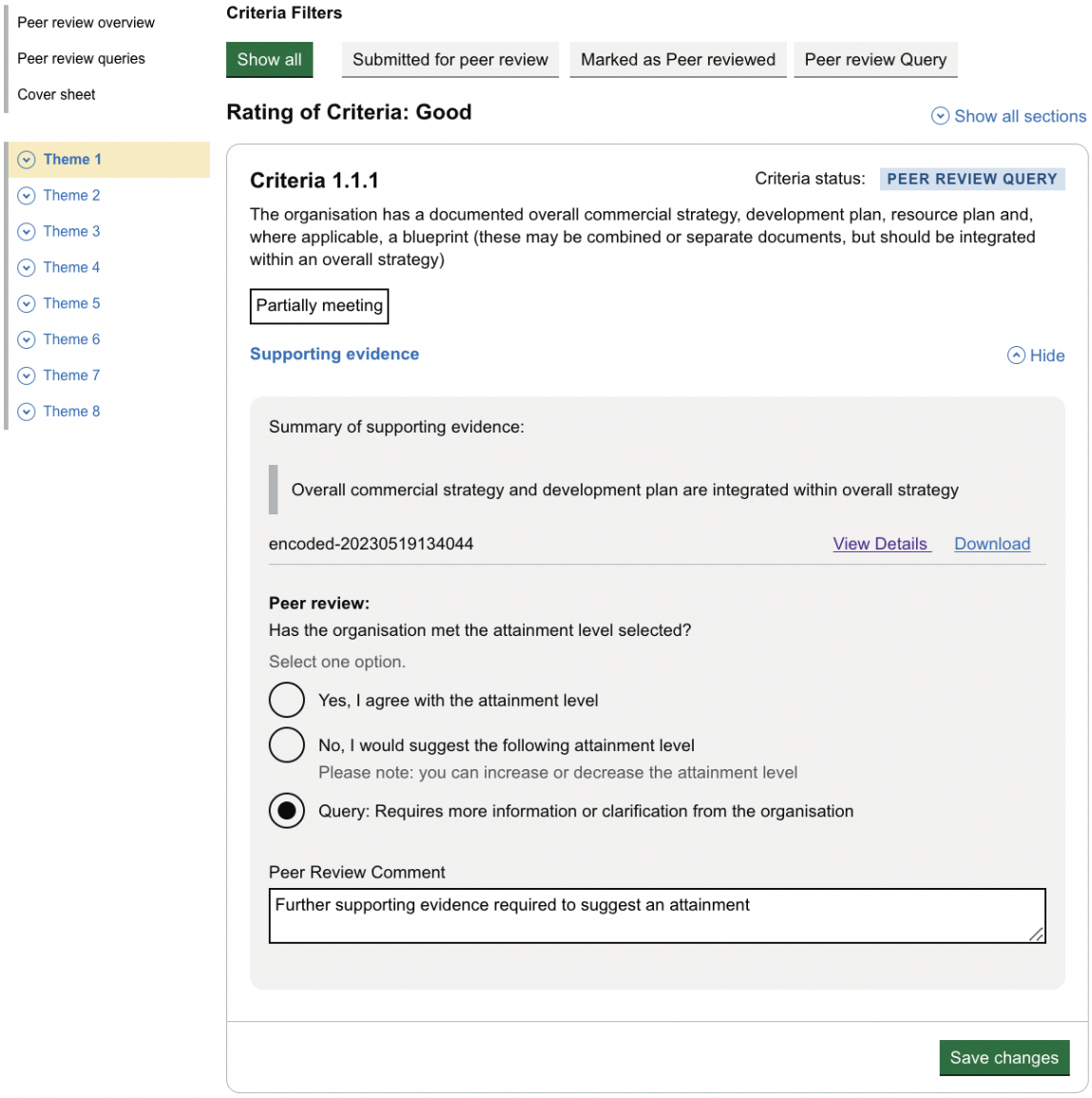




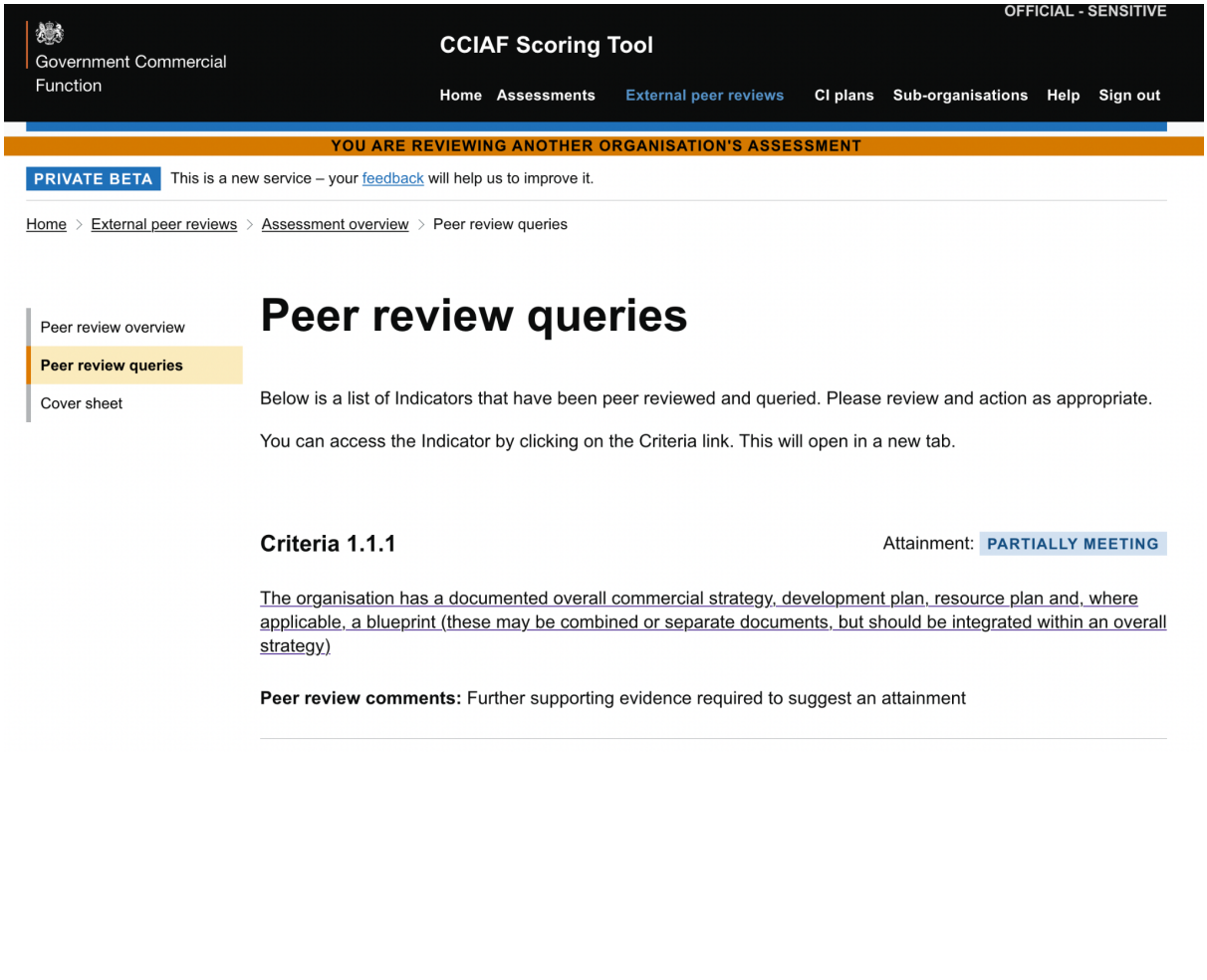
As a peer reviewer you can either agree with the attainment level, disagree and suggest a different attainment level or query for more information.

The Criteria status will only change to ‘marked as peer reviewed’ when you select ‘yes’ or ‘no’ to the question ‘Has the organisation met the attainment level selected?’. **If you select ‘no’ you need to input your suggested attainment level with a comment in the peer review comment box.**

Once the self assessing organisation has actioned a peer review query you will need to state ‘yes’ or ‘no’ to this question in order to complete the peer review for that criteria.



You can view all the peer review queries in the peer review queries ‘tab’.

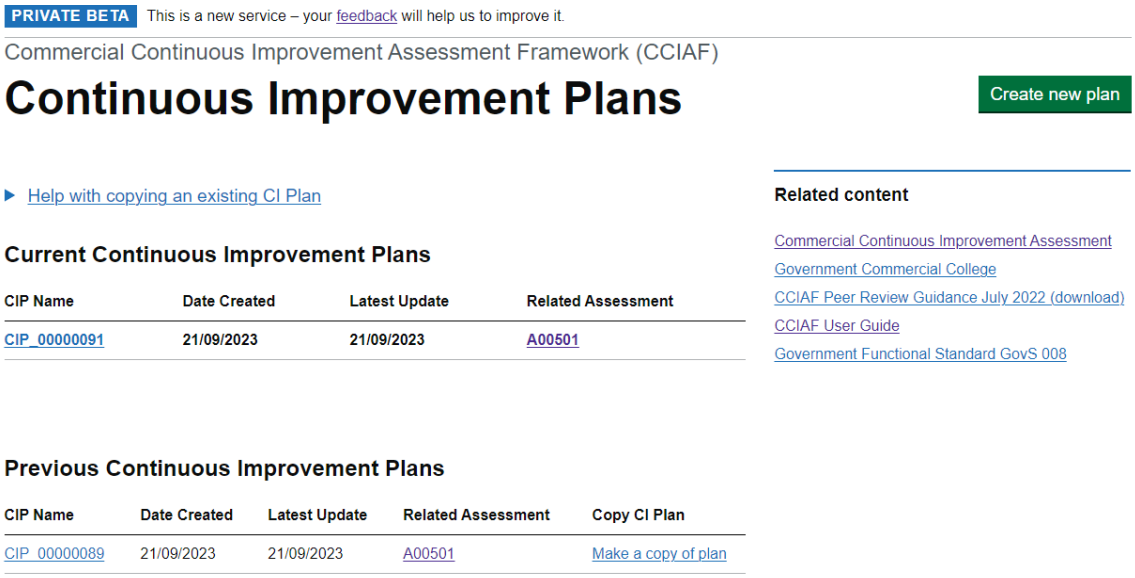


Continuous Improvement plan

Once you have Submitted the assessment you will be able to ‘make a new CI plan’.

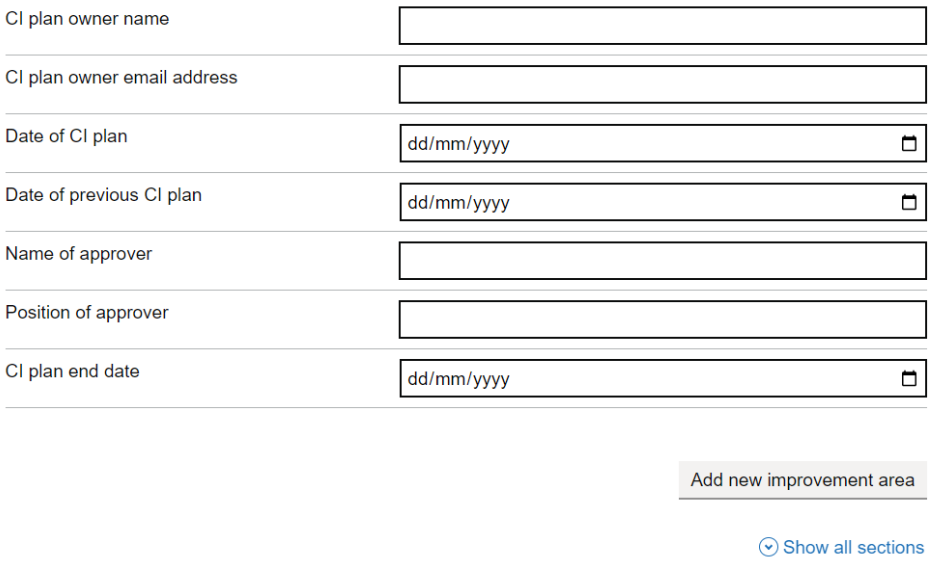
Click ‘CI plan’. If you have completed a previous CI plan you can click the ‘make a copy’ link, this will populate the new CI plan with the information you populated in the previous one. You may want to do this if not much has changed.Once you have clicked ‘make a copy’ you will see a CI Plan in the ‘Current Continuous Improvement Plans’ list.

Alternatively you can click the ;make a new CI plan green button’. This will be a blank CI plan for you to populate.

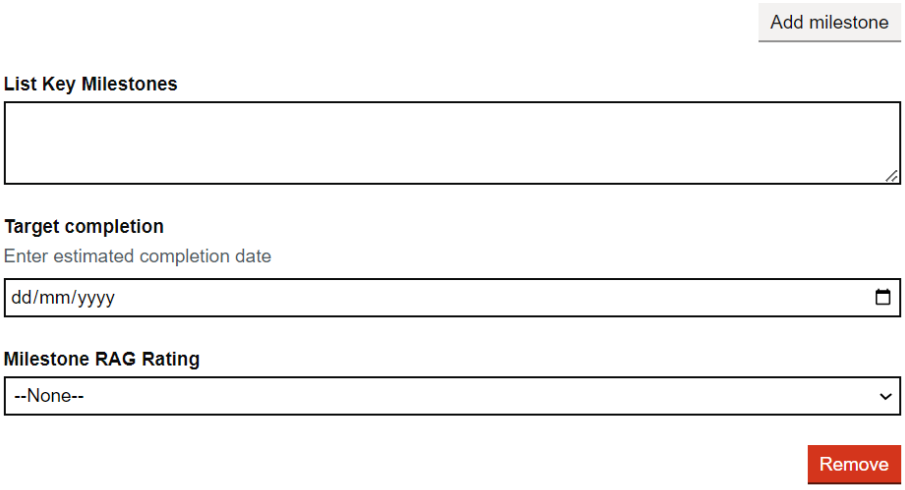


The CI plan will have a deadline. Once this deadline has passed you will not be able to edit that version of the CI plan.

To populate the CI plan you need to add an improvement area by clicking the grey button ‘add new improvement area’. You can then select which Practice Area and Criteria the improvement area is related to.



To add milestones to your CI Plan you will need to select the grey ‘add new milestone’ button within the improvement area.



Rebaselining

You will be asked to complete a rebaselining of your Assessment approximately 12 months after you completed your initial Self Assessment.

Rebaselining is an informal assessment. This means it will not be peer reviewed and it is not mandatory to supply supporting evidence.

Rebaselining is an opportunity for you to update any attainment scores you feel have been improved based on your continuous improvements efforts to see the impact it has on your organisations score.

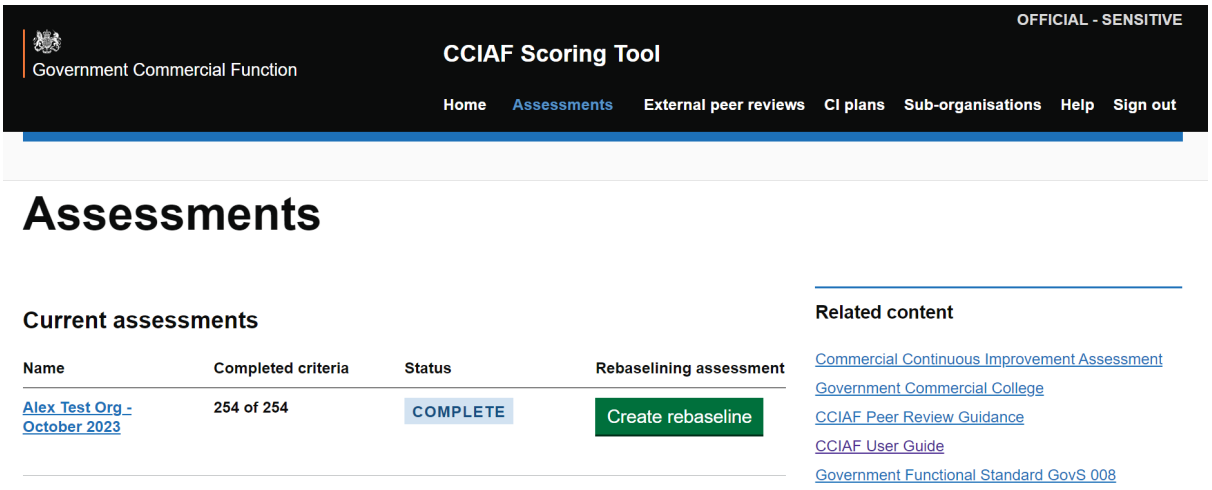
You **do not** need to update the attainment scores for all of the criteria. The criteria attainment scores in the rebaseling are automatically set to the score you assigned it within the initial self assessment, therefore if no improvements have been made you do not need to do anything.

Steps to complete your rebaseline

1. Check any criteria that you have mentioned in your CI plan (if you have completed one), they are highlighted with the green tags “included in your CI plan”
2. Decide whether you need to update your attainment score based on any improvements made
3. Add any supporting evidence (commentary and documents) if you wish to do so. We recommend this as it will make it easier for you when you come to complete your next Self Assessment
4. Consider any other improvements you have made that may not have been mentioned in your CI plan and update the attainment level.
5. Once you have completed this you can submit your rebaseline to the Cabinet Office

When it is time to complete your rebaseline go to the ‘Assessments’ tab and click ‘create rebaseline’.

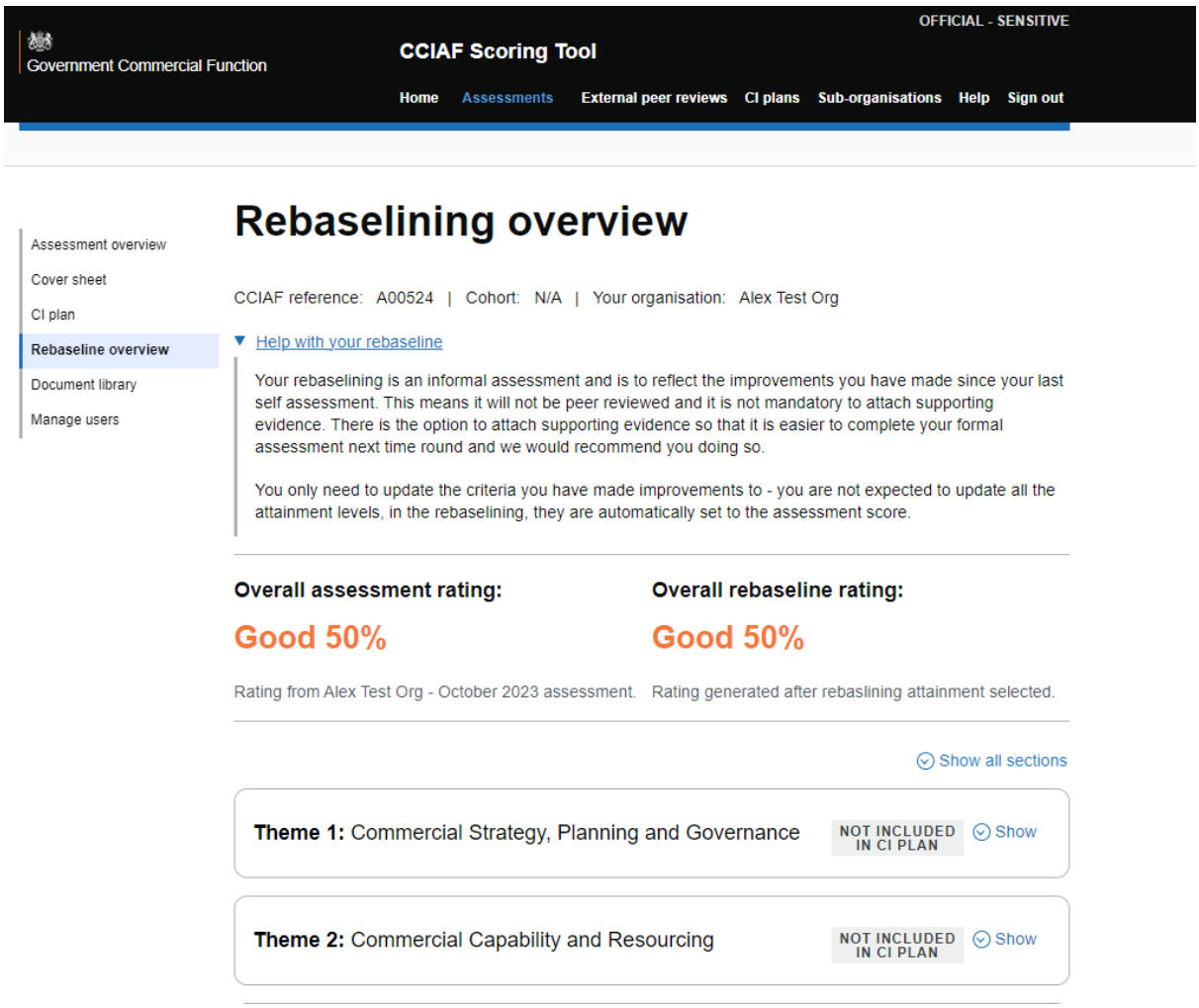
Creating a rebaseline will not override your assessment.



Once you have clicked ‘create rebaseline’ you will be taken to the rebaselining overview. On the left-hand side navigation you can access all the relevant information related to your Assessment.

Your Overall Assessment score is the overall score for your current Assessment. The Rebaseline score will start at the same score, once you update your attainment levels and save your progress this will increase.

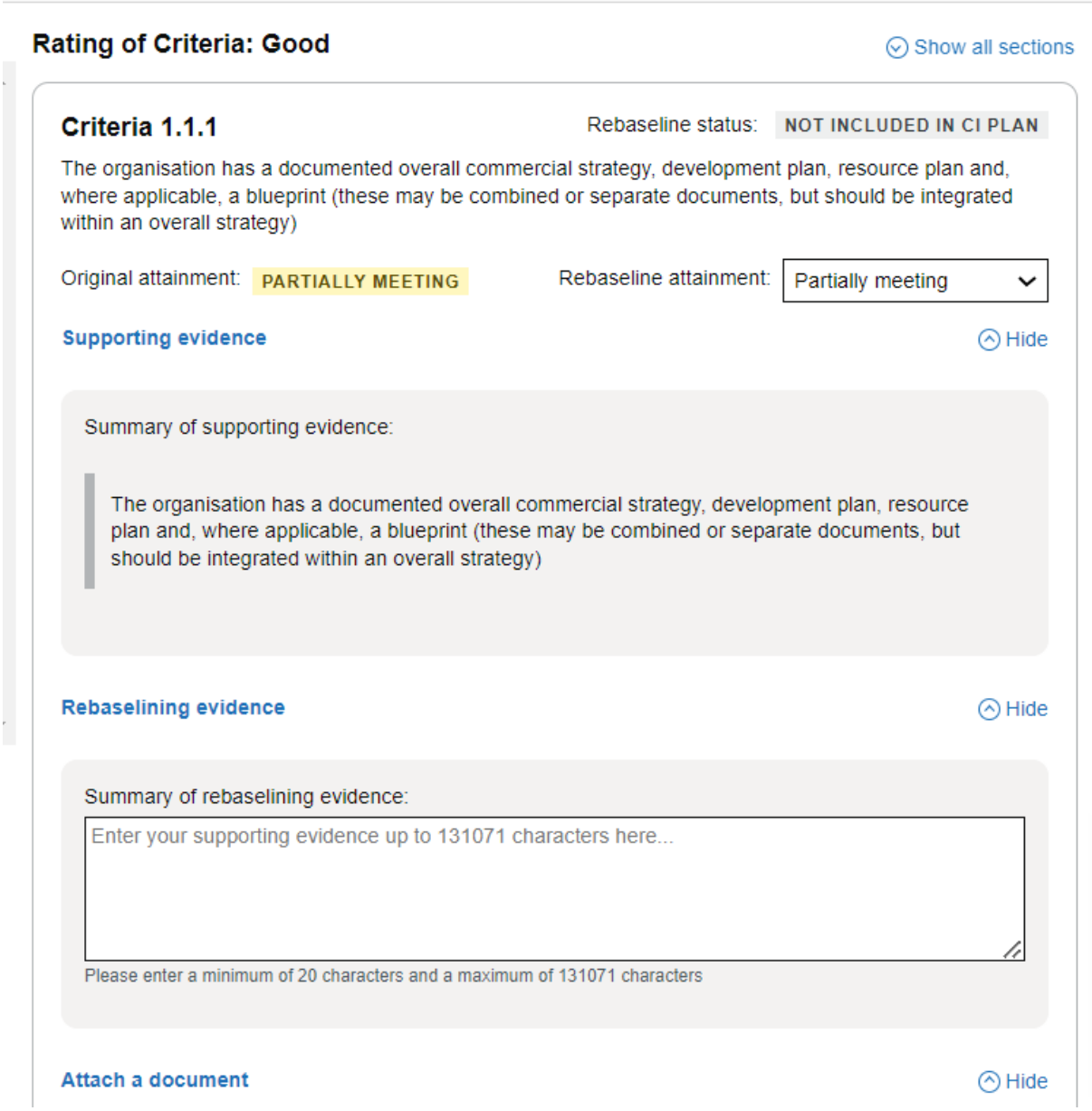
To quickly action the criteria that have been mentioned in the CI plan (if you have completed one) you can click into the Themes and Practice Areas that state ‘included in CI plan’



You can update your attainment score in the rebaseline attainment box. After clicking save you will notice your overall rebaseline score increase.

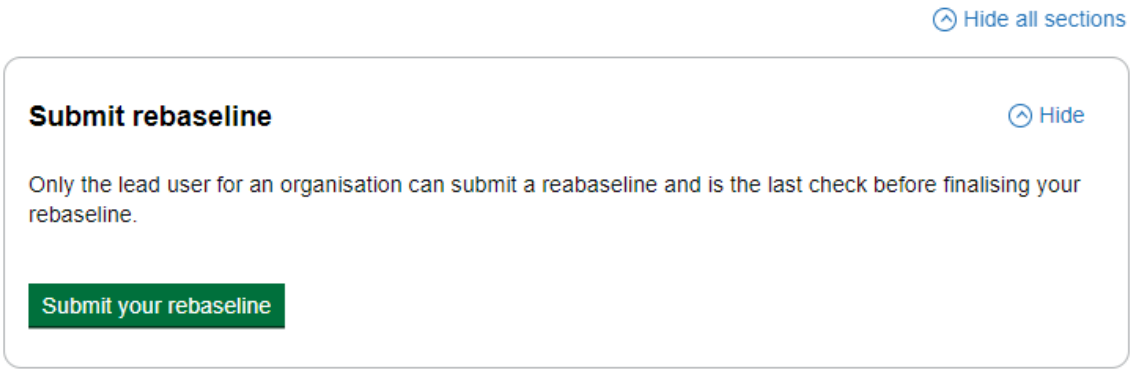
You can see the original assessment attainment score as well as the supporting evidence provided. You can't amend or change this.

You can provide new supporting evidence for your rebaseline in the 'rebaselining evidence' textbox. Providing supporting evidence for your rebaselining is not mandatory but is recommended.

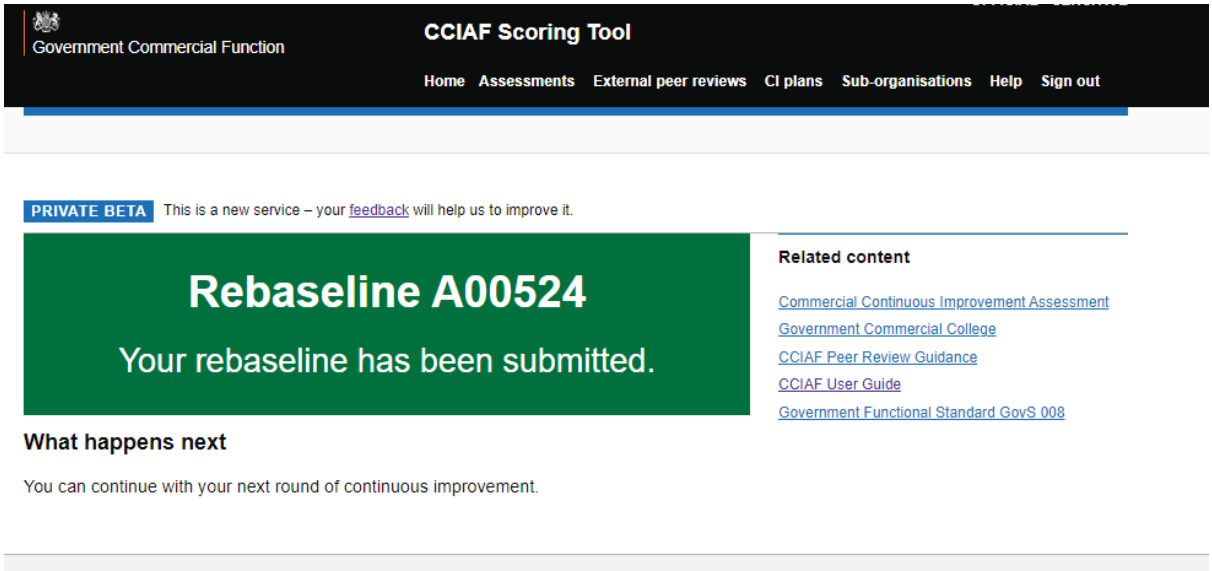


To Attach documents you can follow the same instructions in the [‘Attaching multiple documents to multiple criteria]’ section above.

Once your organisation has completed the rebaseline you can submit this to the Cabinet Office. Only the CCIAF organisation Assessment Lead should submit this to the Cabinet. At the bottom of the rebaseline overview you can click the green ‘submit your rebaseline’ button.



You will receive a confirmation page that notifies you that you have submitted the rebaseline. You will be able to continue with your next round of continuous improvements.

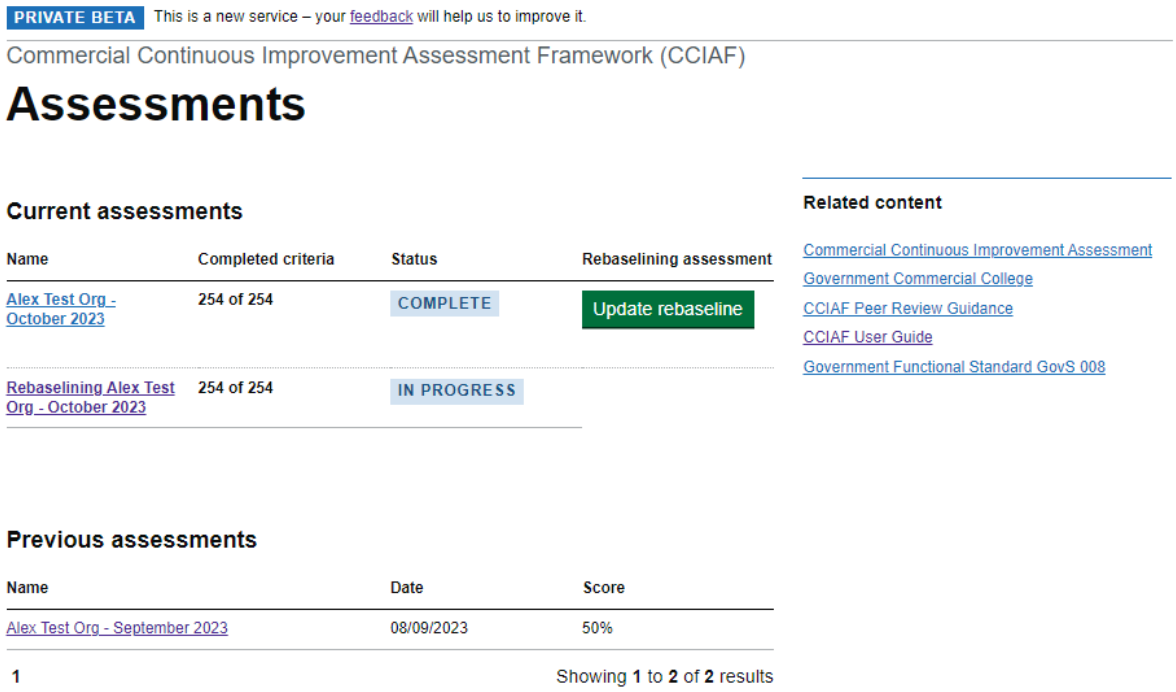


Rebaselining - NHS

NHS organisations complete two rebaselines.

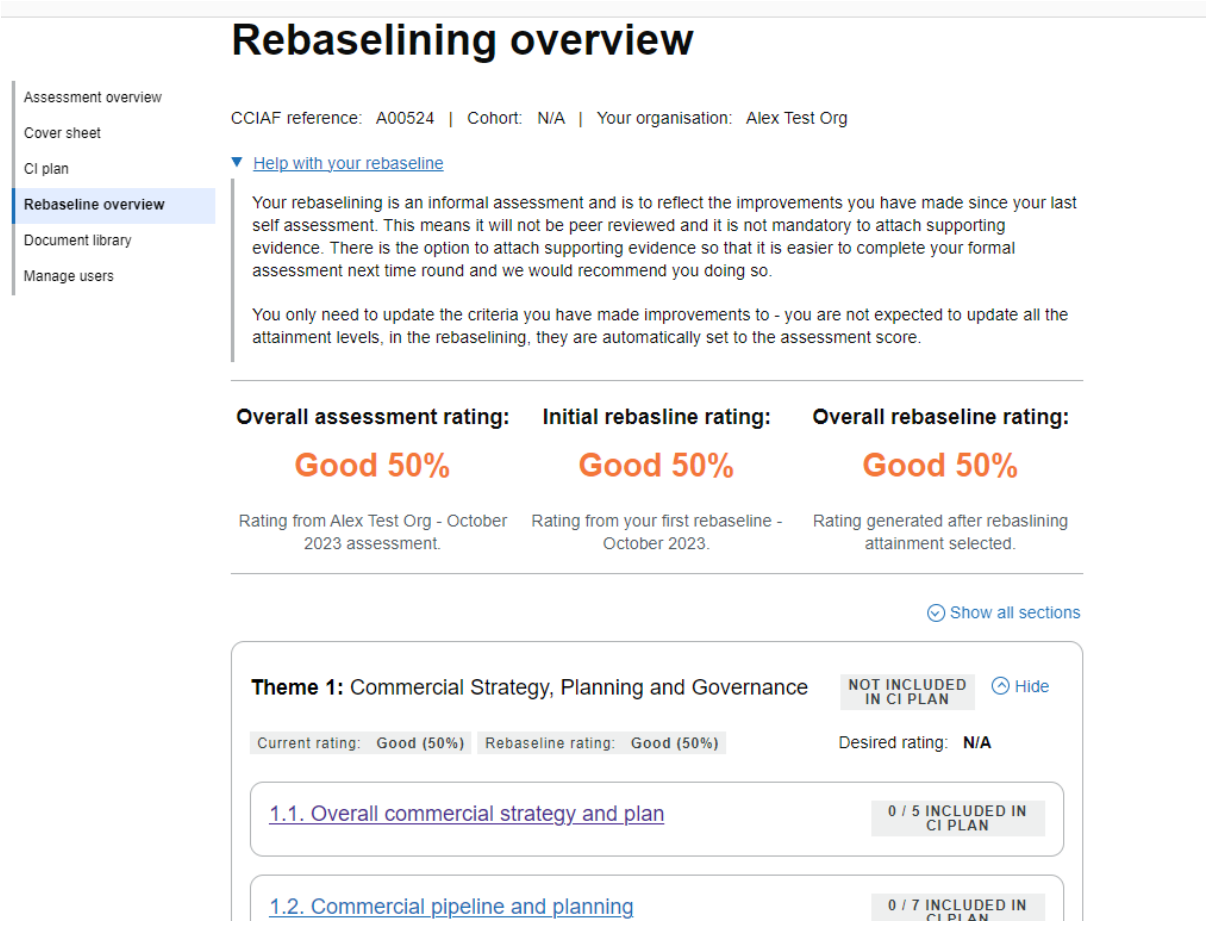
When the second rebaseline period opens you will see an ‘update rebaseline’ button next to your rebaseline assessment.

Creating a second rebaseline will not override your assessment or your previous rebaseline.

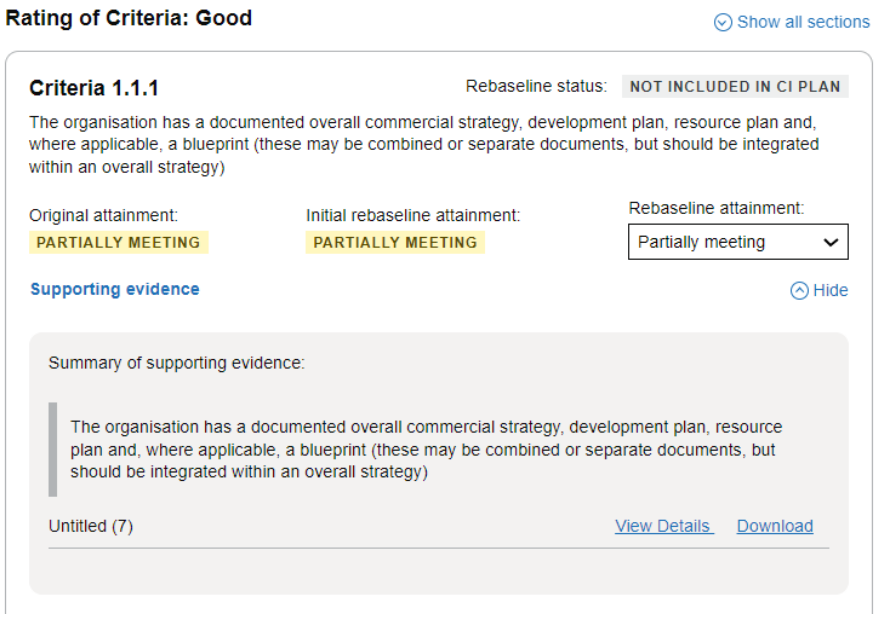


After clicking ‘update’ rebaseline you will be taken to the rebaseline overview. You will be able to see your Assessment score, your initial rebaseline score and your overall rebaseline score. As you update your attainment scores and save your progress you will notice the overall rebaseline score increase.

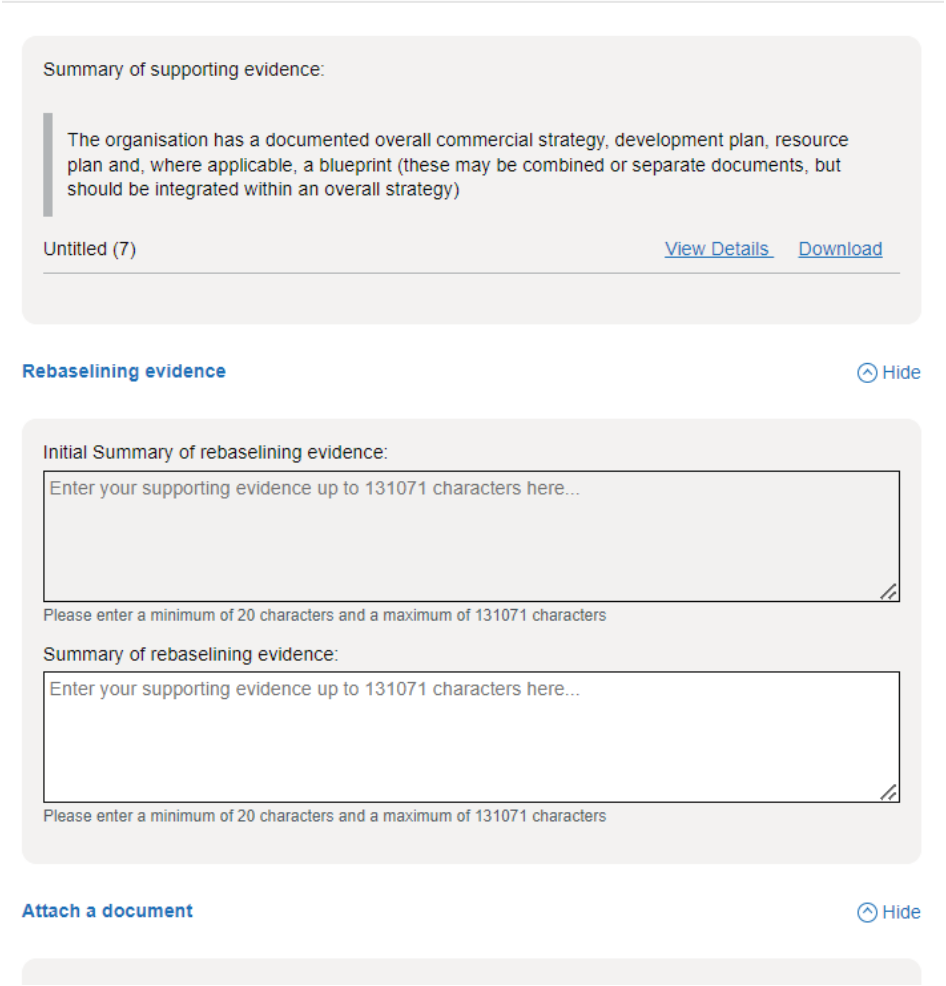
You do not need to update all the criteria in your rebaseline. You only need up update the criteria your organisation has made improvements on.



You can update the rebaseline attainment in the ‘rebaseline attainment’ dropdown. You can see the original attainment score and the initial rebaseline score for comparison.

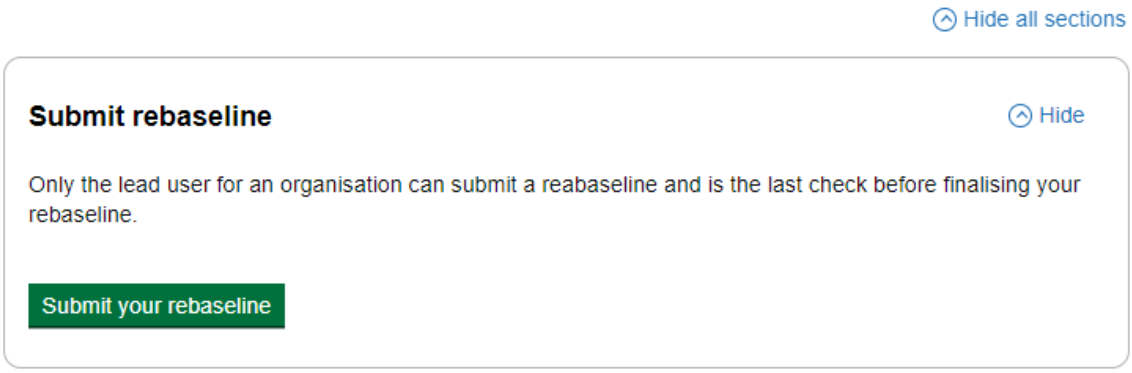
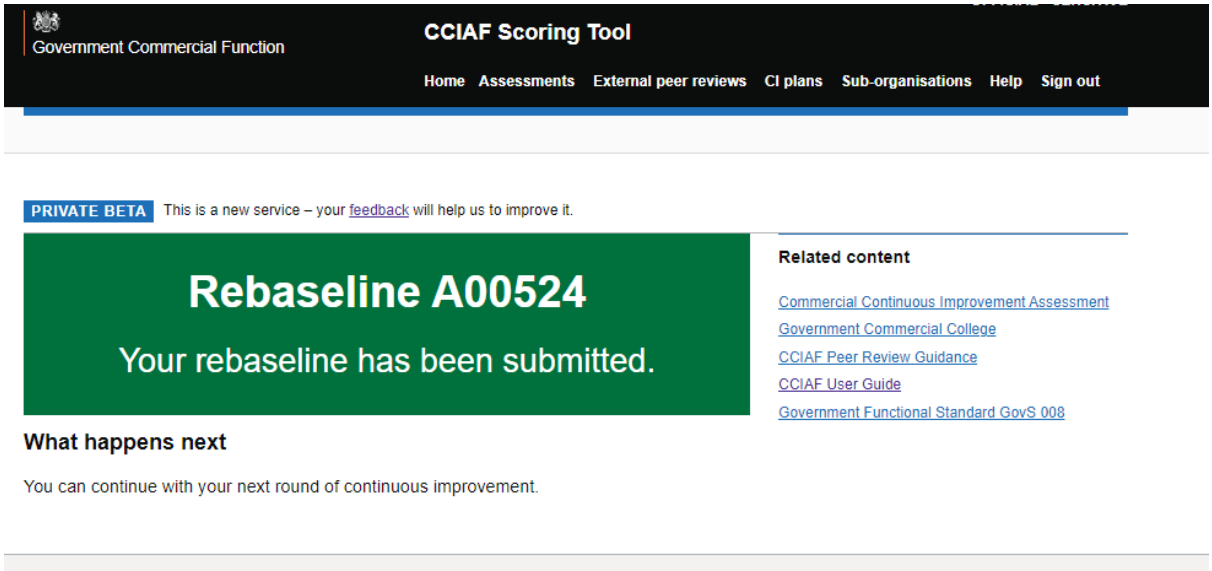


You will be able to see the previous supporting commentary from the initial assessment and any commentary provided for the initial rebaseline.



To Attach documents you can follow the same instructions in the ‘Attaching multiple documents to multiple criteria’ section above.

Once your organisation has completed the rebaseline you can submit this to the Cabinet Office. Only the CCIAF organisation Assessment Lead should submit this to the Cabinet. At the bottom of the rebaseline overview you can click the green ‘submit your rebaseline’ button.



You will receive a confirmation page that notifies you that you have submitted the rebaseline. You will be able to continue with your next round of continuous improvements.