

Outcome Focused Reviews

- Framework
- Approach
- Example
- Governance

Part of our strategic approach



When do we start a service review?



Phase 1: Baseline Assessment

Baseline Assessment leads to recommendation for further phases of review.

OR

Baseline Assessment criteria met - next review point agreed. Service leaves the process.

Moderation, approval and prioritisation: gateway 1
Agreed services progress to Desktop Review and engagement

Phase 2: Desktop Review

Desktop Review leads to recommendation for Full Service Review.

OR

Service improvements recommended - action plan submitted. Service leaves the process.

Moderation, approval and prioritisation: gateway 2
Agreed services progress to Full Service Review and Options Appraisal

Phase 3: Full Review

Moderation, approval and prioritisation: gateway 3
Preferred option moves to implementation

Appendix 1 – Baseline Assessment

The following questions will be used as part of the structured conversation and challenge partner process;

Purpose of the service

What outcome are we aiming to achieve by providing this service?

What service do we provide?

Who are the beneficiaries of the service or function?

Impact / benefits for citizens

How do assess the contribution the service makes to achieving outcomes for citizens?

Have you talked to customers to understand the impact of the service on them?

Likely future demand

Should we continue to pursue the outcome?

How do you know what current and future needs the service has to meet?

What is the potential impact of demographic, technological, economic and other changes on the service?

Commissioning

How is this service commissioned?

What resources do we use to provide this service?

How do you assess the performance of the service?

Have you consulted with 3rd Party or private sector organisations to provide this service?

Opportunities

Can we improve the approach to achieving the outcome?

What is the 10-20 year vision for the service?

Could all or parts of the service be delivered differently?

How could the service make a bigger contribution to the Council's strategic aims and outcomes?

Governance

- Member engagement throughout, through working groups, squads and Service Committees
- Reports to Service Committees and GPC at every gateway
- Following Phase 3, the Commercial and Investment Committee will make recommendations to Service Committees and GPC