SUMMARY OF SUPPORTING PEOPLE SERVICE REVIEWS

STAGE 1 – STRATEGIC REVIEW
Assessment of Strategic Relevance
Assessment of Current + Future Demand

STAGE 2 – DESKTOP REVIEW
Assessment of Quality (QAF)
Each service assessed against the six core objectives in the QAF, including, as a minimum:
- Needs & Risk Assessments;
- Support Planning;
- Security, H&S;
- Protection from Abuse;
- Fair Access, Diversity and Inclusion;
- Complaints.

Assessment of Performance
Each service assessed against standard Pls (KPIs + SPIs) including as a minimum:
- Utilisation Levels;
- Service Availability;
- Staffing Levels;
- Throughputs.

Assessment of Cost-Effectiveness
Value for Money (VfM) methodology applied to each service.

VALIDATION VISITS
These should be undertaken in respect of a representative sample of services, according to risk. The purpose being to check the information obtained from the desktop review and to obtain the views of service users' first-hand.

STAGE 3 – FURTHER EVIDENCE
Potentially:
- Meetings with Providers and/or;
- Meetings with Stakeholders and/or;
- Service Visit(s), including discussions with Service Users.

STAGE 4 – OUTCOME OF A SERVICE REVIEW
- Decision made to RE-COMMISSION or REMODEL or DECOMMISSION the service, or TRANSFER it to another provider.
- Action plan for continuous improvement agreed where appropriate.
- Any proposal to decommission or substantially remodel a service to be discussed with service users and reported to the Commissioning Body.

Evidence judged sufficient to make a Commissioning decision via the ‘Desktop Review’

<<<<<< OBTAIN FURTHER EVIDENCE IF NECESSARY <<<<<<

Service Not Strategically Relevant/Not Meeting Demands
Proceed to stage 2 if service assessed as both Strategically Relevant and meeting Demand