SUMMARY OF *SUPPORTING PEOPLE* SERVICE REVIEWS

merton

START

STAGE 1 – STRATEGIC REVIEW

Assessment of Strategic Relevance
Assessment of Current + Future Demand

Service Not Strategically Relevant/Not Meeting Demands

Proceed to stage 2 if service assessed as both Strategically Relevant and meeting 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 PIs (KPIs + SPIs) including as a minimum: -

- Utilisation Levels;
- Service Availability;
- Staffing Levels;
- Throughputs.

Additional management information on outcomes + access to the service will also be taken into account

Assessment of Cost-Effectiveness

Value for Money (VfM) methodology applied to each service.

Evidence judged sufficient to make a Commissioning decision via the *'Desktop Review'*

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.

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

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.**