

## Corporate Service Review/Redesign

### Background/Baseline information

Service Name	
Scope of the review	
Resources included (staff, budgets, buildings , vehicles etc	
What are the purposes of the service?	
Describe the links to Corporate Objectives	
Who receives this service and what information is available about these customers? Please describe any consultation undertaken with customers regarding this service in the past 3 years.	
List current performance standards and including PI's and service standards and provide comparators where available to assess the performance, cost and income of the service against others	
Is delivery of the service a statutory duty for the local authority- please identify the relevant legislation	YES/NO
Is any part of the service delivered by 3 <sup>rd</sup> parties including contractors, partners, 3 <sup>rd</sup> sector organisations or via a shared service arrangement	
Summary of minimum service required to fulfil statutory responsibilities	
Summary of any external assessment, quality assurance undertaken relating to the service in the last 3 years	

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**Review: Consideration must be given to each of the following options.**

**One- Service Cessation/Reduction**

Could any part of the service be ceased or reduced?

No	Identify the reasons why service cessation/reduction is not possible for any aspect of the service.
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Yes	What aspects of the service could be ceased/reduced?
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What is the potential impact of ceasing/reducing any aspect of the service? Please describe the impacts identifying in summary any risks or benefits against the following

<i>Financial</i>	
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<i>Staffing/organisation</i>	
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<i>Statutory/Regulatory</i>	
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<i>Community/Vulnerability</i>	
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<i>Environment/economy</i>	
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<i>Reputational</i>	
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<i>Other</i>	
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What would be required to implement a change including approximate timescale and resources needed	
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Describe the evidence used to support the above conclusions	
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**Two- Externalisation**

Could any part of the service be delivered via a third party (excluding the third sector)?

No	Identify the reasons why it is not feasible for any part of the service to not be provided by a third party
Yes	What aspects of the service could be provided by a third party?  Who could deliver this on behalf of the Council?

What is the potential impact of externalisation of any aspect of the service? Please describe the impacts identifying in summary any risks or benefits against the following

<i>Financial</i>	
<i>Staffing/organisation</i>	
<i>Reputational</i>	
<i>Statutory/Regulatory</i>	
<i>Community/Vulnerability</i>	
<i>Environment/economy</i>	
<i>Other</i>	
What would be required to implement a change including approximate timescale and resources needed	
Describe the evidence used to support the above conclusions	

**Three- Income Generation**

Could any aspect of the service be delivered in a manner which generates income for the Council?

No	Identify the reasons why there is no part of the service which could be delivered in a manner which generates income for the Council
Yes	What aspects of the service could be provided in a way which generates income?

What is the potential impact of delivering the service in a manner which generates income? Please describe the impacts identifying in summary any risks or benefits against the following

<i>Financial</i>	
<i>Staffing/organisation (incl. recharges)</i>	
<i>Reputational</i>	
<i>Statutory/Regulatory</i>	
<i>Community/Vulnerability</i>	
<i>Environment/economy</i>	
<i>Facilities, land and equipment</i>	
<i>Other</i>	
What would be required to implement a change including approximate timescale and resources needed	
Describe the evidence used to support the above conclusions	

**Four- Digitisation**

Could any aspect of the service be delivered via digital means?

No	Identify the reasons why there is no part of the service which could be delivered via digital means
Yes	What aspects of the service could be provided digitally?
What is the potential impact of delivering the service digitally? Please describe the impacts identifying in summary any risks or benefits against the following	
<i>Financial</i>	
<i>Staffing/organisation</i>	
<i>Reputational</i>	
<i>Statutory/Regulatory</i>	
<i>Community/Vulnerability</i>	
<i>Environment/economy</i>	
<i>Other</i>	
What would be required to implement a change including approximate timescale and resources needed	
Describe the evidence used to support the above conclusions	

**Five- Structural Change to reduce costs**

Could the service be delivered via a different organisational structure to reduce costs?

No	Identify the reasons why the service could not be delivered via a different organisational structure to reduce costs
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Yes	How could the service be delivered via a different organisational structure to reduce costs?
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What is the potential impact of delivering the service via a different organisational structure? Please describe the impacts identifying in summary any risks or benefits against the following

<i>Financial</i>	
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<i>Staffing/organisation</i>	
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<i>Reputational</i>	
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<i>Statutory/Regulatory</i>	
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<i>Community/Vulnerability</i>	
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<i>Environment/economy</i>	
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<i>Other</i>	
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What would be required to implement a change including approximate timescale and resources needed	
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Describe the evidence used to support the above conclusions	
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**Six- other changes to reduce costs**

Are there other changes that could be made to the service to reduce costs?

Yes

What other changes could be made to the service reduce costs?

What is the potential impact of making these changes? Please describe the impacts identifying in summary any risks or benefits against the following

*Financial*

*Staffing/organisation*

*Reputational*

*Statutory/Regulatory*

*Community/Vulnerability*

*Environment/economy*

*Other*

What would be required to implement a change including approximate timescale and resources needed

Describe the evidence used to support the above conclusions