

**Business case****1) Links to strategic ambitions**

Establishing the strategic case for this project is crucial, especially its impact on services. Engage service owners (e.g., Adult Social Care, SEND) to understand current processes and identify key issues.

- Do staff have the necessary information for effective referrals?
- Are residents receiving the support they need?
- What are the major challenges?
- How many requests for help result in signposting or no services?
- How is this information currently provided, and what is the cost?

**2) Benefits and impact****Improved community service referrals**

We receive [xk] requests for support from residents each year. [xk] of these requests results in signposting to universal services, whilst [xk] results in no services being provided.

	<b>Adult social care</b>	<b>Children's social care</b>	<b>SEND</b>	<b>Other services</b>	<b>Total</b>
Total requests					
Universal services					
No service provided					

**Spending on software**

Across these services, we are spending [£k] per year on licences for directory products, spread across numerous service areas and products. Consolidating these will reduce the total cost. This may be offset depending on any licence costs for the new business model. Utilising a shared back end for these products will make it easier to keep the data up to date.

Service area	Products used	Annual cost	Estimated saving

<b>Total</b>			

**Operational efficiencies- Use the calculator [link] to estimate this**

<b>General social workers</b>	<b>Low</b>	<b>High</b>
Estimated time savings (days)		
Estimated time savings (£)		
<b>Front door social workers</b>	<b>Low</b>	<b>High</b>
Estimated time savings (days)		
Estimated time savings (£)		
<b>Community workers</b>	<b>Low</b>	<b>High</b>
Estimated time savings (days)		
Estimated time savings (£)		
<b>Total efficiencies</b>	<b>Low</b>	<b>High</b>
Estimated time savings (days)		
Estimated time savings (£)		

### 3) Business model

Using the PID, collaborate with service teams to decide on a business model and desired "to-be" state.

Engage with the ORUK community (<https://openreferraluk.org/>) for feedback, then develop an implementation plan and obtain cost estimates from suppliers. Use this to complete your business case.