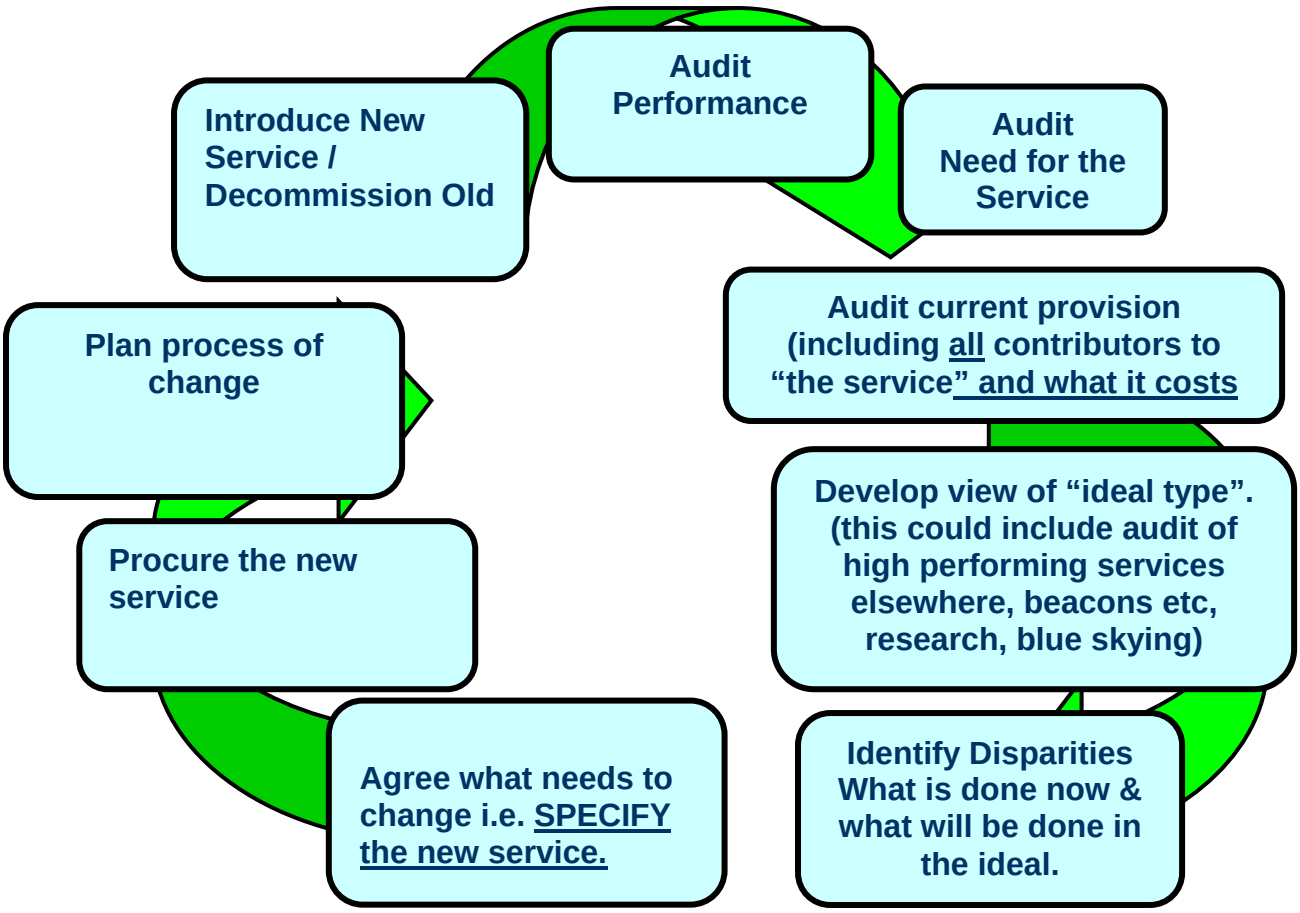
Audit Performance
Audit Need for the Service
Audit current provision (including all contributors to "the service" and what it costs
Develop view of "ideal type". (this could include audit of high performing services elsewhere, beacons etc, research, blue skying)
Identify Disparities What is done now & what will be done in the ideal.
Agree what needs to change i.e. SPECIFY the new service.
Procure the new service
Plan process of change
Introduce New Service / Decommission Old