



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.

	Adult social care	Children's social care	SEND	Other services	Total
Total requests					
Universal services					
No service provided					



Spending on software - use the [calculator](#) to estimate this

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
Total			

Operational efficiencies- use the [calculator](#) to estimate this

General social workers	Low	High
Estimated time savings (days)		
Estimated time savings (£)		



Front door social workers	Low	High
Estimated time savings (days)		
Estimated time savings (£)		
Community workers	Low	High
Estimated time savings (days)		
Estimated time savings (£)		
Total efficiencies	Low	High
Estimated time savings (days)		
Estimated time savings (£)		

3. Business model

Using the [ORUK Project initiation document](#), collaborate with service teams to decide on a business model and desired "to-be" state.

Open Referral UK is supported by



Ministry of Housing,
Communities &
Local Government

Engage with the [ORUK community](#) for feedback, then develop an implementation plan and obtain cost estimates from suppliers. Use this to complete your business case.