

Service specification template

Corporate services productivity programme

July 2018

We support providers to give patients safe, high quality, compassionate care within local health systems that are financially sustainable.

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Introduction

Purpose

This template provides the structure for a service specification to help trusts set out the key activities and processes undertaken by their corporate service functions, whether at a function or sub-function level. It suggests headings and content. Once completed trusts will have a comprehensive service specification for a particular corporate service function or sub-function.

Structure

Each section gives issues for consideration and possible areas to be covered (grey text). The guidance is only an indication of what you might need to include as the amount of information and exact detail will depend on your specific corporate service function or sub-function.

Trusts are welcome to adapt the template as required.

Once you have completed the template, delete the grey text.

1. Overview

Guidance: As part of the overview of the corporate service function or sub-function, it may be helpful to set the context of the service by describing:

- why the service is required and what your trust wants to achieve for the service, ie the business need and vision for the service
- what is critical to your trust in terms of the service and how it contributes to performance at a sub-function, function and organisation level, ie the service outcomes
- how the service needs to demonstrate best value or value for money.

You can do this under the suggested headings below.

1.1. Business need and vision

1.2. Service outcomes

1.3. Value for money

2. Scope

Guidance: This section should describe of the service. It may also be helpful to set out the purpose and objectives of the service as well as details of current arrangements, giving an overview of the service delivery landscape.

2.1. Purpose and objectives of service

2.2. Current service arrangements

Areas to cover could include details of:

- the current service including how it is set up, how it is managed and who uses it
- current activity and volumes managed by the service; the example schematic below shows how this could be done.



2.3. Description of service

Issues to consider are:

- what is and what is not in scope
- what the critical or urgent aspects of the service are
- where services may vary, eg priority might be given to certain staff groups in relation to a process
- details of outcomes and expected benefits from the service
- details of any issues/problems the service needs to resolve
- interdependencies with other services
- details of inputs required for the service and outputs the service needs to achieve.

3. Service delivery

Guidance: This section provides detail of how the service is delivered (ie the service delivery model), and the processes and specific activities it covers.

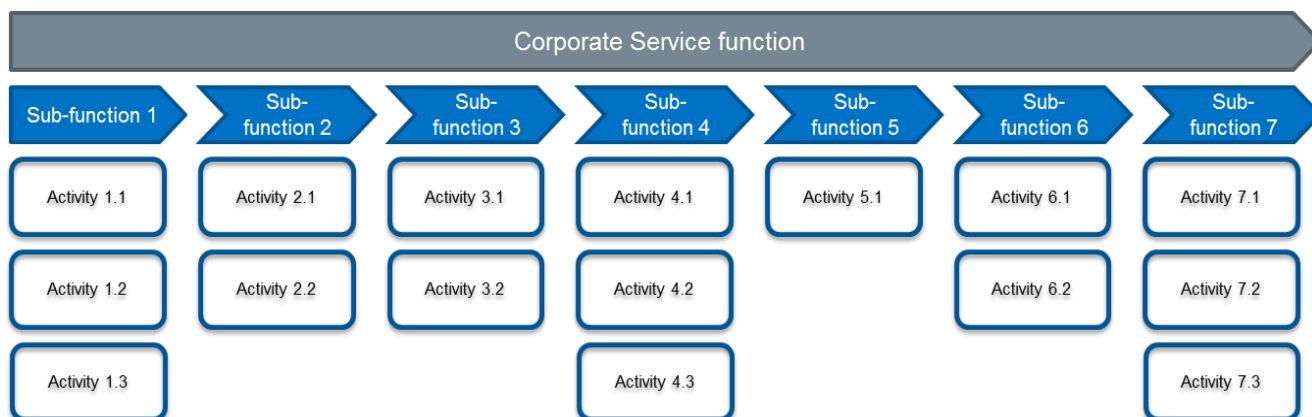
3.1. Service delivery model

Explain how the service is delivered and include a diagram.

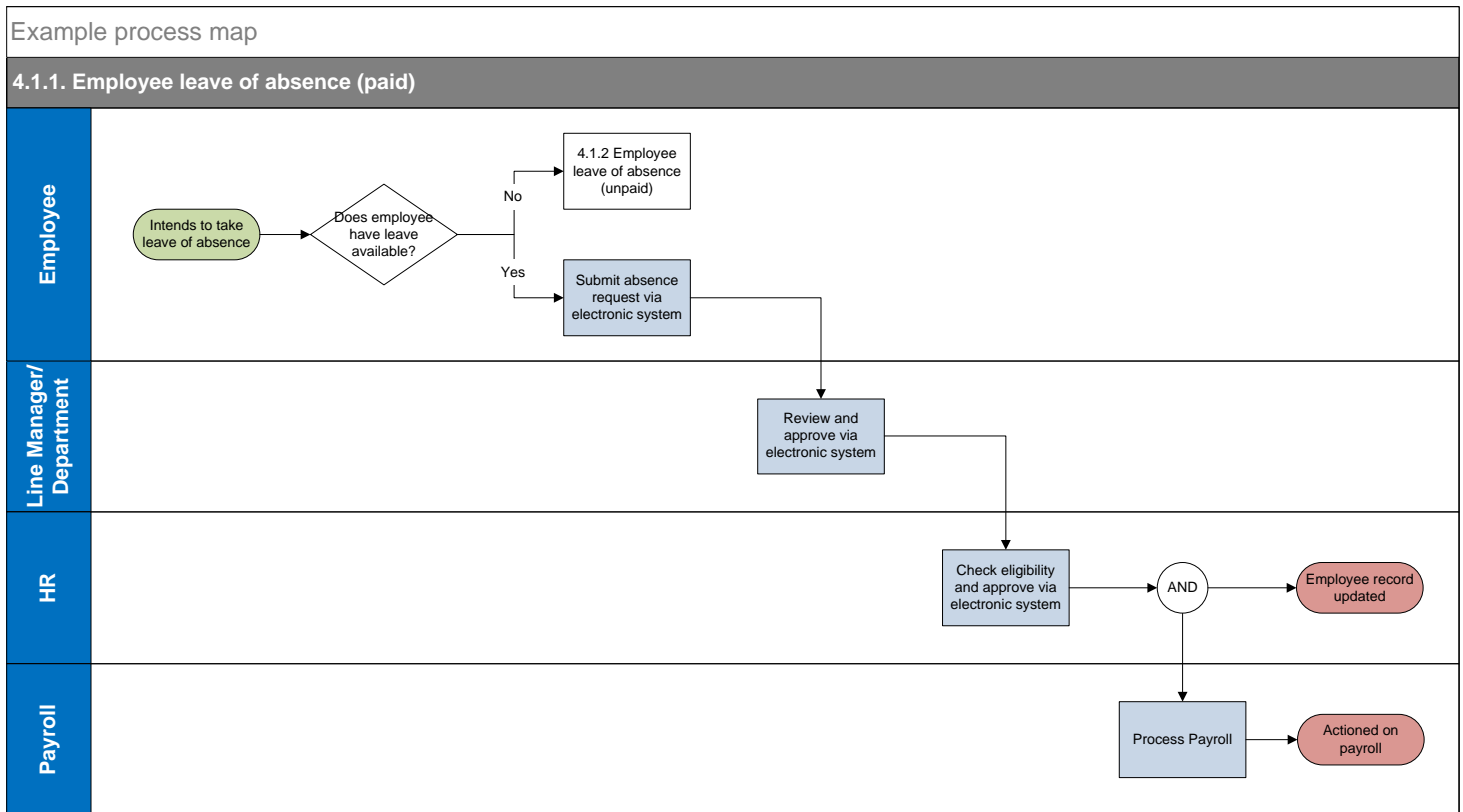
3.2. Delivery processes

It may be helpful to provide:

- a process view of the service delivery model including any critical timeframes associated with the processes and documents and records that are maintained; see example below



- in addition, process maps for activities where relevant; see example below



- details of responsibilities to show where there are interdependencies with other services
- details of communications for which the service is responsible, including methods of communication where there are interfaces with other services and staff.

3.3. Operational information

Areas to cover could be:

- resources that run and support the service
- days and hours of operation – including details of any ‘out-of-hours’ support
- location of service delivery
- identify frameworks the service follows (eg Agile, PRINCE2).

4. Performance and quality measures

Guidance: This section should provide details of features that set the performance and quality standards for the service, such as service level agreements (SLAs) and key performance indicators (KPIs). It may also be helpful to include the processes followed to monitor and report on the performance and quality of the service, and the data required to do this.

4.1. Performance and quality standards

Include details of any SLAs and KPIs against which the services will be monitored; the table below gives a part-completed example.

Ref	SLS	KPI	Target	Purpose	Method of measurement	Timing of application
1	Respond to payroll queries within 2 days	% of queries responded to as per SLA	95%	Improved service for staff	Performance report (or specific data, etc)	Monthly
2						
3						
4						
5						

4.2. Performance monitoring and data

Issues to consider are:

- reporting requirements (eg monthly performance report) including details of the minimum information and data required, frequency of reporting and who will report to whom

- reviewing meetings including details of frequency, required attendees and information/data for review at the meetings
- how queries on performance and data are dealt with
- procedure for dealing with performance issues
- how the service is audited (internally/externally)
- identifying industry standards that the service has been awarded or can/should comply to
- including benchmarking against industry standards.

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