

<p>NHS 24 BOARD MEETING</p> <p style="text-align: right;">20 JUNE 2019 FOR ASSURANCE</p> <p style="text-align: center;">NHS 24 ESTATES BUSINESS CASE FRAMEWORK</p>	
Executive Sponsor:	Director of Finance and Performance
Lead Officer/Author:	Deputy Director of Finance
Action Required	<p>The business case for the NHS 24 Estates Programme is being developed using the Five Case approach set out within HM Treasury and Scottish Capital Investment Manual (SCIM) for the development of business cases.</p> <p>The Board is asked to take assurance from the approach taken to this work as set out in the business case framework document.</p>
Key Points	<p>The business case framework document considers options to respond to the need to vacate the NHS 24 Clydebank Contact Centre in the context of delivering the current and future requirements of the whole NHS 24 Estate.</p> <p>The purpose of this business case is to articulate the strategic rationale and key objectives for the programme, outline its scope and breadth, and provide an indication of the likely impact and costs associated with delivery.</p> <p>This business case will also consider whether best value can be demonstrated, whether options are affordable, and that appropriate operational, workforce and management arrangements have been appropriately assessed and considered.</p>
Resource Implications	The business case process will identify the proposal that delivers best value. To do this, we will identify and evaluate a range of realistic options, in terms of how well they meet the identified objectives and critical success factors for the Estates Programme.
Timing	The NHS 24 Board will be continuously updated on progress with this work.
Contribution to NHS 24 strategy	Delivering an effective business case to address the requirements of the NHS 24 Estate will directly

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	contribute to the delivery of the NHS 24 Strategy.
Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)	Delivering an effective business case to address the requirements of the NHS 24 Estate will support the NHS 24 contribution to the 2020 Vision and National Health and Social Care Delivery Plan.
Equality and Diversity	The business case development process will take account of all requirements in relation to equality and diversity.