

## Joint Scrutiny of Worcestershire Regulatory Services

### Terms of Reference

#### Objectives

1. To review the final business case for the Shared Service (as agreed by the participating Councils) against current operation, including:
  - resilience in the model to cope with fluctuations in workload;
  - efficiencies achieved;
  - cash savings and how these have been used;
  - its level of fitness for purpose;
  - the impact of the model on service levels/quality.
2. To compare the previous service levels of each participating Council compared with current levels and those outlined in the final business case.
3. To establish the performance of the service to participating Councils prior to and since the establishment of the shared service.
4. To review levels of customer satisfaction prior to and following establishment of the shared service and how feedback informs practice.
5. To consider the governance arrangements between the shared service and the participating Councils to include how changes to the service requested by one or more Councils can be achieved.

#### Membership

6. The Team will be made up of one representative from each of the Overview and Scrutiny Committees from Bromsgrove, Malvern Hills, Redditch Borough, Wyre Forest, Worcester City and Wychavon District Councils.
7. Each authority will also appoint a named substitute, who will be sent details for each meeting and may attend meetings as an observer to keep up to date with the exercise.
8. That at least one of the appointed Member to the Team or their named substitute must comprise either the Chairman or Vice Chairman of the Authority's Overview and Scrutiny Committee.

## Roles

9. Members of the Panel are expected to:
  - undertake appropriate reading and research, which may involve consultation, visits and evidence gathering between meetings;
  - having agreed a programme of meetings of the Team, to attend as many of them as possible;
  - to ask for support, training and development if/when they feel it is necessary;
  - to contribute fully to the drafting of any reports.
10. Each member is responsible for reporting back to parent Overview & Scrutiny Committees as appropriate.
11. Officer support will be provided by Bromsgrove District Council as the host authority, for meeting arrangements and scrutiny support, as well as liaison with officers from each authority to provide evidence and practical help (provision of meeting rooms etc)

## Arrangements for Meetings

12. The Team will make its own arrangements for meetings.
13. The meetings may be held in public or in private. In considering how it will meet, the Team will balance the desire for transparency and openness with making visitors feel welcome and comfortable, to encourage frank and open discussion.
14. It will not normally be the case that full notes will be made of each meeting. In most cases a short “action list” will be sufficient for the Team’s use.