

Service Improvement & Efficiency Committee

Terms of Reference

Councils are constantly finding new and innovative ways to deliver services and improve the lives of people in their local communities. The role of the Service Improvement & Efficiency Committee is to consider ideas for improving the efficiency, quality and accountability of public services in the district with due regard to equality diversity, inclusivity and effectiveness. This will be achieved through learning, sharing knowledge and delivering improvement solutions. It aims to support continuous improvement by building on the expertise within local authorities and working in partnership with stakeholders in the public, private and voluntary sectors.

Purpose

To advise Cabinet on the design and delivery of corporate work streams on service improvement and efficiency to:

1. focus on delivering the ambition in the Broadland Delivery Plan “moving with the times, working smartly and collaboratively”
2. drive transformation delivery and change management process
3. identify financial savings and efficiencies which contribute to the medium-term financial plan (capital and revenue)
4. consider proposals for income generation and
5. Ensure the needs of customers and residents are met in all service areas

Objectives are:

To oversee the transformation and collaboration of services. Progress reports will be provided to assist with this objective.

To advise and review the implementation of the IT Strategy and the programme management of the IT infrastructure projects.

To advise and review the Communications Strategy of the Council.

To highlight specific project and service areas for review.

Monitor change management process and seek to transform management, staffing and services to make them more efficient and effective through redesigning services and ensuring a more effective and efficient process and procedure.

To explore opportunities to generate income.

To report and make recommendations to Cabinet on the findings from service reviews and monitor the results.

To undertake other corporate projects as requested by Cabinet or Council.

Membership

The Committee will consist of 11 Members of the Council to be appointed at the Annual General Meeting and be politically balanced.

Named substitutes may attend and vote at the Committee.

The Panel will be chaired by the Portfolio Holder Transformation and Organisational Development.

Quorum

A minimum of 4 members of the Council (either members of the Committee or named substitutes) must be present to transact any business of the Committee.

Procedures, protocol and public speaking

The Chairman of the Committee shall be responsible for maintaining order and the effective conduct of business at meetings of the Committee.

At the discretion of the Chairman, any person attending the Committee may speak to provide 'subject matter expertise'.

Any member of the Council may attend and speak (at the Chairman's discretion, at meetings of the Committee.

Voting

Voting shall be by a simple majority show of hands.

In the event of an equality of votes the Chairman shall have a second or casting vote.