

REVIEW:	Strategic Service Delivery Partnership	
Committee:	Strategic Monitoring Committee	Chair: Councillor James
Lead support officer:	Frank Smith – Project Manager	

SCOPING

Terms of Reference
<ul style="list-style-type: none"> • To review the Strategic Service Delivery Partnership between Herefordshire Jarvis Services Limited, Owen Williams Limited and Herefordshire Council. • To review the nine high level Aims and Objectives contained in the Service Delivery Agreement (as appended) • To review the “Value for Money” aspect of the Partnership • To review the shareholding arrangements of the Joint Venture Company

Desired outcomes
<ul style="list-style-type: none"> • To establish that the aims and objectives contained in the Service Delivery Agreement are being met • To establish that the Council is getting value for money • To establish that the Partnership is meeting the priorities of the Council’s Corporate Plan • To make recommendations to improve service delivery

Key questions
<ul style="list-style-type: none"> • Consider the method of measurement of the Aims and Objectives • Consider the method of measurement of value for money • Consider the ability of the Partnership to meet the aims of the Council’s Corporate Plan • Review the successes of the Partnership

Timetable	
<i>Activity</i>	<i>Timescale</i>
Agree approach, programme of consultation/research/provisional witnesses/dates	September 2005
Collect current available data	October 2005
Collect outstanding data	November 2005
Analysis of data	November 2005
Update to Strategic Monitoring Committee	November 2005
Final analysis of data and witness evidence	November 2005
Prepare options/recommendations	November 2005
Present Final report to Strategic Monitoring Committee	December 2005
Members	Support Officers
Councillors Mrs PA Andrews, H Bramer, J.H.R Goodwin, T.M. James (Chairman) J.P. Thomas, W.J.S Thomas	F Smith – Project Manager C Smith – Environment Directorate Support Service T Brown- Members Services

AIMS AND OBJECTIVES from Schedule 8 from SDA

- **Deliver the Council's service outcomes within the available financial resources.**
- **Improve the processes by which we achieve the objectives of the Council.**
- **Productivity improvement (Whole Cost).**
- **Enhance the perception/customer satisfaction of all services delivered directly or indirectly by the Council.**
- **Cross fertilisation of Cultures through learning and sharing.**
- **Deliver quality local services that are responsive to local needs**
- **Sound Commercial and Financial Management.**
- **Safety: 'ZERO TOLERANCE' to accidents**
- **Quality product - 'Right first time' principle.**