



## Cabinet 17 September 2008

### Report of the Policy Development Committee: Service Delivery Review Panel – Review of Terms of Reference

1. The Service Delivery Review Panel was set up by the Committee in 2005 to provide a forum for discussion and recommendation on areas affecting service delivery. The terms of reference for the Panel covered the Panel's four workstreams of: development of a customer access strategy; service process and system redesign; assessment of the potential for joint venture opportunities for service delivery; and advising on issues affecting the development of the Western Way, Bury St Edmunds project.
2. On 10 September 2008, the Policy Development Committee considered a report which set out the current position on each of those terms of reference and analysed the future work programme against them. The report concluded that these had now either been completed or surpassed by other events, and recommended, in the interests of efficiency, that the Service Delivery Review Panel be disbanded.
3. The Service Delivery Review itself would, however, continue, and recommendations set out in Report Z210 propose how future decisions arising from the review should be dealt with.
4. The recommendation to disband the Service Delivery Review Panel, and two other recommendations for responsibilities to be retained by the Policy Development Committee, were agreed by the Committee. However, two further recommendations affect the Cabinet and the West Suffolk House Joint Committee and the full set of recommendations is therefore referred on to Cabinet for decision, as set out below.
5. It is **RECOMMENDED** that:-
  1. **in the interests of efficiency, the Service Delivery Review Panel be disbanded and any future work be dealt with as detailed in recommendations 2 to 5 below;**
  2. **responsibility for future customer access strategic recommendations be retained by the Policy Development Committee;**

- 3. future review recommendations on service process and system redesign be retained by the Policy Development Committee;**
- 4. the responsibility for assessment of future opportunities for joint working, including business case development, be retained by Cabinet with the option to ask the Policy Development Committee to examine a particular issue if relevant; and**
- 5. responsibility for advising on issues affecting the development of the Western Way Project in Bury St Edmunds be retained by the West Suffolk House Joint Committee and Cabinet where appropriate.**

**Contacts:**

Ian Houlder, Chairman of Policy Development Committee, (01284-714248)  
David Nettleton, Vice Chairman of the Policy Development Committee, (01284-702212)  
Liz Curtis-Woods, Customer Services Programme Manager, (01284-757681)  
Adriana Stapleton, Scrutiny Manager, (01284-757613)

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