
TITLE: SERVICE DELIVERY CHAMPIONS

Committee: Regulatory and Support Services Committee

Date: 1 July 2014

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1.0 ISSUE

1.1 To appoint Service Delivery Champions for the service areas covered by the Regulatory and Support Services Committee.

2.0 RECOMMENDATION(S)

2.1 Members are requested to appoint Service Delivery Champions for the following service areas:

- Planning
- Building Control
- Housing Services
- Environmental Services
- Waste
- HR and Facilities
- Legal
- Information Technology
- Financial Services
- Customer Services

3.0 BACKGROUND/OPTIONS

3.1 The Special Council meeting on 15th April 2014 agreed the revised Committee structure including the appointment of Service Delivery Champions (ref Council 15th April 2014 Agenda Item No 6).

3.2 Service Delivery Champions will be formally defined within each Committee's terms of reference (see Agenda Item No 4) acting as 'non Executive' Directors (as within major public limited companies and mutual businesses). In summary, their role can be summarised as follows:

- Development and formulation of Service Delivery Plans including identification of key performance indicators, forward member decision plan and ensuring the 'open for business' and 'can do' corporate priority is met.
- Act as a 'critical friend' to listen, challenge and debate with Service Area Managers and staff.
- To invest, challenge and champion 'invest to save' and other commercial proposals where appropriate.
- Act as the Member lead on key projects within the specific service area including service reviews and projects to achieve key corporate priorities (where appropriate).

- Act as a formal consultee within the scheme of delegation as defined in the Constitution.
- Service Delivery Champions are not involved in the 'day to day' operation of the services and their appointment is consistent with the current governance arrangements.

3.3 Initial advice restricted the appointment of Service Delivery Champions only from within the membership of the appropriate Committee. Subsequent Counsel's opinion has confirmed that this is a matter of discretion although she saw advantages in a Service Delivery Champion being a member of the relevant Committee. **Therefore, any Member (irrespective of Committee membership) can be appointed a Service Delivery Champion.**

3.4 In addition, to these Service Delivery Champions, there may well be a requirement to informally identify lead members for cross cutting themes and/or corporate projects.

4.0 CONCLUSIONS

4.1 It is imperative that Service Delivery Champions are appointed to each service area as soon as possible to provide a Member input into the Service Delivery Plans. The list of relevant service areas are listed in paragraph 2.1. Individual Councillors preferences will be reported at the meeting.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

5.1 Service Delivery Champions will be able to claim travel and subsistence allowances although these additional costs will be funded from savings arising from the Committee restructuring.

5.2 Equality Impact Assessment (INRA) is not required.

6.0 APPENDICES

6.1 None.

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
Special Council Meeting 15 th April 2014 Agenda Item 6	Room 103 Location: The Grange, Ely	John Hill Position: Chief Executive (01353) 616271 E-mail: john.hill@eastcambs.gov.uk