

TERMS OF REFERENCE

SHARED SERVICE OVERSIGHT GROUP

Purpose:

- to monitor shared service delivery against service specification and development plans
- to agree priorities and resolve service issues at a day-to-day operational level
- to escalate prioritisation and service issues to the Shared Service Review Board as necessary
- to monitor and discuss customer feedback
- to report to the Shared Service Review Board.

Accountability

The Shared Service Oversight Group is accountable to Shared Service Review Board.

Period of Operation

The Shared Service Oversight Group will initially operate until 31 March 2024. This coincides with the end of the three-year Management Agreement. The Shared Service Oversight Group may be extended with the agreement of Council and Board should a new Management Agreement be agreed.

Remit

To monitor Shared Service performance, customer service and delivery and agree corrective action as appropriate.

To monitor the use of the resources allocated to Shared Services by each organisation.

To monitor the Shared Service risk register and agree any resulting actions as appropriate.

To resolve any disputes on prioritisation, service levels, performance, cost or resource allocation or escalate these issues to the Shared Service Review Board if a resolution at this level is not possible.

Membership

- Executive Director Corporate and Customer Services (Care Inspectorate)
- Director Finance and Resources (SSSC)
- Head of Shared Services

The Chair will rotate between the two directors every six months.
Other members of staff will be invited to attend where it is required for specific agenda items.

Quorum

To be quorate at least two members of the Group must be in attendance.

Frequency of Meetings

The Shared Service Oversight Group will meet at least monthly.

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