

SUPPORT SERVICES OSP

Terms of reference



The role of the Support Services OSP is:

- To review new and existing policies and consider how they may be improved and developed;
- To monitor the budget and performance of the Cabinet Member, Department and partners to ensure that the priorities for the area are being delivered upon;
- To monitor performance against the relevant Corporate Improvement Priorities;
- To review Policies within the Budget and Policy Framework;
- To consider Equality Impact Assessments against new and existing policies;
- To investigate local issues to find out how the council and its partners can improve to meet the needs of local people;
- To make recommendations about service delivery to the Cabinet (via the Board)
- To review and scrutinise the performance of partner organisations
- To set up Ad-Hoc Working Groups as and when required;
- To produce bi-annual progress reports to go to the management board.

Business Areas

Corporate Services

- Finance, Efficiencies, Technology and Assets Department
 - Finance and Accounting
 - ICT Services, including Carefirst and other departmental ICT staff
 - Facilities and Estate Management (Corporate Estate)
 - Property Maintenance
 - Asset Register
 - Sustainability and Carbon Management (for the Council)
 - Value for Money and Efficiencies
 - Procurement
 - Council Tax
 - Revenues and Benefits
 - Finance Transaction Centre
- Democracy and Governance Department
 - Coroner
 - Democratic Support
 - Civic Support and Lord Mayor's Office
 - Electoral Services
 - Legal Services
 - Registration Service
 - Risk and Insurance
- Customer Services Department
 - Customer Services
 - Counter Services

- First Stop and Reception
- Contact Centre
- Customer Services (including co-ordination of Freedom of Information (FOI) requests)
- Corporate Complaints
- Library Services (including the Schools' library service)
- Human Resources and Organisational Development Department
 - Human Resources Operations
 - Payroll and Pensions
 - Health, Safety and Wellbeing
 - Organisational Development
 - Training (including ICT training)
 - Workforce Development Strategy and Coordination (including departmental specific development activities)
 - Recruitment and Talent
 - Organisational Transformation and Review
- ICT Shared Services Programme

Executive Office

- Policy, Performance and Partnerships
 - Executive Office Support
 - Civil Protection
 - Partnerships
 - Policy and Performance
 - Business Planning
 - Information and Intelligence
 - Scrutiny Co-ordination
- Corporate Communications
 - Press and PR
 - Internal and external communications
 - Design and Branding
 - Website

Cabinet Members

- Leader of the Council
- Deputy Leader of the Council
- Finance

Directorate

- Executive Office
- Corporate Services

City and Council Priorities

- Monitor performance against the relevant city and council priorities

LSP Link

- LSP Support

Membership

The Chair of the Panel shall serve on the Overview and Scrutiny Management Board. The Support Services Overview and Scrutiny Panel will be chaired by a Member of the majority political group with the vice-chair from the opposition political group. All Members of the panel will adhere to the general rules of Overview and Scrutiny.