



(DRAFT) SCRUTINY REVIEW – ONE PAGE STRATEGY

FOR COMPLETION BY THE OVERVIEW AND SCRUTINY COMMITTEE	
Broad topic area	Services provided by UBICO
Specific topic area	The new commissioned service UBICO came into operation on 1 April 2012. Six months on from this implementation it is now appropriate to set up a scrutiny task group to review the service being provided. Is it meeting its Service Level Agreements and are the benefits being realised? What is the customer's view of the service being offered and have they noted any changes?
Ambitions for the review	To understand how the contract is being monitored To identify whether the business benefits of setting up UBICO are being delivered To ascertain whether the service is being delivered in accordance with the service level agreement
Outcomes	Identify any gaps or issues with the service and make recommendations for them to be resolved.
How long should the review take?	3 months and report to O&S on 10 Jan 2013 and then on to Cabinet.
Recommendations to reported to:	Cabinet
FOR COMPLETION BY OFFICERS	
Members	Cllrs Jacky Fletcher, Suzanne Williams, Tim Harman, Andrew Chard, Charlie Stewart and Pat Thornton
Officers experts and witnesses	Scott Williams – Client Officer Rob Bell – Managing Director UBICO
Sponsoring officer	Jane Griffiths, Director of Commissioning
Facilitator	Saira Malin, Democracy Officer
FOR COMPLETION BY THE SCRUTINY TASK GROUP	
Are there any current issues with performance?	
Co-optees	
Other consultees	
Background information	
Suggested method of approach	
How will we involve the public/media? Or at what stages	