

Service Analysis Team General Terms of Reference

Purpose and remit

- In 2016 the city mayor established the Service Analysis Team in order to understand, and report on in detail, the level of service delivered by external providers and internal city council service areas.
- The team is deliberately separate from service areas, commissioning and cost saving decisions which empowers effective communication. Efficiency and best value for service users and the council are central to each analysis.
- With service analysis work being undertaken across different functions the team is increasingly in a position to share best practice corporately.

Key objective

To scrutinise delivery and performance and to support city council service areas to make informed decisions about services.

High level scope and methods

The foundation of a service analysis is the internal or external service agreement in place. Service quality is determined using the skills, experience and expertise of service analysis officers and is measured against detailed and clearly defined best practice 'Platinum Standards'.



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Platinum Standard ©**

Analysis of service delivery is undertaken, and this will include but is not limited to:

- Information gathering and monitoring with sample testing.
- Meetings with key people.
- Significant fieldwork at service premises.
- Observing service user interactions.
- Listening to service user feedback.
- Identifying service use and client numbers.
- Measurement against council standards.
- Analysing outcomes, outputs, targets and impact.
- Consideration of areas for improvement to inform key recommendations.

The time taken to complete an analysis will depend on the size and complexity of the service.

Governance and accountability

Process

- The service analysis process is well defined and ensures that all findings are objective, impartial, fact based and tested, with clearly documented foundations.
- There is flexibility within the process to make sure that each analysis achieves the required thorough understanding of the service.
- Our work is supported by qualified colleagues / subject matter experts, consulted for assistance and advice, where appropriate.

Review

- Content reported on should be discussed with the service analysed to make sure it is accurate and clearly understood. This is done as early in the process as possible.
- Following peer review the Service Analysis Team manager reviews output. Review is also required from;
 - The Director of Finance (the responsible director for the team).
 - The Director and Head of Service of the area with responsibility for the service area analysed.
 - Lead members often review findings, and reports have been subject to scrutiny at council executive meetings wherever deemed appropriate or required.
- To ensure that the report is factually correct the service analysed has an opportunity to review findings and a right to respond before the document is finalised.

Roles and responsibilities

- All involved with providing a service are listened to, and heard, as part of a service analysis especially frontline staff and service users.
- Service analysis officers act in accordance with the team code of conduct to ensure positive outcomes.
- The service and commissioning service area need to engage with and contribute to the whole process for a successful result.

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for the benefit of Leicester and its people**

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