



## **Draft Terms of Reference**

### Efficiency Sub-Group

1. To review the efficiency programme relating to the Lancashire Shared Services Contact Centre.
2. To assess whether the Council is achieving the desired efficiency benefits, for example, through extended opening hours and workload sharing.
3. To identify possible improvements.
4. To report on the findings and make recommendations to the Corporate and Customer Overview and Scrutiny Panel.

### Partnership Sub-Group

1. To review the Lancashire Shared Services Contact Centre partnership arrangements.
2. To assess whether the Council is achieving the desired benefits of partnership working, for example, procurement, single point of access to services.
3. To identify possible improvements.
4. To report on the findings and make recommendations to the Corporate and Customer Overview and Scrutiny Panel.