

Appendix 2

Operational Improvement Board

- 1.1 The 2015 Joint Committee shall establish an Operational Improvement Board.
- 1.2 The members of the Operational Improvement Board shall be the Head of ARP and one senior officer of each of the Seven Councils nominated by their respective Chief Executive.
- 1.3 The Operational Improvement Board shall meet monthly and report to the 2015 Joint Committee.
- 1.4 The responsibilities of the Operational Improvement Board shall be to:-
 - 1.4.1 clarify service standards/levels provided by the ARP on behalf of each of the Seven Councils in particular:-
 - interface with client services;
 - performance management requirements;and ensure a clear relationship between the ARP and client services in terms of areas of responsibility and fairness of cost/benefit arising;
 - 1.4.2 shape future services both for each of the Seven Councils and the ARP by identifying issues and prioritisation of them by the ARP management;
 - 1.4.3 provide a basis to resolve problems and improve service incrementally over time;
 - 1.4.4 where no Support Service arrangements have been agreed, or where it is deemed time to review the existing Support Service arrangements, decide on the lead authority from the Seven Councils and
 - 1.4.5 receive reports on specific employee Employments Costs.