

## **Terms of Reference**

**The following terms of reference were proposed by the Task & Finish Group following a meeting on 7<sup>th</sup> July 2015.**

1. To establish the potential for a more transparent and comprehensive system of tracking casework from initial receipt to completion, with specific reference to the following:
  - 1.1 The capability of the present casework logging system.
  - 1.2 The feasibility of creating a clear log of the progress of cases registered with Slough Borough Council (SBC) for each Councillor.
  - 1.3 Increasing the effectiveness and impact of SBC responses to casework.
  - 1.4 Ensuring that response deadlines (and subsequent undertakings) are adhered to.
  - 1.5 Creating a series of different categorisations to clarify the precise status of individual cases
  - 1.6 Monitoring the performance of different Departments in meeting key performance indicators for casework.
  - 1.7 Clarifying procedures for progressing casework with outsourced service providers.
  - 1.8 The process for escalating cases where the final response has not been to the satisfaction of Councillors.
  - 1.9 Standardised communications for the outcomes of casework to local residents.
2. To make recommendations on the above matters.