# Sample Scrutiny Questions

Below are some sample questions for scrutineers to use as a reference and adapt according to the issue or proposal under scrutiny.

| Area of Enquiry | Sample Scrutiny Questions |
| --- | --- |
| **Customers** | • Who will benefit? Is there a demographic breakdown of those eligible for the service?<br><br>• Has the proposal's impact on different groups been considered?<br><br>• How has customer experience informed the proposal?<br><br>• How can service users give feedback or get involved in designing or reviewing the service? |
| **Purpose** | • What evidence of need is there for the actions proposed?<br><br>• How has the need been identified? |
| **Link with wider objectives** | • How does the proposal support the delivery of the council's Business Plan or other relevant strategies? |
| **Resources** | • What assurances can you give that the proposal can be delivered on time / within budget?<br><br>• Is there a clear action plan for delivery?<br><br>• What resources are in place to meet the identified need? |
| **Workforce** | • What staff development will be needed and how will this be achieved?<br><br>• How will the staff be recruited and retained? |
| **Performance** | • What system is in place to monitor performance?<br><br>• What are the key performance indicators (KPIs)?<br><br>• How will performance indicators be used to inform planning and decision-making? |

| Area of Enquiry | Sample Scrutiny Questions |
|---|---|
| | • To what extent is the service meeting the needs of Wiltshire residents?<br>• Is performance improving or dipping? |
| **Impact** | • What are the expected outcomes of the proposal?<br>• What would success look like?<br>• What would failure look like?<br>• How will you measure the difference the service/change will make? |
| **Risk Management** | • Is there a framework in place for risk management?<br>• What are the key risks and what actions will mitigate/reduce these risks?<br>• At what point would the risk be unmanageable? Is there an exit strategy? |
| **Efficiency** | • How will efficiency be measured?<br>• How will processes be reviewed and improvements identified? |
| **Compliance** | • How will you ensure compliance with regulatory standards?<br>• Do the service standards meet external standards? |
| **Public awareness** | • How will you raise awareness of the service/changes proposed? |
| **Benchmarking** | • How well does the council perform compared to comparator authorities?<br>• How well do service users do in comparison to those in other areas? |