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?
	Has the proposal's impact on different groups been considered?
	How has customer experience informed the proposal?
	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?
	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?
	Is there a clear action plan for delivery?
	What resources are in place to meet the identified need?
Workforce	What staff development will be needed and how will this be achieved?
	How will the staff be recruited and retained?
Performance	What system is in place to monitor performance?
	What are the key performance indicators (KPIs)?
	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? Is performance improving or dipping?
Impact	 What are the expected outcomes of the proposal? What would success look like? What would failure look like? How will you measure the difference the service/change will make?
Risk Management	 Is there a framework in place for risk management? What are the key risks and what actions will mitigate/reduce these risks? At what point would the risk be unmanageable? Is there an exit strategy?
Efficiency	 How will efficiency be measured? How will processes be reviewed and improvements identified?
Compliance	 How will you ensure compliance with regulatory standards? 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? How well do service users do in comparison to those in other areas?