

Suggested 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	Questions
Customers	<ul style="list-style-type: none"> • Who will benefit? • Is there a breakdown of those eligible for the service? • Has the 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	<ul style="list-style-type: none"> • What evidence of need is there for the actions proposed? • How has the need been identified?
Link with wider objectives	<ul style="list-style-type: none"> • How does the proposal support the delivery of the council's Business Plan or other strategies?
Resources	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • What staff development will be needed and how will this be achieved? • How will the staff be recruited and retained?
Performance	<ul style="list-style-type: none"> • What system is in place to monitor performance? • What are the key performance indicators (KPIs)? • How will KPIs be used to inform planning and decision-making? • To what extent is the service meeting the needs of Wiltshire residents? • Is performance improving or dipping? • Do we measure our performance against comparator councils?
Impact	<ul style="list-style-type: none"> • What are the expected outcomes of the proposal? • What would success or failure look like?

Area of Enquiry	Questions
	<ul style="list-style-type: none"> • How will you measure the difference the service/change will make? <p>NB. How will the select committee monitor the proposals' success, and when?</p>
Risk Management	<ul style="list-style-type: none"> • What are the key risks and what actions will mitigate/reduce these risks? • Is there a framework in place for managing the risks? • At what point would the risk be unmanageable? Is there an exit strategy?
Efficiency	<ul style="list-style-type: none"> • How will efficiency be measured? • How will processes be reviewed and improvements identified?
Compliance	<ul style="list-style-type: none"> • How will you ensure compliance with regulatory standards? • Do the service standards meet external standards?
Public awareness	<ul style="list-style-type: none"> • How will you raise awareness of the service/changes proposed?
Benchmarking	<ul style="list-style-type: none"> • How well does the council perform compared to comparator authorities? • How well do service users do in comparison to those in other areas?