

## 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
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Who will benefit? Is there a demographic breakdown of those eligible for the service?</li> <li>• Has the impact on different groups been considered?</li> <li>• How has customer experience informed the proposal?</li> <li>• How can service users give feedback or get involved in designing or reviewing the service?</li> </ul>
<b>Purpose</b>	<ul style="list-style-type: none"> <li>• What evidence of need is there for the actions proposed?</li> <li>• How has the need been identified?</li> </ul>
<b>Link with wider objectives</b>	<ul style="list-style-type: none"> <li>• How does the proposal support the delivery of the council's Business Plan or other relevant strategies?</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• What assurances can you give that the proposal can be delivered on time / within budget?</li> <li>• Is there a clear action plan for delivery?</li> <li>• What resources are in place to meet the identified need?</li> </ul>
<b>Workforce</b>	<ul style="list-style-type: none"> <li>• What staff development will be needed and how will this be achieved?</li> <li>• How will the staff be recruited and retained?</li> </ul>
<b>Performance</b>	<ul style="list-style-type: none"> <li>• What system is in place to monitor performance?</li> <li>• What are the key performance indicators (KPIs)?</li> <li>• How will KPIs be used to inform planning and decision-making?</li> <li>• To what extent is the service meeting the needs of Wiltshire residents?</li> <li>• Is performance improving or dipping?</li> <li>• Do we measure our performance against comparator councils?</li> </ul>
<b>Impact</b>	<ul style="list-style-type: none"> <li>• What are the expected outcomes of the proposal?</li> <li>• What would success look like?</li> <li>• What would failure look like?</li> </ul>

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