

# Overview and Scrutiny

## Methodology and Approach

The following key questions should be asked in each scrutiny review.

### 1. Business Aims and Objectives

- Q What are the business aims and objectives of the service?
- Q To what extent do these link with the Council's Vision and Objectives?

### 2. Performance

- Q What are the performance indicators for the service?
- Q How does the service perform against these performance indicators?
- Q How does performance compare to other councils including Redditch Borough Council, Statistical Neighbours, and Bromsgrove District Council over past 2 years?
- Q What are the reasons for poor/high performance?

### 3. Customer Feedback

Customer feedback – including Focus Groups, Customer Complaints etc.

### 4. Organisation

- Q What is the organisational structure for delivering this service?

### 5. Budget

- Q What is the budget for this service? Total. Capital. Revenue.
- Q What were the budget and out-turn figures for this service over the past 2 years?
- Q How does budget compare to other councils e.g. Redditch Borough Council, Statistical Neighbours and Bromsgrove District Council over past 2 years?

### 6. Future Plans

- Q What are the future plans for the development of this service (including any new statutory requirements etc)?