



POLICY SCRUTINY GROUP

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To: Councillors Seaton (Chair), K. Harris (Vice-chair), Brookes, Hamilton, Hunt, Murphy, Paling, Parton, Shepherd and Smith (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Policy Scrutiny Group to be held in Committee Room 2 - Council Offices on Tuesday, 9th April 2019 at 6.30 pm for the following business.

Chief Executive

Southfields
Loughborough

1st April 2019

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING

4 - 9

The Group is asked to confirm as a correct record the minutes of the meeting held on 5th February 2019.

3. DISCLOSURES OF PECUNIARY AND PERSONAL INTERESTS
4. DECLARATION OF THE PARTY WHIP

5. QUESTIONS UNDER SCRUTINY PROCEDURE 11.16

No questions were submitted.

6. CUSTOMER SERVICE STRATEGY

The Head of Customer Experience will give a presentation at the meeting regarding progress with delivering the Customer Service Strategy.

7. ICT STRATEGY

The Head of Customer Experience will give a presentation at the meeting regarding delivery of the ICT Strategy.

8. WORK PROGRAMME

This is the final meeting of the Group for the 2018/19 Council year. With the exception of one item the Group has completed its work programme for the year. The remaining item, scrutiny of the development of the Local Plan, will be taken up by the relevant committee in the new scrutiny structure that comes into operation in the new Council year.

SCRUTINY QUESTIONS

What topics to choose?

- What difference will scrutiny make?
- Is this an area of concern – public/performance/risk register?
- Is this a corporate priority?
- Could scrutiny lead to improvements?
- What are the alternatives to pre-decision scrutiny?

Pre-decision scrutiny

- What is Cabinet being asked to agree?
- Why?
- How does this relate to the overall objective? Which is ...?
- What risks have been identified and how are they being addressed?
- What are the financial implications?
- What other options have been considered?
- Who has been consulted and what were the results?
- Will the decision Cabinet is being asked to take affect other policies, practices etc.?

Basic Questions

- Why are you/we doing this?
- Why are you/we doing it in this way?
- How do you/we know you are making a difference?
- How are priorities and targets set?
- How do you/we compare?
- What examples of good practice exist elsewhere?