

Scrutiny Committee – Review Topic Submission Form

Councillor Name and other Councillors supporting submission	Kay Morrison, Alastair Gunn
Review Topic	Current Councillor Reporting system
Links to the Council's priorities in the Corporate Strategy	Equiries made by members are often regarding issues with policy decisions made and their interactions with all Council services and therefore this links to all Council priorities.
Terms of reference (to include the scope of the review) What do you want the review to identify and understand? How wide ranging do you want the review to be? Is the aim to look at the entire issue, or just part e.g. elements within the Council's control?	<ol style="list-style-type: none"> 1. To undertake a review of the statistics and operation of the Councillor Enquiry System to include: <ul style="list-style-type: none"> • Time taken to reply against the 10 day target • The accuracy and adequacy of responses • What can the system do 2. Exploring how the current process is working and to what extent it is meeting member expectations 3. Identifying potential process for challenging the outcomes of enquiries and understanding how these could be applied at the Council 4. Understanding ways the Council could use data from enquiries to improve Council services and inform policy 5. Identifying different systems and how they could operate at the Council – Identifying and understanding any issues new systems would create for the Council? 6. Understanding the methods of which members could be informed of the outcomes and resolution timescales that relate to enquiries?
Objective of the review and Measures of Success What do you want the review to achieve? What outcome would constitute a successful review? Outcomes should be SMART (specific, measurable, achievable, realistic, and timely)	<ol style="list-style-type: none"> 1. That members enquiries are uniformly dealt with 2. That an agreed process is employed by all members and officers 3. That the resources of the Council are sufficient and used in the best possible way 4. That members are able to track their enquiries to conclusion, and for further options to be made available to them should their enquiry not be resolve to their satisfaction

<p>Methodology/evidence How will evidence be gathered e.g. interviews, questionnaires What evidence is required e.g. copies of strategies, KPIs</p>	<ol style="list-style-type: none"> 1. Examination of enquiries data 2. Discussion with officers and members around current process and new portal 3. Discussion with services managers about outcomes and pressures 4. A review of what would be technically possible.
<p>Potential witnesses Who will be required to give evidence e.g. Portfolio Holders, Officers?</p>	<p>Councillors Services affected Governance Services</p>
<p>Potential Stakeholders In addition to the witnesses above, who has an interest in the review e.g. charities or community groups</p>	<p>As above</p>
<p>Barriers/dangers/risks What factors may prevent the review from being successful?</p>	<p>The Council has finite resources The solutions desired by members cannot be delivered due to resources or technology issues The agreed process isn't followed</p>