Scrutiny Review Canvassing Exercise – New Areas for 2014-15

No	Area	Reason(s)	Questions	Potential Improvements	Lean or SRIE	Panel Review	First Filter	Score	Rank
b/f 1	Improving partnership working	We have to find ways to avoid duplication and work together better with the public, third and private sector	1. Is partnership working considered in all service reviews 2. How can we utilise partnerships with the private sector	Potential savings Reduction in duplication/ better synergies	-	Yes	ok	6	1=
b/f 2	Homelessness – Assessment Outcomes Vs Performance Targets	Performance in this area in relation to outcomes is positive but at the expense of delivering to Statutory Timescales	1. Is the focus on quality outcomes vs statutory timescales sustainable? 2. Can community planning partners do more to provide information quickly? 3. Is there a risk averse culture that prevents decisions being made against statutory timescales? 4. Are performance systems up to the	Assess the corporate appetite for shifting the balance of risk of outcomes v timescale of service delivery Assess whether there are synergies within the council that can be realised	-	Yes		6	1=

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		task?						
3	Cost & Benefits Analysis of Transforming Angus/Management Restructure	As part of the ongoing transformation of upper/middle management it would be useful to note any benefits accrued from the changes and any disadvantages or challenges that have arisen since the departmental overhaul. Are we getting better value for money or is this a costly mistake?	1. Can we list a full financial breakdown of both the management structure prior to the streamlined committees and currently? These should factor in costs that have been outsourced to external bodies e.g. proposed strategic partner tasked with finding £9 million worth of savings. 2. What pressures have the changes in the management structure added to the Strategic Directors? 3. What benefits are they seeing within their workforce? 4. Can staff working below management level be given an anonymous review on how they see their department's progression since the	Could provide basis of an annual review to ensure management restructure is bringing benefits	-	yes	ok	6	1=

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			implementation of the changes?						
4	Education – Additional needs	Constituent requests/queries around Additional Needs provision	1. What are the councils statutory responsibilities 2. What are the councils customer care objectives 3. What are the councils additional needs policies and are they adhered to	Performance and satisfaction improvements	-	Yes	This is an enormous area therefore review 6a is recommended as a starter	5	2=
4a	English as an Additional Language (EAL) Service (Children and Young People's Service)	Significant increase in the number of children and young people with EAL in Angus schools	1. What is the current level of need? 2. How do we ensure we are meeting these needs through provision of services including EAL service/ translators/ access to translated information etc? 3. Are we meeting legislative requirements e.g. ASL/ Equalities?	Increases capacity and consistency of approach through staff training Recommendations regarding adequate staffing to meet increased EAL needs	-	Yes	ok	See above	See above

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5	Transformational Change & Communications	Concerns over communication and consultation	1. How much do we communicate/consult with communities and community groups 2. Is the council paying enough attention to their needs 3. If we need to rely more in the future on these groups do we need to improve C&C	Improved understanding of community needs/desires and whether/how they can be met within the transformation agenda	-	Yes	ok	5	2=
b/f 6	Customer Care	Concerns about complaints received about the way people are treated when making enquiries (not ACCESS)	1. Do departments adhere to the customer charter 2. What training is given in dealing with difficult members of the public	Identification of training needs	-	Yes		4	3=
7	Public Transport	Perception that some routes not well utilised	1. Are the routes well used? 2. Does the network as a whole "make sense"	Better utilisation of resources to provision	-	Yes	ok	4	3=
8	Procedures for enrolling pre-school children	Currently operating a system for enrolment which offers places to	1. How effective is the current system in allocating places	More parents may be offered a place of	-	Yes	ok	4	3=

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	into Local Authority Pre-school classes.	children based on catchment area and age. Some parents feel disadvantaged by this system.	fairly and equitably? 2. With the impending increase in hours and flexibility, is this a good time to make a change to enrolment criteria? 3. How will a change impact on ➢ school capacities ➢ early years teams particularly in relation to planning learning, ➢ consistency ➢ transitions? 4. .How will a change in the system affect resourced provision	their first choice					
8a	Early years and attainment	This is a major council priority	1. Are all nursery age children being reached and provided for		-	-	Incorporated above	n/a	n/a
9	Impact of Digital First strategy on ACCESS	Current digital programme is developing transactional services on the web site and the promoting the	1. What is the impact on the council's high street presence of the "Digital First" strategy? 2. How do we maximise the opportunities from	• Cost savings • More effective use of existing resources in support of customer strategy	-	Yes	ok	4	3=

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		web as a customer service channel. This aligns with the commitment to deliver channel shift as contained in the Council Plan. This creates opportunities to review the future operations of ACCESS and explore the convergence of on-line and phone and reduce face to face transactions via ACCESS offices.	the new digital services whilst ensuring customers enjoy a seamless experience? 3. How do we maximise our investment in ACCESS and the web by adding additional services? 4. Is there a need to separate ACCESS offices and ACCESSline to enable the "digital first" strategy?	• Improved customer service (24x7, single point of contact) Moving transactional queries to lowest cost channel and resource.					
10	Pupil Unit Cost	This is an area of significant expenditure for the council that merits examination.	1. Are there any links in Angus between individual pupil cost and achievement outcomes? 2. What is the variance of pupil cost within Angus? 3. What are the factors that influence this variance?	Improved resource alignment to impact on outcomes. Recommendations about best use for the school estate. There may well be specific advice for service processes and systems.	-	Yes	ok	4	3=

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11	Business Managers in primary schools	Secondaries have managers but primaries do not, they rely on central support. Some other authorities have shared managers	1. What would the advantages be to a Head teacher to have the services of a (shared) business manager 2. What would the main responsibilities of a business manager be 3. Could Business Managers be phased in eg on leave/retire replacement basis	Improved support to HT's	SRIE	n/a	n/a	n/a	n/a
12	Housing Repairs	Some complaints about poor workmanship on repairs and central heating	1 How are repairs monitored and managed? 2 Do contracts have quality PI's 3 How many complaints does it take before there is an investigation	Report 246-14 new tender might address some areas but short RIE/workshop might give some other areas of improvement	SRIE	-	n/a	n/a	n/a
13	Economic Development	Economic Development is a	1. Could more be done to promote economic development through	Improvement in economic development	SRIE	n/a	n/a	n/a	n/a

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		major Council priority	the planning process 2. Do the planning policies support or mitigate against Ec Dev	outcomes					
14	Keptie Pond and Park, Arbroath	Considerable expenditure does not seem to have rectified the low water and aquatic weed problem	1. Why has the recently installed borehole not alleviated the low water problem 2. Why has an ornamental pond specialist not been consulted 3. Why is the weed problem not been seriously addressed 4. Why has a report not been brought forward to address members concerns 5. Why has there been little consultation with the public and elected members	High profile and regularly visited by locals and visitors and improvements are required Alternative solutions may be available and identified through review	SRIE	-	n/a	n/a	n/a

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| 15 | Building Warrants | Complaints from constituents about time taken in processing building warrants | 1. Can something be done to speed up process

2. Is customer care adequate (no phone calls on Wednesdays) | Quicker processing brings efficiencies and better customer experience | Lean (follow up to Planning Apps) | - | n/a | n/a | n/a |
|----|----|----|----|----|----|----|----|----|----|
| 16 | Workforce Planning | It's an important area and one where there are considerable risks – do we really understand our current workforce make up, our future needs and the various risks which exist to achieving the reductions budgeted for but retaining the skills we will still need. Is our workforce planning superficial, looking only at headcount and not skills mix | 1. Are plans across all services for workforce reduction/development robust

2. Do we know what the main workforce risks are and do we have plans to tackle these

3. Do we understand our future skills needs

4. Are we "over qualified" in some areas because of staff development and low turnover

5. Are we addressing succession planning issues | Its more about the negative consequences of not getting it right but if we have the right size of workforce, with the right skills for future service delivery then that should help deliver good services and outcomes | - | yes | **Excluded** – Internal Audit consultancy review underway | n/a | n/a |

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17	Support for Charities	Queries over support to charities	1. How much of council money goes to Charities 2. Is this a good use of public money 3. What % of the supported Charity income goes on admin	Better value for money	SRIE	-	**Excluded**: recent charities review and operated under SLA	n/a	n/a
18	Payments to the Council (eg licences)	Inability to use electronic payment means	1. Is the council losing money because only cheque/cash can be used 2. Is there a need to move to more user-friendly payment means 3. Is there a future scrutiny role over the delivery of digital Angus/TA to ensure it brings expected returns	Additional income, streamlined process, customer choice	-	Yes	**Excluded** as being considered under Digital Angus	n/a	n/a
b/f 19	Community Sports Hub – Access and implementation	SportsScotland and the Scottish Government have pledged to develop community sports	1. Are we following best practice 2. Are we improving the number of participants	The Scottish Government desire through SportScotland is to have a clear focus on	-	Yes	**Excluded:** work underway in relation to Leisure		

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	of best practice	hubs as the way forward to develop sports people and improve participation in sport	and volunteers in sport 3. Are we, as a council, doing all we can to promote, assist and develop community sports hubs	developing and supporting a world class sporting system in Scotland. A review would ensure we catch up on other councils who are leading the way at present			and Culture trust		