

**Maidstone Borough Council**

**Strategic Leadership and Corporate Services Overview and Scrutiny  
Committee**

**3 March 2015**

**Quarter 3 Customer Feedback (complaints, compliments and social  
media) Report**

While reading the following report you may want to think about:

- What you want to know from the report;
- What questions you would like answered.

Make a note of your questions in the box below.

As you read the report you may think of other questions.

Questions I would like to ask regarding this report:

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**Guidance note - Making Quality Overview and Scrutiny Recommendations**

Scrutiny recommendations should seek to make a real difference to local people and the services provided. Recommendations that note a change or request further information fail to resolve problems or make changes. The scrutiny team have identified the following criteria for quality recommendations, they:

- affect and make a difference to local people;
- result in a change in policy that improves services;
- identify savings and maintain/improve service quality; or
- objectively identify a solution.

One way of checking the usefulness of recommendations is to evaluate them against the 'six Ws' set out below:

Good recommendations should answer these questions:

<b>Why does it need to be done?</b>	This will help ensure the outcome is relevant and in the right context – if a meeting is being requested it will ensure the correct people are invited to attend
<b>Who is being asked to do it?</b>	Without this nothing will get done (no one will take ownership)
<b>What needs to be done?</b>	Needs to be clear and specific
<b>HoW will it be done?</b>	Again, needs to be clear and specific, what is the expected output- for example a report to be written or a meeting to be arranged
<b>Where does it need to be done/go?</b>	If it's a meeting – where is it needed If it's a report – where is it to go, who needs to see it
<b>When does it need to be done?</b>	Crucial to have a timescale – without a deadline it will never get done

Thinking about these points will help ensure the outcomes of scrutiny are effective and will aid monitoring.