

Appendix A

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:

| | |
|--|--|
| Who is being asked to do it? | Without this nothing will get done (no one will take ownership) |
| What needs to be done? | Needs to be clear and specific |
| HoW will it be done? | 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 |
| Where does it need to be done/go? | If it's a meeting – where is it needed If it's a report – where is it to go, who needs to see it |
| When does it need to be done? | Crucial to have a timescale – without a deadline it will never get done |
| Why does it need to be done? | 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 |

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