

Transformation, Commercialisation and Corporate Centre Scrutiny Committee Work Programme Descriptors 2021/22

(The Work Programme is reviewed at each meeting and as such is subject to change)

Date / Timing	Overarching Item	Cabinet Member & Officer(s)	Scrutiny Focus	Cross-Cutting Strategies and Plans
15 June 2021	Draft Committee Work Programme 2021-2022	<ul style="list-style-type: none"> • Committee Chair • Committee Members 	The Committee to discuss the draft Work Programme and to officially agree and sign off the Work Programme for 2020-2021	Focus on the Future: wellbeing in our community Recovery, Transformation and Improvement Plan (Governance)
15 June 2021	Agile Working: Re-Opening of the One-Stop Shop	<ul style="list-style-type: none"> • Portfolio member • Committee Chair • Head of Customer Services 	<p>Provide Critical Friend Challenge to Executive Policy and Decision-Makers – The Committee Chair proposed this agenda item. There are a number of elements to agenda item:</p> <ol style="list-style-type: none"> 1. Committee Members are keen to fulfil the role of critical friend to key decision-makers at the planning stage of this policy; and to secure a wider overview of the impact the pandemic has had on the way we work; 2. Members of the public have brought the re-opening of the One Stop Shop to the attention of the Committee; discussions around the issue now need to begin to respond to this; 3. Possible changes required in Committee’s role arising from the implementation of the Local Government & Elections Act 2021. (e.g.) the need to ensure effective/proactive policy review using scrutiny function. <p>The Chair wishes to discuss the potential for a Task & Finish group to be established in relation to this topic.</p>	Focus on the Future: wellbeing in our community Recovery, Transformation and Improvement Plan Local Government & Elections (Wales) Act 2021

<p>20 July 2021</p>	<p>Task and Finish Group Report: Local Authority Support of Third Sector Services</p> <p>Deferred to April 2022 meeting</p>	<ul style="list-style-type: none"> • Portfolio member • Committee Chair • Interim Deputy Chief Executive 	<p>Driving Service Improvement in Public Services – A Wales Audit Office report (now Audit Wales) highlighting areas where local authority support to third sector organisations could be improved was referred to the Governance scrutiny Committee in 2018.</p> <p>A task and finish group was established to review the issues outlined in this report. Led by the Chair of Governance scrutiny committee; activity took place and a report has been produced and presented to Committee Members for review and discussion, enabling next steps to be identified and confirmed.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery Transformation and Improvement Plan (Links to Governance Improvement and Commercialisation themes)</p>
<p>20 July 2021</p>	<p>Tackling Poverty</p>	<ul style="list-style-type: none"> • Portfolio member • Head of Corporate Services • Head of Revenues and Benefits 	<p>Scrutiny and Challenge – Prior to the pandemic, this item was proposed for review by Committee Members, and was further identified through discussion with Citizens Advice Bureau, and linked to existing issues around debt management.</p> <p>The Committee requests a report on the Council’s response to tackling poverty and, more specifically, requests an update on how the Council supports people in relation to this issue.</p> <p>Committee Members are keen to review the Council’s debt collection process, specifically around the collection of Council Tax and Business Rates arrears and gauge its impact on citizens.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery, Transformation and Improvement Plan</p>
<p>14 Sept 2021</p>	<p>Welsh Public Library Standards</p>	<ul style="list-style-type: none"> • Portfolio member • Head of Merthyr Tydfil Library Service 	<p>Scrutiny and Challenge - Public Library Services in Wales are required to submit a report to Welsh Government regarding the performance against the Welsh Public Library Standards. The Welsh Public Library Standards are the measure by which the Minister with responsibility for Libraries can make a decision about their compliance with the statutory Libraries and Museums Act 1964.</p> <p>The Council are required to review the completed assessment forms prior to their submission to Welsh Government for assessment.</p>	<p>Focus on the Future: wellbeing in our community</p>

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14 Sept 2021	Development of the next Corporate Plan	<ul style="list-style-type: none"> Portfolio member Committee Members Corporate Management Team Members 	<p>Provide Critical Friend Challenge to Executive Policy and Decision-Makers / Driving Service Improvement in Public Services – The Council has entered the last year of its current Corporate Wellbeing Plan (Focus on the Future: wellbeing in our community); and must plan the process for development of the next iteration. As previously highlighted; Scrutiny Committee Members are key stakeholders in this process.</p> <p>The Chair wishes to open discussions around the development process to secure clarity on the roles and responsibilities Committee Members will have on contributing to this work.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery Transformation and Improvement Plan (Links to Governance Improvement and Healthy Organisations themes)</p>
14 Sept 2021	Committee Work Programme 2021-22	<ul style="list-style-type: none"> Committee Chair Committee Members 	<p>Committee Members will review the 2021-2022 Work Programme to review and confirm. The Committee will also review the Cabinet Work Plan in line with its work programme, and to identify any future areas that may require a scrutiny.</p>	
19 Oct 2021	<p>Corporate Consultation & Engagement Process</p> <p>ITEM DEFERRED TO MEETING OF 30/11/2021</p>	<ul style="list-style-type: none"> Portfolio member Interim Deputy Chief Executive Head of Corporate Communications, Consultation & Engagement 	<p>Scrutiny and Challenge – There are many occasions where the Council needs to know more detail about what residents, partners and wider communities think about specific issues that affect them.</p> <p>In direct response to public feedback following recent Council consultation activities; the Committee are keen to understand the Council’s current standard consultation approach and to explore the reasons why recent consultations have received a significant amount of negative feedback.</p> <p>More specifically, the Committee would welcome a breakdown of the process undertaken in relation to the recent consultation on the 3-16 Voluntary Aided Catholic School and the Georgetown Active Travel plan to identify how the consultation exercise was facilitated; the response rate to the initial consultation; the rationale supporting the decision to extend the consultation</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery Transformation and Improvement Plan</p>

			exercise; the current response rate; and details of any lessons learned as a result of this.	
19 Oct 2021	Healthy Organisations	<ul style="list-style-type: none"> Portfolio member Interim Chief Executive Head of Human Resources Organisational Development Manager 	<p>Scrutiny and Challenge – The Committee has previously received reports from the Council’s Human Resources Department. Committee Members wish to return to this to identify the current status on topics previously (with particular reference being made to the following areas: (1) The capability process; (2) a breakdown of SPODs; (3) an update on work-based stress/the Council’s response to this; and (4) an updated breakdown of the current situation in relation to agency workers).</p> <p>In addition, the Healthy Organisations theme with the Council’s Recovery Transformation and Improvement Plan identifies three main challenges for the Council to become a healthier organisation:</p> <ul style="list-style-type: none"> Moving from a traditional culture to one that fully embraces a modern, agile operating model; Aligning limited resources to deliver change at the pace required; and The identified need to develop the skills of the workforce to meet current and future challenges; and adopt new ways of working. <p>The Committee request an update on the response activities developed and included within the Healthy Organisations theme to be assured that responses to these challenges have been developed and are specific, measurable, achievable; realistic and can be delivered within the timescales identified.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery, Transformation and Improvement Plan (Links to Healthy Organisations theme)</p>
19 Oct 2021	Report on Re-Opening of the Civic Centre & One Stop shop	<ul style="list-style-type: none"> Cllr Andrew Barry Greg Edwards 	<p>Scrutiny and Challenge - Members of the public have brought the re-opening of the One Stop Shop to the attention of some Committee Members.</p>	<p>Recovery, Transformation and Improvement Plan (Links to Healthy Organisations theme)</p>

			<p>Following the discussion that took place at the Committee's June meeting; a report has been requested that provides the Committee with:</p> <ul style="list-style-type: none"> • an update of actions taken to date (including the challenges faced and the rationale for the Council closing to the public); • information on the plans in place to re-open the Civic Centre and, more specifically, the One-Stop Shop; and <p>an outline of what the One Stop Shop would look like moving forward (i.e.) details on proposed opening times and customer management processes; reflection on what will be put in place to ensure safe opening and proposed staffing arrangements, linking this to the relevant policies where relevant.</p>	
19 Oct 2021	Committee Work Programme 2021-22	<ul style="list-style-type: none"> • Committee Chair • Committee Members 	<p>Committee Members will review the 2021-2022 Work Programme to review and confirm. The Committee will also review the Cabinet Work Plan in line with its work programme, and to identify any future areas that may require a scrutiny.</p>	
30 Nov 2021	Commercialisation	<ul style="list-style-type: none"> • Portfolio member • Interim Deputy Chief Executive • Procurement Manager 	<p>Scrutiny and Challenge – The Council's Recovery Transformation and Improvement Plan identifies that to support the Council's recovery, the organisation's commerciality must be explored and developed. Committee Members are keen to develop further knowledge of this developing area further so they might actively support the Council's developing plans in relation to it.</p> <p>A report is requested which outlines the early stage plans on how the Council can address our challenges in delivering outcomes from a commercial perspective, and would be keen to learn more on how the following areas of change are to be progressed:</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery Transformation and Improvement Plan (Links to Governance Improvement and Commercialisation themes)</p>

			<ul style="list-style-type: none"> Commercial Environment – Create an organisational environment that enables commercial activity; and Investment Programme – Create a portfolio of investment opportunities and review current contract to ensure value for money. Linking in any outcomes or recommendations on support to Third Sector Report earlier in year. <p>The Committee want to consider how the Commercial Team would work to ensure both existing and any new agreements with third sector organisations would be structured to maximise the impact to meet corporate priorities. Any potential links or opportunities/outcomes will be noted and brought into the wider discussion on Third sector support scheduled in April 2022.</p>	
30 Nov 2021	<p>Corporate Consultation & Engagement Process</p> <p>RESCHEDULED FROM ORIGINAL DATE OF 19/10/2021</p>	<ul style="list-style-type: none"> Portfolio member Interim Deputy Chief Executive Head of Corporate Communication, Engagement & Consultation 	<p>Scrutiny and Challenge – There are many occasions where the Council needs to know more detail about what residents, partners and wider communities think about specific issues that affect them.</p> <p>In direct response to public feedback following recent Council consultation activities; the Committee are keen to understand the Council’s current standard consultation process to ensure it meets identified needs and is fit for purpose so they can explore the reasons why recent consultations have received a significant amount of negative feedback.</p> <p>More specifically, the Committee would welcome a breakdown of the process undertaken in relation to the recent consultation on the 3-16 Voluntary Aided Catholic School and the Georgetown Active Travel plan to identify how the consultation exercise was facilitated; the response rate to the initial consultation; the rationale supporting the decision to extend the consultation exercise; the current response rate; and details of any lessons learned as a result of this.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery Transformation and Improvement Plan</p>

30 Nov 2021	Committee Work Programme 2021-22	<ul style="list-style-type: none"> • Committee Chair • Committee Members 	Committee Members will review the 2021-2022 Work Programme to review and confirm. The Committee will also review the Cabinet Work Plan in line with its work programme, and to identify any future areas that may require a scrutiny.	
01 Feb 2022	Living Well Thematic Report – Five Year Review	<ul style="list-style-type: none"> • Portfolio member • Chief Officer – Social Services 	<p>Scrutiny and Challenge - The Committee seeks a report outlining progress made against the Living Well theme across the lifetime of the current Corporate Wellbeing Plan. The report will outline progress made against the corporate objectives; and will identify challenges faced/managed; along with opportunities identified and actioned.</p> <p>The report's key focus will be on strategic overview and contribution to future policies rather than offering a more detailed outline of operational concerns (which would be instead presented for the Governance and Audit Committee). Outcomes from this committee should feed up to inform this agenda item to maximise output and avoid duplication.</p> <p>Governance Committee Members seek to identify how the lessons learned throughout the delivery of Focus on the Future: wellbeing in our community will inform the development of the next iteration of the Corporate Plan.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery, Transformation and Improvement Plan (Links to Living Well and Best Start themes)</p> <p>ACRF</p>
01 Feb 2022	<p>Corporate Consultation & Engagement Process</p> <p>ITEM RESCHEDULED FROM 19/10/2021; TO 30/11/2021; TO 01/02/2022</p>	<ul style="list-style-type: none"> • Portfolio member • Interim Deputy Chief Executive • Head of Corporate Communication, Engagement & Consultation 	<p>Scrutiny and Challenge – There are many occasions where the Council needs to know more detail about what residents, partners and wider communities think about specific issues that affect them.</p> <p>In direct response to public feedback following recent Council consultation activities; the Committee are keen to understand the Council's current standard consultation process to ensure it meets identified needs and is fit for purpose so they can explore the reasons why recent consultations have received a significant amount of negative feedback.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery Transformation and Improvement Plan</p>

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			More specifically, the Committee would welcome a breakdown of the process undertaken in relation to the recent consultation on the 3-16 Voluntary Aided Catholic School and the Georgetown Active Travel plan to identify how the consultation exercise was facilitated; the response rate to the initial consultation; the rationale supporting the decision to extend the consultation exercise; the current response rate; and details of any lessons learned as a result of this.	
01 Feb 2022	Committee Work Programme 2021-22	<ul style="list-style-type: none"> • Committee Chair • Committee Members 	Committee Members will review the 2021-2022 Work Programme to review and confirm. The Committee will also review the Cabinet Work Plan in line with its work programme, and to identify any future areas that may require a scrutiny.	
01 Mar 2022	<p>Corporate Consultation & Engagement Process</p> <p>ITEM RESCHEDULED FROM 19/10/2021; TO 30/11/2021; TO 01/02/2022 (Scrutiny Cancelled) TO 01/03/2022</p>	<ul style="list-style-type: none"> • Portfolio member • Interim Deputy Chief Executive • Head of Corporate Communication, Engagement & Consultation 	<p>Scrutiny and Challenge – There are many occasions where the Council needs to know more detail about what residents, partners and wider communities think about specific issues that affect them.</p> <p>In direct response to public feedback following recent Council consultation activities; the Committee are keen to understand the Council’s current standard consultation process to ensure it meets identified needs and is fit for purpose so they can explore the reasons why recent consultations have received a significant amount of negative feedback.</p> <p>More specifically, the Committee would welcome a breakdown of the process undertaken in relation to the recent consultation on the 3-16 Voluntary Aided Catholic School and the Georgetown Active Travel plan to identify how the consultation exercise was facilitated; the response rate to the initial consultation; the rationale supporting the decision to extend the consultation exercise; the current response rate; and details of any lessons learned as a result of this.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery Transformation and Improvement Plan</p>

1 Mar 2022	Working Life Thematic Report – Five Year Review	<ul style="list-style-type: none"> Portfolio Member Chief Officer – Community Regeneration 	<p>Scrutiny and Challenge - The Committee seeks a report outlining progress made against the Working Life theme across the lifetime of the current Corporate Plan.</p> <p>The report’s key focus will be on strategic overview and contribution to future policies rather than offering a more detailed outline of operational concerns (which would be instead presented for the Governance and Audit Committee). Outcomes from this committee should feed up to inform this agenda item to maximise output and avoid duplication.</p> <p>Governance Committee Members seek to identify how the lessons learned throughout the delivery of Focus on the Future: wellbeing in our community will inform the development of the next iteration of the Corporate Plan.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery, Transformation and Improvement Plan (Links to the Working Life/Economic Recovery themes)</p> <p>Economic Growth Strategy</p>
1 Mar 2022	Best Start Thematic Report – Five Year Review	<ul style="list-style-type: none"> Portfolio Member Chief Officer – Community Regeneration 	<p>Scrutiny and Challenge - The Committee seeks a report outlining progress made against the Best Start theme across the lifetime of the current Corporate Plan.</p> <p>The report’s key focus will be on strategic overview and contribution to future policies rather than offering a more detailed outline of operational concerns (which would be instead presented for the Governance and Audit Committee). Outcomes from this committee should feed up to inform this agenda item to maximise output and avoid duplication.</p> <p>Governance Committee Members seek to identify how the lessons learned throughout the delivery of Focus on the Future: wellbeing in our community will inform the development of the next iteration of the Corporate Plan.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery, Transformation and Improvement Plan (Links to the Best Start, Working Life and Living Well Themes)</p> <p>Raising Aspirations, Raising Standards (RARS) Strategy</p>
1 Mar 2022	Update on Development of the next Corporate Plan ITEM DEFERRED - SUGGESTED TOPIC FOR NEXT MUNICIPAL YEAR	<ul style="list-style-type: none"> Portfolio member Committee Members <i>Corporate Management Team Members</i> 	<p>Provide Critical Friend Challenge to Executive Policy and Decision-Makers / Driving Service Improvement in Public Services – The development of the next iteration of the Council’s Corporate Plan is under development.</p> <p>Committee Members wish to review the developing draft document to ensure all elements identified and agreed during the development process have been completed;</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery, Transformation and Improvement Plan</p>

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			that the lessons learned through the delivery of Focus on the Future: wellbeing in our community have been reflected; and that all regulatory requirements have been met.	
1 Mar 2022	Committee Work Programme 2021-22	<ul style="list-style-type: none"> • Committee Chair • Committee Members 	Committee Members will review the 2021-2022 Work Programme to review and confirm. The Committee will also review the Cabinet Work Plan in line with its work programme, and to identify any future areas that may require a scrutiny.	
5 Apr 2022	Tackling Poverty – Update from Citizens Advice Bureau ITEM DEFERRED - SUGGESTED TOPIC FOR NEXT MUNICIPAL YEAR	<ul style="list-style-type: none"> • To be confirmed 	<p>Service Improvement in Public Services – As part of a report received in July 2021 around Council Tax collection and its impact on the Council’s Tackling Poverty priority; the Committee agreed to explore how third sector agencies offer proactive support to residents around debt and poverty.</p> <p>A representative from Citizen’s Advice Bureau (CAB) has been invited to meet with the Committee to review their work to support residents across the County Borough, and review the impact of Council-Tax-related debt within this support package.</p>	
5 Apr 2022	Task & Finish Group Report: Council Support of the Third Sector	<ul style="list-style-type: none"> • Portfolio member • Committee Chair • Interim Deputy Chief Executive 	<p>Driving Service Improvement in Public Services – A Wales Audit Office report (now Audit Wales) highlighting areas where local authority support to third sector organisations could be improved was referred to the Governance scrutiny Committee in 2018.</p> <p>A task and finish group was established to review the issues outlined in this report. Led by the Chair of Governance scrutiny committee; activity took place and a report has been produced and presented to Committee Members for review and discussion, enabling next steps to be identified and confirmed.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery Transformation and Improvement Plan (Links to Governance Improvement and Commercialisation themes)</p>
5 Apr 2022	Living Well Thematic Report – Five Year Review	<ul style="list-style-type: none"> • Portfolio member • Chief Officer – Social Services 	Scrutiny and Challenge - The Committee seeks a report outlining progress made against the Living Well theme across the lifetime of the current Corporate Wellbeing Plan. The report will outline progress made against the	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery, Transformation and Improvement Plan</p>

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	<p>ITEM RESCHEDULED FROM 01/02/2022 (Scrutiny Cancelled) TO 05/04/2022</p>		<p>corporate objectives; and will identify challenges faced/managed; along with opportunities identified and actioned.</p> <p>The report's key focus will be on strategic overview and contribution to future policies rather than offering a more detailed outline of operational concerns (which would be instead presented for the Governance and Audit Committee). Outcomes from this committee should feed up to inform this agenda item to maximise output and avoid duplication.</p> <p>Governance Committee Members seek to identify how the lessons learned throughout the delivery of Focus on the Future: wellbeing in our community will inform the development of the next iteration of the Corporate Plan.</p>	<p>(Links to Living Well and Best Start themes)</p> <p>ACRF</p>
5 Apr 2022	<p>Environmental Wellbeing Thematic Report – Five Year Review</p> <p>ITEM RESCHEDULED FROM 11/01/2022; TO 05/04/2022</p>	<ul style="list-style-type: none"> • Portfolio member • Chief Officer – Social Services 	<p>Scrutiny and Challenge - The Committee seeks a report outlining progress made against the Environmental Wellbeing theme across the lifetime of the current Corporate Plan.</p> <p>The report's key focus will be on strategic overview and contribution to future policies rather than offering a more detailed outline of operational concerns (which would be instead presented for the Governance and Audit Committee). Outcomes from this committee should feed up to inform this agenda item to maximise output and avoid duplication.</p> <p>Governance Committee Members seek to identify how the lessons learned throughout the delivery of Focus on the Future: wellbeing in our community will inform the development of the next iteration of the Corporate Plan.</p>	<p>Focus on the Future: wellbeing in our community</p> <p>Recovery, Transformation and Improvement Plan (Links to the Environmental Wellbeing theme)</p> <p>Wales Towards Zero Waste</p>
5 Apr 2022	<p>Committee Work Programme 2021-22</p>	<ul style="list-style-type: none"> • Committee Chair • Committee Members 	<p>Committee Members will review the 2021-2022 Work Programme to review and confirm. The Committee will also review the Cabinet Work Plan in line with its work programme, and to identify any future areas that may require a scrutiny.</p>	

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Additional topics for consideration		
Source of Suggestion	Description	Scheduled
Member of the Public	This suggestion came from a member of the public who is keen to understand what the Council does in its day-to-day business around equalities and how the system objectives are met (with realistic examples).	
Commercialisation	At the meeting of 30/11/2021; Committee Members received a report on the developing Commercialisation Team within MTCBC. At the meeting; Members requested an update report be brought back to Committee during the 2022-2023 municipal year to enable members to maintain a watching brief over activities; processes and procedures etc.	To be added to the Work Programme for the 2022/2023 municipal year
Head of Policy and Improvement	Provide Critical Friend Challenge to Executive Policy and Decision-Makers / Driving Service Improvement in Public Services – The development of the next iteration of the Council’s Corporate Plan is under development. Committee Members wish to review the developing draft document to ensure all elements identified and agreed during the development process have been completed; that the lessons learned through the delivery of Focus on the Future: wellbeing in our community have been reflected; and that all regulatory requirements have been met.	Suggested - To be added to the Work Programme for the 2022/2023 municipal year
Scrutiny Members	Service Improvement in Public Services – As part of a report received in July 2021 around Council Tax collection and its impact on the Council’s Tackling Poverty priority; the Committee agreed to explore how third sector agencies offer proactive support to residents around debt and poverty. A representative from Citizen’s Advice Bureau (CAB) is to be invited to meet with the Committee to review their work to support residents across the County Borough, and review the impact of Council-Tax-related debt within this support package.	Suggested - To be added to the Work Programme for the 2022/2023 municipal year

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