MSV's Scrutiny Panel

The Process

Step 1

Customer and Communities Committee (CCC) commission service area to review after analysing data and insight through performance reports.

STEP 2

Scrutiny Chair will liaise with MSV to develop action plan to review the area identified.

STEP 3

All documents shared with panel members, followed by a launch meeting with scrutiny panel members only.

STEP 4

The review usually takes between 6-12 weeks, depending on the service area.

STEP 5

Meetings will be held bi-weekly during a review, interviews with staff and reviewing relevant documents. Panel members can request additional information during this time.

STEP 6

Panel agree recommendations and share with service leads. Report developed to share the journey and findings.

STEP 7

Final report presented to MSV's Customer and Communities Committee. CCC report directly to Board and will receive annual scrutiny reports.

STEP 8

Service area leads must submit evidence in an agreed timeframe of recommendations implemented.