

6 July 2010

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## Report from the Scrutiny Panel

### Summary

1. As part of the work programme for 2009/10 the Scrutiny Panel carried out three investigations into the operation of various aspects of the work of the Local Government Association. This report outlines the findings and recommendations of the Panel.

### Background

2. One of the key functions of the Scrutiny Panel is to contribute to the achievement of the LGA's priorities and objectives. Three key areas were chosen by the Scrutiny Panel and investigations were carried out by members of the Scrutiny Panel between January and May 2010. These were:

- Success of LGA Lobbying 2009/10 (**Appendix A**);
- Maintaining Council membership of the LGA 2009/10 (**Appendix B**) and;
- Review of the Business Plan 2009/10 (**Appendix C**)

Members will see from the reports that there are some common themes that emerge across all three reports. One issue is that there should be a much more robust measure of customer satisfaction. Therefore the Panel proposes one further overarching recommendation that:

- The LGA considers the options for a more structured gathering of customer feedback to gauge the success of LGA priorities in the eyes of its member councils. Any such methods should be designed and managed to avoid undue burdens on councils and co-ordinated with similar activity across the LGA Group.

3. For timing reasons this report has been submitted to the General Assembly before the LGA Executive have had an opportunity to respond. The Panel acknowledge that this will be its final report under the current governance structures. However the Panel hope that the recommendation above and those in the reports will be seriously considered by the new LGA Group Executive, and

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a formal response to the recommendations be submitted to the Panel that succeeds the Scrutiny Panel.

Cllr David Lines  
Chair of the Scrutiny Panel