

## **In-Depth Scrutiny – Setting up of a new working group**

Possible topics for the focus of the next in-depth Scrutiny Working group have been suggested as follows:

### **Housing**

Scope:

Review of the Disabled Facilities Grants (DFG) in-house process.

Rationale:

This began in December 2013 and the idea was to review the effectiveness of the arrangements within the first year. The Council has made savings from the current DFG budget and there are various changes to take place nationally.

### **Leisure**

Scope:

Customer Satisfaction with particular regard to member and customer retention in the leisure centre fitness gyms.

Rationale:

Fitness is a key income generator and consequently a very important part of the leisure provision. Retention of fitness customers has a direct impact on the success of the leisure centres. This is all about customer satisfaction. Sencio this year are aiming to make our fitness gyms the friendliest people have visited, thereby ensuring high levels of retention.