**EDUCATION SUPPORT SERVCICES SCRUTINY INVESTIGATION
SCRUTINISING CYNNAL**

Suggestions for questions:-

1. Cynnal's Business Model

- Describe what Cynnal does and offers to schools? How many schools use the different aspects of Cynnal's services and how many go elsewhere to look for services?

- Describe the business model you have inherited and what you think needs to be changed or improved

- Is the Authority happy with the content of the Service Level Agreement with Cynnal at the moment and does it feel that it provides value for money for the Authority?

- What is the impact of income generation from other counties on Cynnal's budget? Does it help provide services in the county?

- What about Cynnal's core / central costs – What is the scale of those costs and are they reasonable bearing in mind the size of the organisation?

- What changes have there been in Cynnal's budget over the last 2/3 years – at a time when budgets generally have been under pressure?

- If the Council were to look at a different model for providing these services, what would be the options open to the Council and what would be their advantages and disadvantages?

2. Developmental / Innovative Work

- What are Cynnal's arrangements for ensuring that they are at the cutting edge in terms of innovative developments that could support schools?

- What is the "competition" in terms of offering innovative Information Technology solutions to schools - What is the cost and nature of those services?

- Could you provide an example of an innovative development that Cynnal has promoted within schools in the last 2/3 years?

3. Support for infrastructure and collaboration between Cynnal and Central IT

- What is the division of responsibility between Cynnal and the Central Information Technology in terms of supporting the network for schools?

- Is the division completely clear or are there occasions when there is a difference of opinion about who is responsible for what? Where there are areas of uncertainty, if they exist, how are such matter resolved? Who does the school contact first and what happens if it becomes clear that it is a problem for the other organisation?