

Overview and Scrutiny item: initiation document	
<p>Name of item Transformation – Learning from what we have done</p>	<p>Lead officer Cheryl Hughes</p>
<p>Brief description of item A review of to what extent the Transformation objectives were achieved, and the wider impacts of the Transformation.</p>	<p>Lead member Councillor Vanessa Bell</p>
<p>Which of O&S remit item links to</p> <ul style="list-style-type: none"> • Matters involving the review or scrutiny of decisions made or actions taken • Matters relating to Corporate risk • Matters affecting the Council’s area or the inhabitants of the area, including the draft budget 	<p>Officers already approached? Yes</p> <p>Service area(s) covered? Corporate</p>
<p>Questions to address in the scrutiny item Did we achieve Outcomes of Transformation? Both high level and the finer detail? For resident and customer experience, and Council reputation- what is the effect of Transformation?</p>	<p>Outcomes for scrutiny item</p> <ul style="list-style-type: none"> • A review of the results against the original outcomes identified for transformation • Compilation of customer feedback and insight linking to the reputational effects • Detailed picture of customer experience and how this has changed through Transformation
<p>Expected outputs to committee (e.g.) written report, verbal update Written report</p>	<p>Expected timetable for item 12 weeks</p>