



REPORT of PROGRAMMES, PERFORMANCE AND GOVERNANCE MANAGER

**to
OVERVIEW AND SCRUTINY COMMITTEE (SPECIAL)
12 AUGUST 2021**

TRANSFORMATION REVIEW FULL REPORT

1. PURPOSE OF THE REPORT

- 1.1 To provide a final report on the scrutiny item: Transformation - Learning from what we have done for committee discussion and consideration on any actions / recommendations they would like to take forwards.

2. RECOMMENDATIONS

- (i) That the Committee receives the updated report set out at **APPENDIX A** and comments on it;
- (ii) That the Committee confirms any recommendations they would like to make to the Council or otherwise.

3. SUMMARY OF KEY ISSUES

- 3.1 On 21 January 2021, the Overview and Scrutiny Committee agreed to add to its workplan: Transformation- Learning from what we have done. The original initiation document is available on the website at [Appendix A.pdf \(maldon.gov.uk\)](https://www.maldon.gov.uk/Appendix%20A.pdf).
- 3.2 On 15 April 2021, the Committee considered a report of findings so far and approved an updated timescale to allow for a finance reconciliation exercise to be fed into the final report.
- 3.3 Members also requested at this Committee that the original business case implications that were identified also be included in the final report (**APPENDIX A**), to identify what risks and impacts were identified at the outset. These have been highlighted in section five of the report. Section 1 of the report also highlights the governance and reporting and section seven shows examples of risk tracking in the programme.
- 3.4 The final report is provided at **APPENDIX A** for member review.
- 3.5 Section four of the report has an analysis of to what extent the original work package outcomes have been achieved, and this has helped to identify potential learning points, which have been summarised in section two of the report.
- 3.6 Members may, upon consideration of the report have some recommendations about future working practices or Corporate Learning that they would like to take back to the Council as per recommendation (ii) of this report.

4. CONCLUSION

- 4.1 The full analysis of Transformation and a review of to what extent outcomes were achieved is presented for committee review and discussion on any recommended actions.

5. IMPACT ON STRATEGIC THEMES

- 5.1 Learning and reporting back on these lessons learned will help contribute to the 'Performance and Efficiency' Corporate goal.

6. IMPLICATIONS

- (i) **Impact on Customers** – Customer implications have been analysed in the full report and there may be areas we can focus on to improve customer experience in the future.
- (ii) **Impact on Equalities** – Not applicable (N/A).
- (iii) **Impact on Risk** – Risks reported for transformation have been included in the report for Member assurance and review of the risk management process.
- (iv) **Impact on Resources (financial)** – The analysis covers finance actuals against the original blueprint.
- (v) **Impact on Resources (human)** – Transformation impacts to staff have been drawn out in the paper, for member consideration of 'lessons learned'.
- (vi) **Impact on the Environment** – N/A.
- (vii) **Impact on Strengthening Communities** – Learning from our lessons and improving future processes could have a positive impact on communities

Background Papers: Previous reports to the Overview and Scrutiny Committee

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