

# FINANCE AND IMPROVEMENT OVERVIEW AND SCRUTINY COMMITTEE

8 JUNE 2026

## PUBLIC QUESTIONS

### 1. John Palmer

#### Question:

Re: Organisational transformation: lessons learned review In the "Responding to the lessons learned" grid at paragraph 5.1 of the council's report, it states at the end of the last box that "several facets of the PwC proposed savings are being pursued through the Digital Programme". In item 3.8 of the independent Local Partnerships report, it says "a substantial amount of the money paid to the transformation partner [PwC] (c £7.4m) has been for work on digitising customer channels." "It is undoubtedly the case that at this point the programme is perceived to have delivered far less than was intended". Has the Chair a curiosity in seeking transparent public further detailing of what the "facets of PwC's proposed savings being pursued through the Digital Programme" are?

### 2. Marianne Atkins

#### Question:

The council's pursuit of financial sustainability does not absolve it of its responsibilities around 'good governance'. Does the Finance and Improvement Overview and Scrutiny Committee have assurance of good governance around fundamental issues, including the Councils statutory duties under the Equality Act 2010 and the Freedom of Information Act 2000, also the public involvement and consultation have always been meaningful and consistent with the Gunning Principles?