

LGA PEER RECOMMENDATIONS

RECOMMENDATION	RESPONSE/ACTION
Maintain the focus as set out in the Evolution programme	Maintain approach on Evolution programme. Ensure approach is rolled out across organisation, providing clarity of the priorities within the programme. Focus on delivering strategic work programme for the next 12 months - eg Workforce Strategy.
Develop a consistent approach to service standards, mapping customer journeys and measuring/evidencing satisfaction to support further improvement	Suggest rewording for clarity 'Develop a consistent approach to setting service standards'. Assistant Directors have been tasked to work with teams to review and set service standards. Continue to work through the actions already agreed including review of customer feedback policy and analysis of customer satisfaction data collected and using data and intelligence to feed into service/customer experience reviews.
Develop and implement an operational service level dashboard to help ensure consistency and quality of service (consider investment in a software based system)	A dashboard has been developed which is discussed by the Corporate Leadership Team monthly and remains a flexible set of indicators. Considering existing software-based system and no investment is needed to deliver this.
The Council may want to review capacity for project delivery and ensure it maintains this to delivery business as usual activity, including considering additional resource to support specific projects	CLT regularly reviews capacity across the teams and particularly in the delivery of projects. There are examples of where we bring in additional resource to deliver projects eg. Commercial, project management, equality. Culture of the organisation means that existing teams are best placed to deliver and lead projects as opposed to a separate project team.
Customer Experience Programme: 1) website project - consider the Council's capacity to deliver against the current timetable, and 2) ensure there is a collective vision and agreement of outcomes for the Programme and realistic timescales for delivery	There is a Project Board in place with a 2 year delivery programme. Investment made of £450,000 to support delivery and implementation.
The Council needs to ensure a commercial approach is taken across the range of business as usual services, including contract management and income recovery	Council is maximising commercial approach through various channels – procurement streamlining, new debt management policy, management of suppliers, capacity increase in both finance and commercial to improve debtor and income recovery systems. Need to consider commercial approach to fees and charges via RPP across all charging services eg cemeteries.
Capital schemes in the capital programme need to be profiled over the period of the MTFS to ensure accountability for delivery to allow	Capital projects to be profiled to MTFS from 22/23.

regular monitoring of the capital programme	
The Council could consider setting up a comprehensive peer programme, visiting other councils with a view to improve each other's services.	Continuous learning approach with peers from other Councils across services is already occurring. There is also Corporate input into LGA Peer reviews of other Councils. Suggest LGA lead a Collaborative Learning programme and SSDC would be keen to engage as a proactive leading Council, this approach could be focused for both Officer and Member learning of best practice.