



Public Session

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To: Council
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Title: Corporate Peer Challenge Feedback and Next Steps

Summary:

The LGA delivered a Corporate Peer Challenge on behalf of Selby DC in November 2017. We have now received the final Feedback Report. The Feedback Report contains a number of recommendations for how we could improve.

We have committed to use the Peer Challenge as a tool for improvement and have developed an Improvement Plan in response to the findings and recommendations of the LGA team.

On 1 February 2018 the Executive approved the Improvement Plan subject to any comments made by full Council. The report and the Improvement Plan are now being presented to Council for discussion.

Recommendations:

- i. **The Council consider the attached Feedback Report.**
- ii. **That Council consider the attached Improvement Plan and provide comments.**

Reasons for recommendation

The primary purpose of the Peer Challenge was to support Selby DC to deliver its stated objectives and meet residents' aspirations. Delivering on the seven key recommendations made in the report will help ensure this happens. Being open and

transparent in how we do this will help ensure we get stakeholders – including Members - bought into our continuing improvement and delivery.

1. Introduction and background

1.1 The LGA delivered a Corporate Peer Challenge on behalf of Selby DC in November 2017. The LGA team spent 3 days onsite between 14 – 16 November, during which they:

- Spoke to more than 85 people including a range of council staff together with councillors and external stakeholders;
- Gathered information and views from more than 45 meetings, visits to key sites and additional research and reading; and
- Collectively spent more than 250 hours to determine their findings – the equivalent of one person spending nearly 7 weeks in Selby DC.

The team presented initial feedback on the last day followed by a draft report.

2 The Report

2.1 The LGA team have now produced their final Feedback Report (see Appendix A). The Report contains seven key recommendations:

1. ***Refresh the Corporate Plan on an annual basis and ensure the wording and language is reflected in other corporate documents.*** *This will ensure there is read-through between what the vision is and what is being delivered and achieved.*
2. ***Council action plans should be reviewed to focus on a shorter number of key actions and a clearer steer provided to staff on what needs to be delivered, by when and by whom.***
3. ***Better define and articulate the Programme for Growth and its governance processes so that there is clarity on what the priorities are and how their delivery will be managed.***
4. ***Review and improve scrutiny arrangements to ensure that there is healthy and adequate challenge within the Council to help with improvements***
5. ***Develop more effective mechanisms to provide wider and up to date insights into customer and residents' aspirations and needs.*** *This will ensure that service developments and transformations are based on accurate information about needs and wants.*
6. ***Strengthen internal and external communication to ensure key messages are clearly communicated and successes celebrated.*** *This will ensure that everyone is aligned to the agreed priorities, can easily understand their role in the delivery of these and that the 'Selby Brand' is well established.*

7. *Develop a more strategic approach to organisational and workforce development to pull together how the Council will attract, retain, support, develop, recognise and reward its people to meet its priorities.*

- 2.2** An Improvement Plan has been developed in response to the seven recommendations and other issues raised in the Feedback Report (see Appendix B)
- 2.3** In line with the stated intention to use the Peer Challenge as a mechanism to affirm current progress and identify areas for improvement, an Improvement Plan has been developed. The Improvement Plan addresses not only the seven key recommendations (see para 2.1) but also responds to additional matters highlighted by the LGA within the body of the Feedback Report, including:
- Ensuring economic growth and development delivers improved outcomes for local people;
 - Exploring further options for 'Better Together' projects;
 - Reviewing CEFs;
 - Reviewing Executive portfolios to ensure clarity of responsibilities;
 - Reviewing the governance framework around officer decision making to empower officers to make appropriate decisions;
 - Exploring opportunities to work with voluntary and community sector partners to improve and deliver services at the grassroots level; and
 - Accelerating the emerging digital and transformational agenda.
- 2.4** It should be noted that many of the actions included in the Improvement Plan are already identified in service area work plans. However, we have taken the Plan as an opportunity to prioritise these actions.
- 2.5** Council's views on the Improvement Plan are now sought. It is proposed to monitor progress on delivering the Improvement Plan via quarterly Corporate Performance Reporting which is considered by both Executive and Overview and Scrutiny.

3 Legal/Financial Controls and other Policy matters

Legal Issues

- 3.1** None.

Financial Issues

- 3.2** Delivery of the Improvement Plan should be achievable within previously agreed budgets. Where additional funding is required, further reports will be produced to support decision making.

Impact Assessment

- 3.3** Equality, Diversity and Community Impact Assessment screening will be carried out for each key improvement action as required

4. Conclusion

- 4.1** Peer Challenge is one of the primary tools in the LGAs work to support councils to self-improve. Implementation of the attached Improvement Plan will help ensure Selby DC takes advantage of the opportunity provided by the recent Peer Challenge and addresses the identified areas for improvement.

5. Background Documents

None.

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Appendices:

Appendix A: Corporate Peer Challenge Feedback Report
Appendix B: Improvement Plan