

SOUTH STAFFORDSHIRE COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 14 NOVEMBER 2023

**LOCAL GOVERNMENT ASSOCIATION CORPORATE PEER CHALLENGE REVIEW UPDATE
REPORT**

REPORT OF CORPORATE DIRECTOR, CHIEF OPERATING OFFICER

LEAD CABINET MEMBER – COUNCILLOR ROGER LEES – LEADER OF THE COUNCIL

PART A – SUMMARY REPORT

1. SUMMARY OF PROPOSALS

- 1.1 To update Members on the Peer review progress meeting feedback from the Local Government Association peer review team.

2. SUMMARY IMPACT ASSESSMENT

POLICY/COMMUNITY IMPACT	Do these proposals contribute to specific Council Plan objectives?	
	Yes	The overall view of the Council and how it operates underpins service delivery against the Council Plan.
	Has an Equality Impact Assessment (Equal) been completed?	
	No	This is a feedback report and therefore does not require an EqIA to be completed.
	Has a Data Protection Impact Assessment been completed?	
	No	This is a feedback report and therefore does not require a Data Protection Impact Assessment to be completed.
SCRUTINY POWERS APPLICABLE	Yes	The Local Government Association Peer Review feedback report will be presented to Overview and Scrutiny Committee 14 November 2023.
KEY DECISION	Yes/No	No
TARGET COMPLETION/ DELIVERY DATE		
FINANCIAL IMPACT	No	There are no direct financial implications arising from this report. Any financial impacts of agreed actions would be addressed within specific projects/budgets as necessary.
LEGAL ISSUES	No	There are no direct legal implications arising from this report.

OTHER IMPACTS, RISKS & OPPORTUNITIES including climate impacts and health impacts if applicable	Any agreed actions would build on the strong position of the Council and further the high levels of service delivery achieved.	
IMPACT ON SPECIFIC WARDS	No	

PART B – ADDITIONAL INFORMATION

3. INFORMATION

- 3.1 As part of the Corporate Peer Review in October 2022, a progress and follow up review was agreed to take place 10 months following the review.
- 3.2 The Progress review meeting was held 21 July 2023 with representatives from the original peer review team in attendance.
- 3.3 The purpose of the review meeting is to: -
- a. Update peers on the early progress made and to receive feedback on this including how the action plan aligns to the Corporate Peer Challenge recommendations.
 - b. Consider peer's reflections on any new opportunities or challenges that may have arisen since the peer team were onsite including any further support needs.
 - c. Discuss any early impact or learning from the progress made to date.
- 3.4 Appendix 1 is the feedback report which acknowledges "the Council has taken onboard the feedback from the peers and is progressing well against its action plan."
- 3.5 The report highlights information from the discussion and further thoughts from the peer review team relating to The Customer and Outcomes, Finance and Commercial Activity, Member and Officer working and, Capacity and continuous improvement.
- 3.6 The Corporate Leadership Team continue to oversee the implementation of the action plan and have concluded a significant number of the actions including: -
- Reviewed capacity for project delivery in particular the Customer experience programme.
 - Maintaining the focus on the evolution programme.
 - Taking a commercial approach across the range of business-as-usual services.
 - Profiling of Capital schemes.
 - Engage in visiting and learning from other councils.
 - Ensure staff continue to have the platforms and networks to connect across the organisation.
 - Review and plan for reduced financial reliance on reserves.
 - Review to ensure Audit and Risk Committee is strengthened.

3.7 The remaining areas of focus include: -

- Concluding the service standards and Charter.
- Implementing an operation digital dashboard.
- Employer of choice metrics -quarterly reviewed.
- Locality and partner action plan to be finalised based on data.
- Explore opportunities to gain immediate customer feedback.
- Commercial and transactional investment kept under review.

IMPACT ASSESSMENT – ADDITIONAL INFORMATION

4.1 Not applicable.

5. PREVIOUS MINUTES

5.1 Not applicable

6. BACKGROUND PAPERS

Appendix 1 – Local Government Association Peer Challenge – Progress Review report

7. RECOMMENDATIONS

7.1 Members to note the content of the Peer Review Progress Report

Report prepared by: Jackie Smith, Corporate Director, Chief Operating Officer