

CORPORATE PEER REVIEW – ACTION PLAN

ID	Recommended Action from LGA Peer Review	Lead Responsibility	Timescale for implementation
A LEADERSHIP – Lead (SR) (including reference to Financial Planning*)			
A1.	i) Revisit council priorities to ensure they are fit for purpose ii) Clearly articulate the vision and priorities to: <ul style="list-style-type: none"> • Elected Members • Council employees • partners • public 	Vince Taylor Sam Meredith	30th June 2014 30 th June 2014 Annual basis thereafter
A2.	Develop skills and abilities of elected members to change behaviour, manage expectations and thereby reduce demand Address the communication and understanding at the operational level with both members and officers of how the work of the Area Committees contributes to the delivery of Council priorities	Phil Spooner Charlotte Burnham	31 st December 2014 31 st December 2014 Quarterly basis thereafter
A3.	Work with local communities to develop their capacity to deal with the necessary changes in the way services are delivered	Phil Spooner	31 st March 2015
A4.	To avoid unintended consequences for service delivery, ensure that transformation projects are more effectively coordinated through: <ul style="list-style-type: none"> • more robust programme management • clear and prioritised allocation of resources • effective communication /effective directorate level engagement • on-going communication around financial impacts Ensure that transformation projects link clearly to the council's priorities and potential impact on local areas is understood.	Mike Poulter/Paul Davies Sam Meredith	30 th June 2014 Quarterly basis thereafter 30 th June 2014

ID	Recommended Action from LGA Peer Review	Lead Responsibility	Timescale for implementation
	Ensure the transformation message to employees, members, partners and public continues and is consistent		Quarterly basis thereafter
B COMMUNITY LEADERSHIP – Lead (PHS)			
B			
1.1	Work with elected Members to ensure that Area Committees make use of all resources available to them to deliver the council's priorities	Charlotte Burnham	31 March 2015
1.2	Explore ways in which Areas Committees can engage the voluntary and community sector and deliver improvements in local areas, in accordance with council priorities, thereby rationalising budgets	Charlotte Burnham	28 th February 2015
1.3	Area Committees to consider how to deliver a more tangible impact for local people and communities and publicise them	Charlotte Burnham	30 th September 2014
1.4	Consider how to develop public engagement and spending processes	Charlotte Burnham (Sonia Tognarelli)	30 th June 2014
B2.	Agree which further services can be devolved to the Area Committees and its supporting Place and People Boards	Janet Johnson (Place and Economy based services)	30 th June 2014
		Neil Revely (People based services)	30 th June 2014
B3.	Consider how the Council can engage more with partners to deliver transformation projects which align with city priorities	Janet Johnson (Place and Economy based services)	30 th June 2014
		Neil Revely (People based services)	30 th June 2014
B4.	Develop frontline member skills enabling them to be pro-active within the community (links to A2 and A3)	Charlotte Burnham	31 st March 2015

ID	Recommended Action from LGA Peer Review	Lead Responsibility	Timescale for implementation
B5.	Work with the voluntary and community sector to develop community capacity to deliver services (links to A3)	Charlotte Burnham	31 st March 2015
C CONTEXT AND PRIORITIES (Lead JJ)			
C1.	Work with the University and the College to explore the potential of the creative and cultural sector in supporting economic growth	Janet Johnson/Neil Reveley	30 th September 2014
C2.	Make clear what a future Sunderland will look like Articulate this vision to the following, and their part in it, to: elected members employees partners residents potential investors.	Vince Taylor Phil Spooner Sam Meredith Sarah Reed/Jessica May Sam Meredith Business Investment Director	30 th June 2014
C3.	Review how performance management and reporting can help the Council to realise its priorities	Vince Taylor	30 th June 2014
D CAPACITY AND RESOURCES& CUSTOMER INSIGHT (Lead SS)			
D1.	Continually review the Customer Service offer to ensure it remains relevant and continues to meet customer's needs.	Liz St Louis	Monthly review and annual assessment each March
D2.	Consider frontline teams' capacity for actively engaging with transformation work with dwindling resources	John Rawling	30 th June 2014 Quarterly basis thereafter
D3.	Consider how the council can ensure frontline employees feel consistently valued and informed about the council's priorities and major decisions.	John Rawling/Sam Meredith	30 th June 2014 Quarterly basis thereafter
D4.	Use the customer information which is accessible within the authority to better inform decision making and target diminishing resources more effectively.	Liz St Louis	Monthly review and annual assessment each March

ID	Recommended Action from LGA Peer Review	Lead Responsibility	Timescale for implementation
D5.	Implement the Intelligence Hub immediately as this is integral to the refreshed 3 year change programme to achieve planned efficiencies whilst providing sustainable public services.	Liz St Louis	Review impact at quarterly basis