

CORPORATE PEER CHALLENGE - NEW ACTION PLAN (POST PROGRESS REVIEW)

Recommendation	Commentary	Action and Proposed Outcome	Timescale
Reset GBC's ways of working.	<p>The Council has:</p> <ul style="list-style-type: none"> - implemented a flexible and agile approach to working based on 2 days in the office as a minimum, but some flexibility is offered to aid recruitment. - Audited the Civic centre in terms of space utilisation. 	<ol style="list-style-type: none"> 1. Finalise the office space utilisation review and move teams around to share offices better and create more space for letting. 2. Review officer attendance and customer needs at community hubs. 	<p>June 2024</p> <p>June 2024</p>
Establish a clear strategy for income generation and cost recovery alongside funding bids.	<p>The Council has:</p> <ul style="list-style-type: none"> - Reviewed fees and charges each year and benchmarked against neighbours and nearest competitors. - Drafted a corporate charging strategy. - Considered further commercial activity but capacity and resilience for any new ventures are a limiting factor. - Commenced a base budget review. - A shortage of specialist bid writing skills, and resource constraints restrict the ability to engage consultants to develop 'on the shelf' projects that would be suitable for new government bidding rounds. - Now completed the work on the strategic leisure review and needs to make decisions over future direction. 	<ol style="list-style-type: none"> 1. Introduce corporate charging strategy that sets out the basis of charging for each service i.e surplus, cost-recovery, subsidise. Strategy to include guidance on concessions, discounts and marketing promotions. 2. Deliver a more in-depth benchmarking exercise on fees and charges. 3. Complete the work on the base budget review. 4. Determine the future direction for leisure. 	<p>Revised date of April 2024</p> <p>Revised date of May 2024</p> <p>September 2024</p> <p>May 2024</p>

	<ul style="list-style-type: none"> - A need to enhance its branding, reputation and influence as a place and employer of choice. 	<ol style="list-style-type: none"> 5. Explore opportunities through the EMMCA to access specialist expertise for bid writing skills and internal development. 6. Create a marketable brand for the Council. 	<p>December 2024</p> <p>June 2024</p>
<p>Consider comprehensive customer centred approach to transforming service delivery, and what resources and technology are needed.</p>	<p>The Council has:</p> <ul style="list-style-type: none"> - Tried shared services with limited success, and there are relatively few service contracts that GBC purchases from another authority or vice versa. - Held discussions with other local authorities regarding sharing of services. - Engaged external consultants to undertake a strategic leisure review. - Improved customer outreach through a hub approach in the community. - Adopted a new customer promise. 	<ol style="list-style-type: none"> 1. Look to the EMMCA as a potential for further collaboration of service provision. 	<p>September 2024</p>
<p>Invest to save; good IT systems improve efficiency.</p>	<p>The Council has:</p> <ul style="list-style-type: none"> - Completed a baseline review of its current ICT operations and fit for purpose. - Recruited a lead to develop its new ICT digital strategy and transformation programme. - Established an internal digital transformation team. 	<ol style="list-style-type: none"> 1. Complete the ICT strategic review and determine services where software is duplicated, or where better alternatives could be employed. 2. Explore options for business transformation using ICT as the driver for change. 	<p>Revised date of September 2024</p> <p>Revised date of July 2024</p>

		3. Commit to digital and service transformation by approving resources for 'invest to save' projects.	March 2024
Consider imaginative ways to increase capacity.	<p>The Council has:</p> <ul style="list-style-type: none"> - A number of partnerships with voluntary bodies through Service Level Agreements. - A focus on the EMMCA to provide greater opportunities to increase capacity. - Looked laterally across other public sector bodies to provide a part solution to this, including working 'smarter' with our community partnerships. - Agreed to contact the two local universities to build relationships and collaboration opportunities. 	1. Build relationships with the two local universities to promote collaboration opportunities for both the Council and local students.	June 2024
Build up programme and project management capacity.	<p>The Council has:</p> <ul style="list-style-type: none"> - A Programme Board which tracks progress on projects using project management skills / tools in the delivery of schemes. - Issues around internal capacity, specialist expertise and funding when developing compliant bids that seek Council match-funding. - Created a short-term Programme Manager role through the use of Shared Prosperity Funding. 	<p>1. Upskill staff in bid writing, project and programme management and consider a permanent project manager resource.</p> <p>2. Recognise when external skills are required and procure digital transformation expertise.</p>	<p>August 2024</p> <p>July 2024</p>

<p>Widen member engagement, particularly through scrutiny.</p>	<p>The Council has:</p> <ul style="list-style-type: none"> - Delivered a member induction training programme post-election. - Created a new member Development Working Group. - Developed a periodic Councillor newsletter. - Strengthened its Cabinet through adding a new portfolio holder. - Agreed a full programme of work for the Overview & Scrutiny Committee. 	<ol style="list-style-type: none"> 1. Develop an ongoing Member training programme. 2. Arrange specific training and development for committee members. 3. Undertake periodic review of both member training and development, and the success or otherwise of the Councillor newsletter. 	<p>August 2024</p> <p>September 2024</p> <p>November 2024</p>
<p>Use strategic risks and the Corporate Risk register as part of the Corporate planning process.</p>	<p>The Council has:</p> <ul style="list-style-type: none"> - An existing Corporate Risk Strategy which is currently being refreshed. - Recently procured new risk management software which is being implemented. - Approved a new Gedling Plan 2024-27 which incorporates strategic risks. 	<ol style="list-style-type: none"> 1. Update the Corporate Risk Strategy and refresh the Council's approach to risk management and embed across the organisation. 2. Hold a risk management training session with managers and Cabinet members. 	<p>Revised date of April 2024</p> <p>Revised date of July 2024</p>
<p>Widen partnership engagement to include businesses, LEP and Combined Authority discussions.</p>	<p>The Council has:</p> <ul style="list-style-type: none"> - Engaged in the devolution process and fully supports it. - Good networks and influence at sub-regional level through the Leader, Deputy Leader and Chief Executive. - Developed its 'benefits package' and 'corporate ask' for the EMMCA and the new mayor. 	<ol style="list-style-type: none"> 1. The Leader, Deputy Leader and Chief Executive to build on the existing relationships and engage with the future mayor at a sub and regional level. 	<p>November 2024</p>

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