

Appendix 2: Peer Review Actions

Peer Review Suggestion	Current Position	Status
Implement the new structure	Structure completed – posts filled.	Enacted
Strip Customer First to its core and ‘rebrand’ it	Programme rebranded under T24 moniker. Core elements re-viewed and refocused.	Enacted
Use the ‘purposeful pause’ regarding commercialisation to understand and identify where future income and savings should come from	MTFP completed 2021-2026. Additional commercial opportunities under consideration. No further commercial assets purchased but content of portfolio under review.	Enacted
Improve communications with all stakeholders	Stakeholder mapping completed and comms plan produced.	Enacted
Clarify what ‘social regeneration’ means to the Council, what it will deliver and how to resource it	Social regeneration is a holistic approach balancing the physical, economic and social environments to enhance health and wellbeing. Completion by March 2022.	Initiated – work in progress
Ensure the next version of the Local Plan identifies the key risks, eg viability, realistic/deliverable targets, housing and locations	Review of CLLP continuing; WLDC taking a lead role in protecting its interests including matters to address climate change.	Initiated - work in progress
Review the Overview and Scrutiny function	Administration will retain the function. Annual work plan will be developed with a focus on performance management of service areas.	Enacted
Ensure a structured approach to workforce and succession planning	Workforce planning embedded in service reviews as part of T24 programme. Age-profiles and capacity/capability matters incorporated.	Initiated - work in progress
Ensure performance management processes are consistent at service level	Performance management module to be incorporated in new ERP system. On-going support for team managers to improve performance management processes.	Enacted
Consider a cultural strategy	Cultural strategy in development. Collation/appraisal of all cultural related underway. Estimated timeline for completion April 2022.	Initiated - work in progress