

APPENDIX 2

**CORPORATE PEER REVIEW 2024
RECOMMENDATIONS AND ACTIONS**

Corporate Peer Review Recommendation	Proposed Actions	Programme / Governance / Workstream
<p>2.1 Celebrate and recognise progress made on Northumberland’s improvement journey, whilst remaining focussed on embedding, driving, and monitoring impact of further change.</p>	<p>Programme of internal and external communications</p>	<p>BAU+</p>
	<p>Continuing the successful internal staff awards, building on what we did in December 2023</p>	<p>BAU+</p>
	<p>Using existing networks, processes and approaches to further embed key initiatives such as BEST and the Corporate Plan (e.g. Corporate Briefing, Performance Reporting, Service-Planning)</p>	<p>BAU+</p>

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	Submit nominations for NCC examples of good and outstanding practice for national and regional awards as part of sharing learning and areas of good practice with colleagues across the sector as well as learning from them.	BEST Talent & Opportunities
2.2 Continue to grow the environment of openness and trust with all elected members and find a way to draw a line under the past.	Continue the programme of Group Leaders meetings	BAU+
	Communicate the positive progress that is being made with Member-Member working as well as Member to Officer working	BAU+
	Develop the new programme of Policy Conferences for 2024/25, listening to and reflecting on Members' feedback and ideas for improving these	BAU+
2.3 Ensure there is a systematic on-going effective Member development programme.	Continue to strengthen the Member Training offer in 2024/25 (listening to Member feedback) as well as improving communication on this	BAU+ Member Services Working Group
2.4 Enhance and systemise consistent use of data and analytics to drive performance monitoring, horizon scanning and service improvement.	Deliver Data & Business Intelligence Strategy	BEST Use of Technology
	Refine and clarify the link between improved use of 'data & BI' and corporate performance reporting	Planning and Performance

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		Accountability Framework
2.5 To create the conditions for BEST to succeed:		
2.5.1 Embed and foster collective ownership at every level of the organisation of the Corporate Plan and BEST.	Using existing networks, processes and approaches to further embed key initiatives such as BEST and the Corporate Plan (e.g. through Corporate Briefing, Performance Reporting, Service, Planning, Appraisal)	BAU+
	Use the rollout of BEST reviews to contribute to this embedding by involving staff at all levels in the reviews	BEST (all)
2.5.2 Empower staff through BEST to engage with cross organisational working opportunities, innovation and sharing of good practice.	Develop and rollout NCC's new Workforce Development Plan Using existing networks, processes and approaches to further embed key initiatives such as BEST and the Corporate Plan (e.g. through Corporate Briefing, Performance Reporting, Service, Planning, Appraisal)	BEST Talent & Opportunities BAU+
2.5.3 Build capacity and skills within existing workforce to complement delivery of BEST and mitigate risk.	Using existing networks, processes and approaches to further embed key initiatives such as BEST and the Corporate Plan (e.g. through Corporate Briefing, Performance Reporting, Service, Planning, Appraisal) Use the rollout of BEST reviews to contribute to this embedding (See Rec 5)	BEST (all)
2.6 Further develop the council's strategic role with partners and within the region,	Establish the County Partnership and progress towards a shared 'County Mission'	County Partnership

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continuing to involve partners in your change journey.	Refresh and clarify Member and Officer arrangements in relation to the new Combined Authority. As part of this, consider what NCC services and functions could do differently to work even more effectively with the new CA.	BAU ⁺
2.7 Consider, and progress, how Northumberland can be more enabling of local communities.	Develop and roll out 'Northumberland Communities First' model	BEST communities First
2.8 Be clearer about what value for money means for Northumberland and fully develop the longer-term capital programme.	Deliver Value for Money Statements for each NCC Service as part of 2024/25 Service Planning Process	BEST Value for Money
	Continue to develop and re-profile the Capital Programme	BEST Use of Resources
2.9 Continue to be open to - and fully embrace learning from – internal and external challenge.	Undertake six-month review of Corporate Peer Review in line with LGA best practice	BAU ⁺
	Continue to strengthen and learn from Scrutiny	BAU ⁺
	Continuing to act on advice and recommendations from External Audit	BAU ⁺ Audit Committee

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	Aligning NCC's Corporate Performance with Oflog 'dashboard and embracing learning from developments across the Local Government Sector.	BAU+

Note BAU+ is about continuing to deliver many of the actions that are already in place and progressing and are therefore 'business as usual'. The 'plus' element is about reviewing these actions in light of the Peer Review recommendations, reflecting on progress, refining activities and focusing on outcomes.